

**Rules of Procedure
for the Complaints Procedure
in Accordance with Section 8 of the Supply Chain Due Diligence Act (LkSG)**

1. What is the subject of the complaints procedure?

The complaints procedure enables persons to report risks to human rights or environment-related risks as well as violations of human rights-related or environment-related obligations that have arisen as a result of the economic actions of Forschungszentrum Jülich (FZJ) in its own business area or of a direct or indirect supplier of FZJ.

2. How can complaints be submitted?

Complaints can be submitted anonymously via the digital whistleblower system of FZJ or using a hotline. Information may be reported in German or English.

The **digital whistleblower system** can be accessed at <https://app.whistle-report.com/report/d13189d9-7a0d-4342-a529-4de5abffb807>.

In the digital system, a questionnaire will lead you through the process of reporting an incident. The system is fully encrypted, ensuring secure communication between the whistleblower and FZJ.

The **hotline** is open Monday to Friday from 09:00 to 17:00 (+49 800 3800 999).

If information is reported using the hotline, the hotline employee will go through the questionnaire with the whistleblower. The information reported will then be submitted via the digital whistleblower system.

Both channels ensure that reports are **treated confidentially**.

3. Who handles the complaints?

Complaints are handled by selected employees of the complaints office at FZJ who have been specially trained for this task. These employees are:

- **impartial**
- **independent**
- **not bound by any instructions**
- **bound to secrecy**

4. What happens after a complaint has been submitted?

After information has been reported, the whistleblower will receive confirmation of receipt immediately and no later than seven days after submitting the report.

5. What are the next steps of the procedure?

Information that has been reported is initially checked for plausibility by the complaints office. The complaints office reviews whether the incident reported involves any risks to human rights or environment-related risks or any violations of human rights-related or environment-related obligations.

Throughout the procedure, the complaints office remains in contact with the whistleblower if this was requested.

The whistleblower can request information on the progress of the complaints procedure from the complaints office at any time. They will receive feedback on the status of the procedure and any follow-up measures related to the incident reported no later than three months after the report has been submitted.

6. How are whistleblowers protected against disadvantage or punishment as a result of a complaint?

Protecting whistleblowers against disadvantage or punishment as a result of a complaint is an important part of our complaints procedure. All information and documents submitted to us will be treated as strictly confidential and processed in compliance with the relevant data protection regulations. The anonymity of the whistleblower is protected at all times. Effective protection against disadvantage or punishment as a result of a complaint is ensured.