

DEK Technologies Vietnam Escalation Policy

1 Purpose

To clearly define the expectations of the internal and external escalation paths to be used within DEK Technologies Vietnam.

2 Effective Date

This version of the policy is effective from the 1st of August 2020.

3 Principles

As a company we can only solve issues and make improvements if we are aware of the problems or ideas for improvements.

DEK Technologies Vietnam is not a hierarchal company, and every member is welcomed to speak directly to anyone in any position of the company. For example, everyone is welcomed to raise any of their concerns or ideas directly to the General Director.

DEK Technologies Vietnam strives to understand different perspectives and find win-win solutions and to ensure people are treated fairly.

4 Policy

Any escalation by a member, including whistleblowing, who in good faith, raises a complaint or discloses an alleged breach of a Code, whilst following correct reporting procedures, will not be disadvantaged or prejudiced. All reports will be dealt with in a timely and confidential manner.

4.1 Anonymous Portal

Any concern, or incident reporting, feedback, suggestions for improvements, whistle blowing etc. can be made with complete anonymity using the [Anonymous Feedback Portal](#).

4.2 Internal Escalation Paths

DEK Vietnam is a company that believes in empowering individuals and teams to solve their own issues and find the best way forward. When members are not satisfied with a solution or their issues can't be resolved to their satisfaction, we strongly encourage them to escalate their concerns.

Below is the defined formal escalation path, though always remember, every member is welcomed to speak directly to anyone in any position of the company.

The formal escalation path is:

1. Team
2. DEK Coach
3. Line Manager
4. Human Resources
5. General Director

4.3 External Escalation Paths

Complaints or feedback from the customer, about technical product issues (e.g. bug reporting), this will be handled using the customers ticketing systems and the associated escalated processes with that system.

Complaints or feedback from the customer, about a delivery or general performance, the escalation path is:

1. Line Manager (who will inform the General Director)
2. Business Area Manager
3. DEK COO
4. DEK CEO

The Business Area Manager is responsible to drive and own the customer complaint or feedback and follow it to resolution.

Any customer complaint or feedback that resolves in a change of our internal policies, process or procedures a corrective action should be recorded.

5 Responsibilities

Members are responsible for knowing, understanding, and following the global and local policies of the company.

Members need to raise concerns and bring them forward so they can be addressed.

Members are responsible for treating all escalations, minor or major, as an opportunity for learning and improvement.

6 Reference documents

N/A