LITTLE BIRD: HOW IT WORKS - IN FIVE STEPS TO CHILDCARE

Website: portal.little-bird.de/suche

LITTLE BIRD can easily and at any time be used from your computer, smartphone or tablet. Of course you can still place care requests individually on site.

LITTLE BIRD is a search engine:
In the parent portal you can easily obtain information about providers of childcare services - non-binding and without registration.

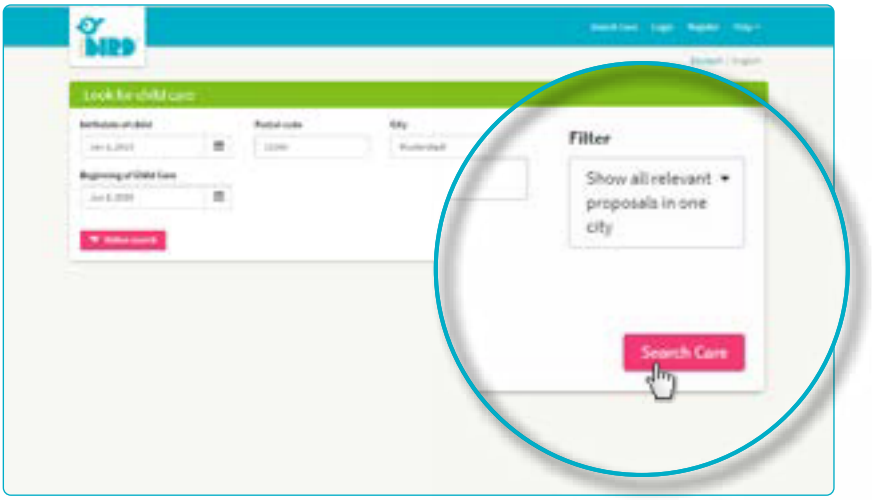
Put a care request with LITTLE BIRD:
After registration and login to the parent
portal you can direct place inquiries to different childcare providers of your choice
even simultaneously, irrespective of

1 SEARCH

Fill in the search mask on the start page and click the button "Search Care".

Different filter options are available:

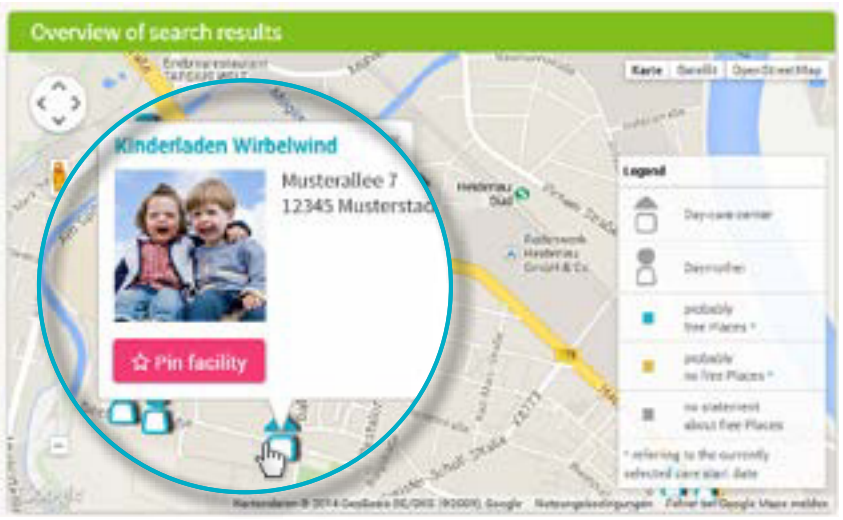
- Suitable for age + start of childcare
- Name of a particular provider of childcare
- Exact address (+area)
- Care providers in the school district
- All offers in the municipality



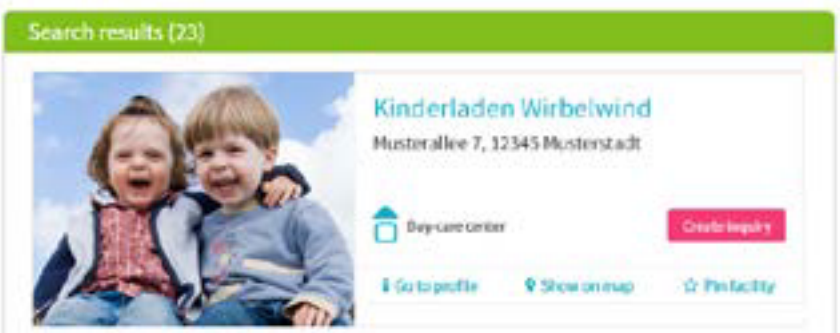
The results of your search are then shown as icons in an interactive map and in an alphabetically arranged list.

With a mouse click on an icon or on a particular provider you receive information about:

- Size of the childcare facility
- affiliation of the provider
- opening hours
- offered types of childcare
- educational approach



Attention: You have to be registered to use "memorize facility", look at step 2.

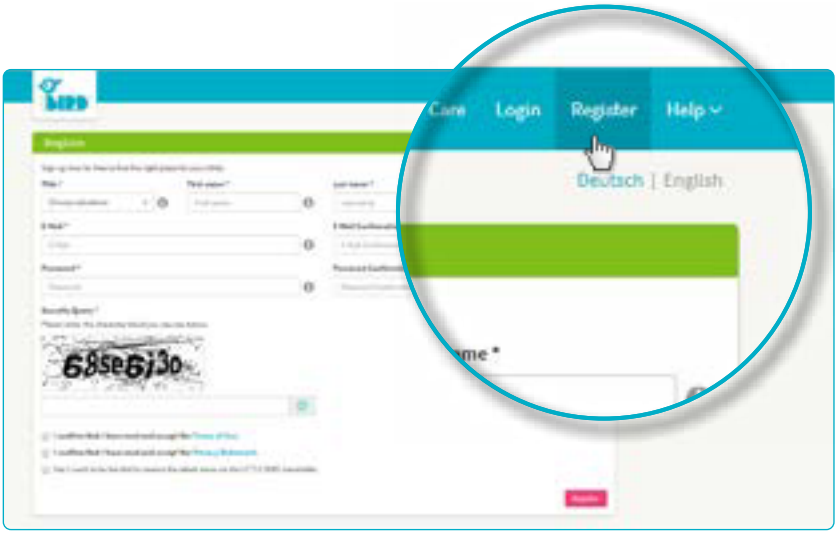


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REGISTRATION

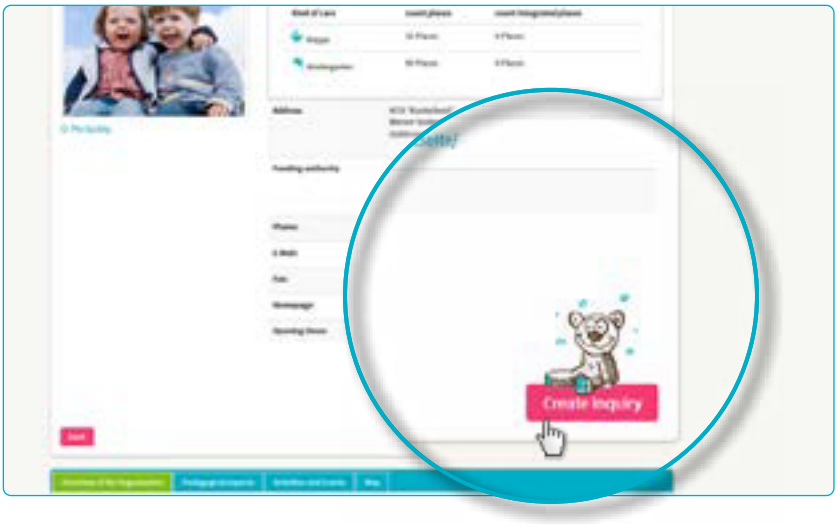
Clicking on “Register” in the navigation bar takes you to a one-time input of your personal data in order to create a user profile.

- Cookies and JavaScript have to be activated in the browser
- Choose user name and password (at least eight characters, one capital letter, one small letter)
- Fill in all of the fields (to receive a confirmation email please make sure to enter a valid email address)
- Agree to the terms of use and to the data privacy statement
- Click “register”
- Confirm the confirmation email in your private mailbox
- Log in with user name and password



Now you are able to:

- Memorize childcare providers
- Save your search
- Place care requests

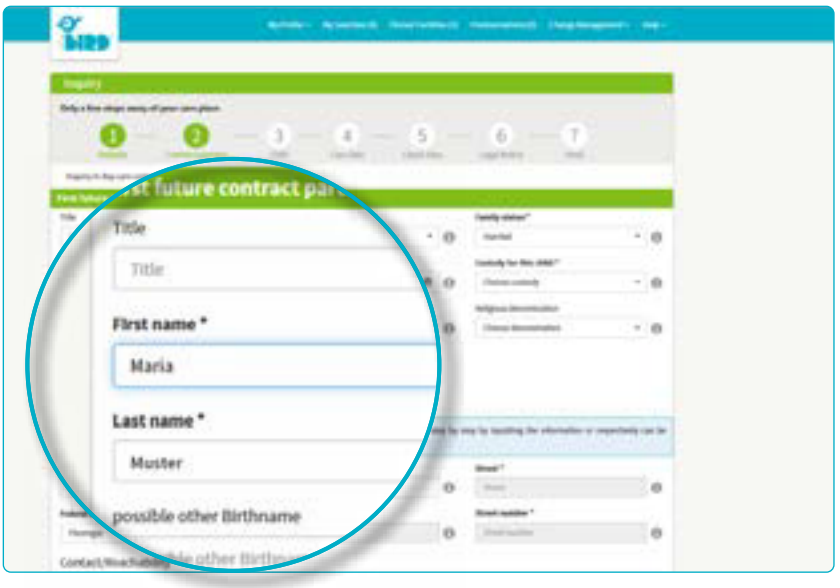


3

PLACE A CHILDCARE REQUEST

Clicking on the button “Create inquiry” takes you to an input mask for your personal data.

- All entries labeled with * are mandatory (information about custodians/ parents/ subsequent contractual partner, child and care requirement)
- Optional: setting priorities
- Send inquiry: using your entered data the provider of childcare gets informed about your interest in a place
- This procedure can be repeated for further providers of your choice (number can be limited!)



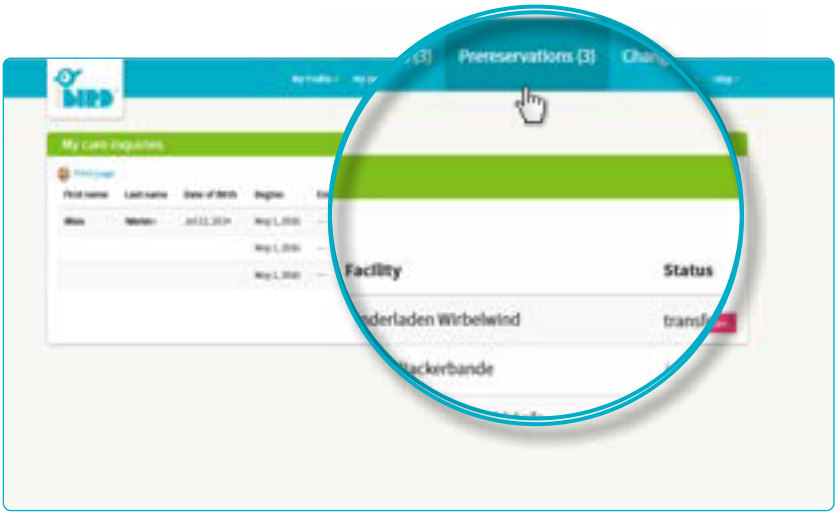
If you want to create a template that can be used for further requests you have to consent to data storage.

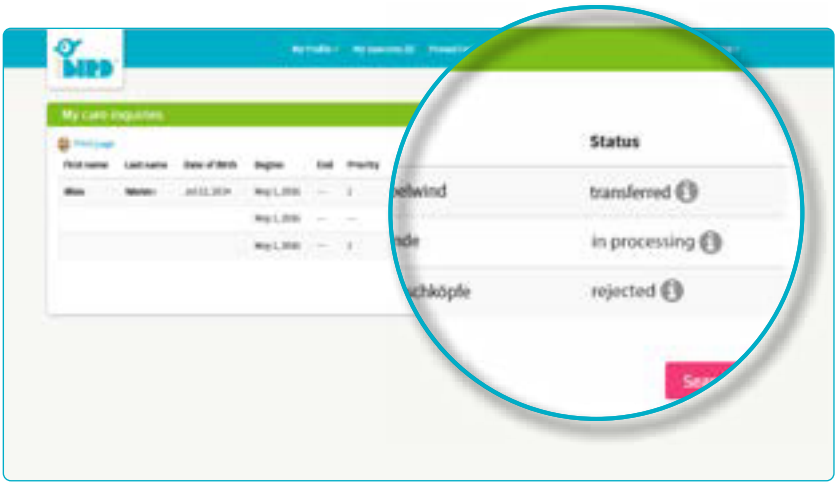
4 WAITING FOR RESPONSE

Waiting for a response of the respective provider of childcare:

- Clicking the button “Prereservations” in the navigation bar you can find all of yoursent requests
- Your care request(s) was (were) securely transmitted to the respective provider
- You are given individual feedback by the requested care providers (response can come quickly or as well take some time)

Attention: The allocation of childcare places is handled by the care providers themselves, LITTLE BIRD has no influence at all on this procedure.





5 RESPONSE

Option 1

- **Invitation to a personal meeting:** if a personal conversation has not yet taken place

Place offer: parents have to accept or refuse the off ered care place within a specifi ed period of time. **Until then all further requests are inactive.**

- **Acceptance:** The reservation of the care place is binding, further requests are automatically set to inactive.
- **Contract**

Option 2

- **Invitation to a personal meeting:** if a personal conversation has not yet taken place

Place offer: parents have to accept or refuse the off ered care place within a specifi ed period of time. **Until then all further requests are inactive.**

- **Refusal:** after your refusal of the place off er your request is deactivated, further inquiries are reactivated
- parents can place a new request and/ or wait for response of other care providers.

Option 3

- The care provider has no spare capacities and therefore rejects the request

Refusal: parents can place a new request to another facility of their choice and/ or wait for response of other care providers.