

RULES OF PROCEDURE

FOR THE COMPLAINT PROCEDURE

in accordance with § 8 Supply Chain Act
(Lieferkettensorgfaltspflichtengesetz - LkSG)

Content

General information	3
What is the aim of the complaint procedure?	3
Who is the complaint procedure addressed to? Who can submit information or complaints?	3
What types of information or complaints can be submitted?	3
How can I submit information or complaints?	4
Who processes the information and complaints?	4
How does the complaint procedure work? Incoming information and complaints	5
Investigating a complaint	5
Clarification of the case	5
Elaboration of a solution	5
Implementation and follow-up	5
Conclusion of the procedure	5
How are people protected from discrimination and reprisals due to a complaint or information?	5

General information

Hays is a globally specialized personnel services company. Our mission is to promote a sustainability-oriented economy and pave the way to professional success for people.

With our services, we support organizations in finding the right employees to be successful in the market.

At the same time, we help people to reach the next stage of their professional development at the right time. We invest in their careers, and we believe in them and their success.

Through our work, we secure jobs and help to bring about positive change in the job market and society as a whole.

Passion for people is an indispensable prerequisite for this and characterizes our actions. We take our corporate responsibility regarding social and environmental issues correspondingly seriously.

This responsibility includes always complying with applicable laws and everywhere and acting sustainably.

The complaints procedure is an essential core element of the Supply Chain Duty of Care Act.

These rules of procedure provide information on the main features of the complaint procedure, access to the procedure and its availability as well as responsibilities.

It also provides information on what happens to incoming information and how the complaints procedure is carried out at Hays.

It is important to Hays and its affiliated companies to present this information in an understandable and comprehensible way and to create the greatest possible transparency about the process.

What is the aim of the complaint procedure?

The complaint procedure is intended to give any person or group of persons the opportunity to submit relevant information or complaints to Hays and its affiliated companies and thus draw attention to potential human rights or environmental risks.

Persons or groups of persons are also given the opportunity to report suspected violations so that damage can be averted or minimized immediately.

Who is the complaint procedure addressed to? Who can submit information or complaints?

Any person may submit information or complaints to Hays or its affiliated companies, regardless of whether this occurs in Germany or abroad.

What types of information or complaints can be submitted?

The complaint procedure enables individuals to report human rights and environmental risks and violations of human rights or environmental obligations arising from the business activities of Hays and its affiliated companies in their own business area or in the supply chain.

How can I submit information or complaints?

Information and complaints can be submitted at any time via various channels.

All information and complaints, irrespective of how it is received by Hays and its affiliated companies, will be processed immediately and in the same way.

- Hays has commissioned an external service provider to provide a digital complaint system. Information and complaints can be submitted in electronic form. If you prefer, information and complaints can also be submitted anonymously.
- The complaint system makes it possible to set up a mailbox through which the individual can communicate with Hays and its affiliated companies either anonymously or under the confidentiality of their identity.
- The system can be found under [Supply Chain Act | Hays](#).
- Postal information and complaints can be sent to:

Hays Beteiligung GmbH & Co.KG
Compliance
Glückssteinallee 67
68163 Mannheim

- Information and complaints can also be sent by e-mail to the e-mail address #compliance@hays.de.
- Our external service provider *Safecall* can be contacted by telephone via following number: **00 800 72 33 22 55**. Information and complaints can also be made anonymously by telephone if needed.

All channels ensure that the information is handled confidentially.

Who processes the information and complaints?

Information and complaints are processed by Hays and/or the respective affiliated companies concerned by selected and specially trained employees (complaints unit).

All employees who are responsible for the processing have the following qualities:

- impartial
- independent
- not bound by professional instructions
- sworn to secrecy
- adequately trained
- equipped with sufficient time resources

How does the complaint procedure work?

Incoming information and complaints

Once an information or complaint has been submitted, its submission is documented internally. The person submitting the complaint receives a confirmation within 7 working days.

Investigating a complaint

The complaints unit will first check whether there is sufficient information to examine and investigate the reported facts. If this is not the case, the complaints unit will, if possible, contact the submitting person to request further information. If neither sufficient information is available nor is it possible to make contact, the case will be closed.

Clarification of the case

The complaints unit investigates the matter comprehensively itself or forwards it to the responsible department, for example within the company, for investigation, in compliance with the principle of confidentiality and data protection.

If necessary and as far as possible in the case of anonymous reports, the complaints unit or the respective department shall discuss the facts of the complaints with the person submitting the complaint and, if necessary, request further information.

If, after clarification of the facts, discussion, and investigation there are no human rights and environmental risks or violations of human rights or environmental obligations in our own business area or with suppliers, the case will be closed.

Elaboration of a solution

If, in the opinion of the complaints unit or the responsible department, the investigation confirms human rights and environmental risks or violations of human rights or environmental obligations in our own business area and/or with suppliers, a proposal for further action (in particular preventive and remedial measures) is drawn up. Where possible and appropriate, the submitting person will be involved in this process.

Implementation and follow-up

Finally, the implementation of the proposed solution is followed up by the complaints unit or the responsible body.

Conclusion of the procedure

The submitting person will be informed of the conclusion of the complaints procedure, if there is an opportunity to make contact. A status report is sent after three months at the latest.

The processing time is highly case-dependent and can therefore take anywhere from a few days to several months. However, we endeavour to complete the investigation in a timely manner.

How are people protected from discrimination and reprisals due to a complaint or information?

The protection of people submitting information or complaints against discrimination or punishment based on information provided is an important part of our complaint procedure. The following measures serve to protect these persons:

- All information is only processed by a small group of selected and specially trained employees.

- All information, such as personal data and other information that allows conclusions to be drawn about the identity of the person providing the information, will be treated confidentially. This also applies after the procedure has been completed.
- in accordance with legal requirements, internal company documentation is stored for seven years and then destroyed.