

**COMPLAINT PROCEDURE ACCORDING TO  
THE GERMAN SUPPLY CHAIN ACT  
(LKSG)**

# COMPLAINT PROCEDURE ACC. TO LKSG AT KALLE

## General Overview

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### **How does the complaints procedure according to the LkSG work for Kalle?**

Kalle has implemented an internal complaints procedure point of contact. It can be used to report human rights and environmental risks or violations of human rights or environmental obligations that have been caused by the business activities of a company in its own business area or a direct supplier.

### **Who can report to the internal complaints procedure point of contact?**

Everyone may report to the internal complaints procedure point of contact.

### **What do environmental risks or injuries relate to?**

*Inter alia infringements of:*

- ✓ Ban resulting from the Minamata Convention (production and use of mercury or products containing mercury)
  - ✓ Ban on the production and/or use of substances within the scope of the Stockholm Convention (POPs) and non-environmentally sound handling of waste containing POPs (persistent organic pollutants)
  - ✓ Ban on the import and export of hazardous waste within the meaning of the Basel Convention (transboundary)
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# COMPLAINT PROCEDURE ACC. TO LKSG AT KALLE

Overview of risks and infringements

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## What are human rights risks and infringements?

- ✓ Child labour
- ✓ Forced labour and all forms of slavery
- ✓ Disregard for occupational health and safety and work-related health hazards, disregard for freedom of association, freedom of association and the right to collective bargaining
- ✓ Unequal treatment in employment
- ✓ Withholding an appropriate wage
- ✓ Destruction of the natural basis of life through environmental pollution
- ✓ Unlawful violation of land rights
- ✓ Commissioning or use of private/public security forces that can lead to impairments due to lack of instruction or control
- ✓ an act or omission in breach of duty which is directly capable of impairing a protected legal position (= further human rights) in a particularly serious manner and the unlawfulness of which is obvious on a reasonable assessment of all the circumstances in question

# COMPLAINT PROCEDURE ACC. TO LKSG AT KALLE

Complaint procedure point at Kalle

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- **Where can the whistleblower turn to?**

E-Mail: [compliance@kallegroup.com](mailto:compliance@kallegroup.com)

In Writing: Compliance (vertraulich) c/o Kalle Management GmbH, Rheingastr. 190-196, 65203 Wiesbaden

- **What comes next?**

- ✓ Hint is confidential
- ✓ No negative consequences if in good faith
- ✓ Legal infringements are to be remedied
- ✓ Message to whistleblower

# DATA PROTECTION INFORMATION

Complaints procedure according to LkSG

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## General Information

We only process your personal data to the extent necessary for the purpose stated below. Furthermore, we only process your personal data if you have given us your consent to do so or if the processing is permitted under the European General Data Protection Regulation (GDPR) and other applicable law (see below). Your personal data will be deleted as soon as the purpose for which it was collected no longer applies. Your data may be subsequently stored if this is required by applicable national or European law. In this case, we will delete the data once the prescribed retention periods have expired..

## Concrete data collected

The data - in addition to your contact details - that you share with us depends on the type of information you provide. The processing of this and other sensitive data from you will of course not be passed on to any of our business partners outside the Group, but will be treated in strict confidence and only passed on if we are legally obliged to do so. We need this data in order to investigate your report and provide you with feedback. The processing of this data is based on Art. 6 para. 1, f) GDPR.

# DATA PROTECTION INFORMATION

Complaints procedure according to LkSG

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## Your rights as a data subject

You have the following rights with regard to your personal data:

- ✓ The right to information and access (Art. 15 GDPR)
- ✓ The right to rectification and erasure (Art. 16, 17 GDPR)
- ✓ The right to restriction of processing and portability (Art. 18, 20 GDPR)
- ✓ The right to object to processing (Art. 21 GDPR)
- ✓ You are also entitled to complain to the supervisory authority about the processing of your personal data

## Responsible Organisation

Kalle GmbH, Rheingaustrasse 190-196, 65203 Wiesbaden

E-Mail: [dataprotection@kallegoup.com](mailto:dataprotection@kallegoup.com)

## Data Protection Officer:

Markus Weinbach, TÜV SÜD Akademie GmbH, Westendstraße 160, 80339 München, Germany, E-

Mail: [Markus.Weinbach@tuvsud.com](mailto:Markus.Weinbach@tuvsud.com)

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In case you have any questions please contact:  
[compliance@kallegroup.com](mailto:compliance@kallegroup.com)