

Rules of complaints procedure under the Act on the German Corporate Due Diligence Obligations in Supply Chains (Lieferkettensorgfaltspflichtengesetz, LkSG)

Subject of regulation

These rules of procedure describe the complaint procedure according to § 8 LkSG.

Scope of application

The complaints procedure enables individuals to point out human rights and environmental risks as well as violations of human rights-related and environmental obligations that have arisen as a result of the economic actions of Talanx Group in its own business activities or by its direct suppliers.

Procedure

Both employees of the Talanx Group and external persons have the option of submitting a complaint in the form of a BKMS report via the BKMS whistleblower system linked [here](#). The procedure for submitting such a report and the process for handling the report are described under the link provided. After submitting the report, the reporting persons receive a case number as proof that the report was successfully sent. If an anonymous mailbox has been set up in the system in connection with the submission of the report, further communication will take place via this channel, e.g. a short-term response as to what will happen with the report. If details are still unclear, questions can also be asked using the anonymous mailbox, so that the facts can be discussed with the reporting person.

Confidentiality

The BKMS whistleblower system protects the confidentiality of the identity of the whistleblower, providing effective protection against disadvantage and punishment. A submitted report is kept anonymous through encryption and other special security routines. The Group Compliance department of the Talanx Group is responsible for coordinating the complaints procedure. The persons entrusted with the implementation of the procedure offer a guarantee of impartial action, are independent and are not bound by instructions. They are obliged to maintain confidentiality.

Effectiveness review

The effectiveness of the complaints procedure is reviewed at least once a year and on an ad hoc basis if a significantly changed or significantly expanded risk situation is to be expected in the company's own business activities or at direct suppliers, for example due to the introduction of new products, projects or a new business field.