

## **Rules of procedure for the complaints procedure under § 8 of the Supply Chain Due Diligence Act (LkSG\*)**

### **1. Content of the complaints procedure**

The complaints procedure provides a way for individuals to report risks related to human rights or the environment as well as violations of human rights or environmental obligations that can be attributed to the economic activity of HZB in its own area of business or to that of a supplier.

### **2. Filing complaints: reporting channels**

Complaints can be reported to HZB directly at the following e-mail address:

[lieferkette@helmholtz-berlin.de](mailto:lieferkette@helmholtz-berlin.de)

In addition, complaints can be submitted to our trusted law firm. They can be contacted at the following e-mail address:

[johannes.hirt@kanzlei-hirt.de](mailto:johannes.hirt@kanzlei-hirt.de)

Both channels ensure that reports are treated confidentially.

The persons entrusted with conducting the complaints procedure act impartially and independently. When handling complaints, they are not obliged to follow any instructions and are bound to secrecy.

### **3. Procedure for processing complaints**

The reporting person will receive confirmation of receipt of the complaint within seven days.

All incoming reports are documented and stored in accordance with legal requirements.

All reports are first checked for plausibility and credibility. If necessary, the reporting persons will be asked to provide additional information.

If an initial suspicion is confirmed, detailed investigations will be carried out. The complaints office will examine whether the reported facts constitute a violation of human rights or environmental obligations or a risk of such a violation.

The reporting person may consult the complaints office to stay informed about the current situation throughout the proceedings.

Once the investigation is complete – no later than three months after receipt of the report – the reporting person will receive feedback on the results of the investigation and any follow-up measures, or on the status of the investigation if it is not yet concluded.

### **4. Protection of reporting persons**

An important part of our complaints procedure is the protection of reporting persons from discrimination and reprisals as a result of complaints being made. All information provided to us will be treated confidentially within the legal framework and in compliance with data protection requirements. Reporting persons will not suffer any disadvantage as a result of using the procedure.

*\*LkSG = Lieferkettensorgfaltspflichtengesetz*