



Employee Complaints — KPI Performance

Indicator Description, Methodology and Results

07.09.2026

OUR ACCOLADES:



OUR ACCREDITATIONS:



PROUD MEMBERS OF:



INDICATOR DESCRIPTION

MEASUREMENT BASIS

Employee-submitted complaints are registered in the complaints and proposals register. The KPI measures the number of complaints recorded during each calendar year.

WHAT THE INDICATOR REFLECTS

The annual volume and dynamics of employee complaints, reflected through:

- **the annual number of employee complaints**
- **comparison of the actual result with the annual target**
- **the direction of change over time**

RISEBA TARGET

Maximum number of employee complaints
per calendar year

≤ 5 complaints per year

A complaint can indicate trust and willingness to raise an issue. However, a material increase in complaints should be avoided.

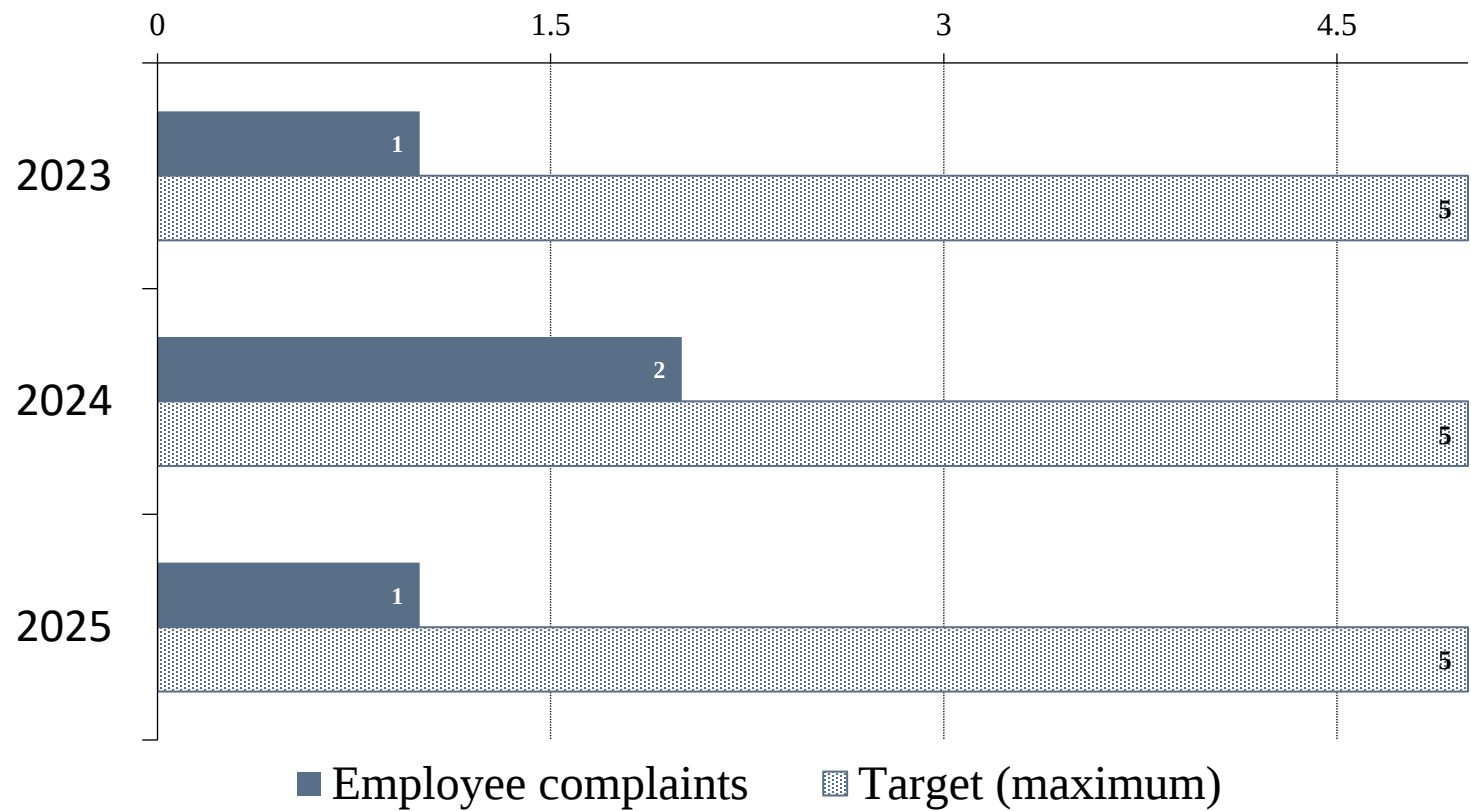
Target is assessed separately for each calendar year.

Measurement Methodology and Data Scope



KPI DEFINITION			
Number of employee-submitted complaints recorded in the relevant calendar year.			
Comparison aspect	2023	2024	2025
Data source	Complaint / proposal register	Complaint / proposal register	Complaint / proposal register
Complaint records	1	2	1
Counting rule	Complaints only	Complaints only	Complaints only
ANNUAL TARGET			
2023 ≤ 52024 ≤ 52025 ≤ 5			
COUNTING RULES			
• Count records classified as complaints• Group by registration date / calendar year• Proposals are excluded from the KPI count			
Source: Employee complaints and proposals register, 2023–2025.			

KPI Execution — 2023–2025



RESULT SUMMARY	
2023 complaints	1
2024 complaints	2
2025 complaints	1
Overall status	Achieved

KPI target

≤ 5 complaints / year

All three years are within the target.