

Complaint Procedure:

Your opinion is important to us. You have the opportunity to directly send a message to ATM Recyclingsystems. We are happy to receive your feedback, suggestions for improvement, and complaints to improve our work and services in your interest. Of course, we also appreciate positive feedback.

We want to emphasize that we do not take any retaliatory measures against individuals who express complaints or concerns. Your openness and honesty are important to us, and we are committed to promoting a culture where everyone can raise their concerns freely and without fear of negative consequences.

To submit your complaint, you have the following options:

- Online form: <https://www.atm-recyclingsystems.com/compliance/>
- By phone using the service number +43 3573 275270 - 101
- Via email to the complaints office at complaints@atm-recyclingsystems.com
- In writing to the complaints office: ATM Recyclingsystems Complaints Management Josef-Ressel-Gasse 8 8753 Fohnsdorf

To facilitate processing, please provide the following information if possible:

- Name or company name
- Email address or telephone number
- Involved parties
- Reason for the complaint

If you wish to remain anonymous, please submit the form without providing your personal information.

We will provide you with feedback as soon as possible. In general, you will receive a response within 5 days. However, in the case of legally relevant or serious matters, we may need to thoroughly investigate in collaboration with the relevant parties. We appreciate your understanding that our response may take up to a month in such cases. In this case, you will receive an interim report from us.

In our data protection information, you will find all the necessary information regarding the processing of your data that you submit to us as part of your complaint.

Procedure and Rules of the Complaint Process:

The management of ATM Recyclingsystems is responsible for the complaint process. The process is supported by an independent external body and - if necessary - legal counsel.

Process Step	Duration (approx.)	Responsible
Receipt of Complaint → Acknowledgment	Immediately	ES
Receipt of Complaint → Start Processing	2 days	ES
<i>a. By telephone</i>		
<i>b. By email</i>		
<i>c. By post</i>		
Processing the complaint -> reply / statement		
<i>a. Simple facts</i>	2 days	GF
<i>b. Personnel-related facts</i>	5 days	GF + ES + BV
<i>c. Serious matter (e.g. financial loss)</i>	5 days*	GF + ES
<i>d. Legally relevant facts</i>	15 days*	GF + ES + RB
*For processing times > 5 days: Interim message		ES
Response / Statement		GF

Management (GF); External Body (ES); Legal Counsel (RB); Employee Representation (BV)

The person(s) responsible appointed by the company (External Body) is/are impartial, independent, and not subject to instructions.

Appeal Procedure in Case of Complaints:

If you are not satisfied with the response to your complaint or feel that your concerns have not been adequately addressed, you have the right to take further steps. The appeal procedure allows you to re-examine your complaint or take additional measures to reach a satisfactory solution. Here are the steps you can take as part of the appeal procedure:

1. Re-examination of your complaint: You can ask the company to re-examine your complaint and request additional information or clarifications if necessary.
2. Further communication: Contact the company to explain your concerns and discuss possible solutions. This can be done by phone, in writing, or in person.
3. Legal steps: In some cases, it may be necessary to take legal action, especially if the complaint has serious consequences or if the company has not fulfilled its legal obligations. This may involve initiating legal proceedings in court.

Please note that the appeal procedure aims to ensure that your complaint is handled fairly and appropriately. We strive to find a satisfactory solution to all complaints and are available throughout the process to answer your questions and provide support.

As of: 11.03.2024