

Rules of Procedure



Complaints Office for Human Rights and Environmental Protection in Accordance with the German Act on Corporate Due Diligence in Supply Chains (Lieferkettensorgfaltspflichtengesetz, LkSG)

Validity

Scope of application:	Management, monitoring and support of the complaints office for human rights and environmental protection in accordance with the LkSG
Valid for functions:	Human Rights Representative and persons in charge of the complaints office

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Benefit

Our Complaints Office for Human Rights and Environmental Protection under the German Act on Corporate Due Diligence in Supply Chains, hereinafter "Complaints Office", offers people involved in our value chains the opportunity to submit complaints to us, the Genossenschaft Migros Zürich Deutschland Holding (GMZ Holding) and its business units, about the violation of human rights or environmental protection in accordance with the German Act on Corporate Due Diligence in Supply Chains §2 (2) and (3).

It is aimed at the employees of our business units, our direct and indirect business partners as well as other affected parties along our supply chains, and therefore fulfills the requirements of the LkSG to prevent human rights violations in supply chains.

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General information

Through our complaints office, we accept complaints by telephone, e-mail or letter via the following channels:

Business Unit	E-Mail	Telephone	Letter
tegut... gute Lebensmittel, tegut... Logistik, tegut... Immobilien, tegut... Logistikkimmobilien, TVG	menschenrechtsbeauftragter@tegut.com	+49 (0) 661 / 104 - 370	Human Rights Representative -personal- tegut... gute Lebensmittel GmbH & Co KG Gerloser Weg 72 36039 Fulda
Herzberger Bäckerei	menschenrechtsbeauftragter@herzberger.com		
Smart Retail Solutions	menschenrechtsbeauftragter@smartretail.solutions		

Our complaints hotline is staffed by trained employees from the Quality and Sustainability department during business hours. Our business hours are Monday to Thursday from 8 a.m. to 4:45 p.m. and Friday from 8 a.m. to 1:34 p.m. The complaints hotline is also connected to an answering machine. Affected persons can leave a message at any time, even outside business hours. To protect the person making the complaint, we will only call back if they expressly request a callback.

Within the company, there is also the option of submitting complaints personally to our Human Rights Representative.

Our complaints office is managed and monitored by our Human Rights Representative. Complaints are processed in German and English and are handled by trained employees from the Quality and Sustainability department. Thereby we ensure that

- complaints are processed independently and impartially,
- the person processing the data is not bound by instructions and
- the persons responsible for processing the complaint are obliged to maintain confidentiality and to protect the identity of the person lodging the complaint and to protect the person against discrimination or punishment on the basis of the complaint lodged.

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Process Flow

We accept complaints at our complaints office by telephone, e-mail, letter and directly via our Human Rights Representative. Each reception is confirmed via the input channel received.

For new complaints, we record all information required for further processing in writing. We handle and protect personal data in accordance with the requirements of the German General Data Protection Regulation (Datenschutz-Grundverordnung, DSGVO).

Anyone can submit a complaint to us anonymously. In this case, we record the process without personal data. However, providing feedback will not be possible in this case. It is also possible for personal data to be used to a limited extent. In this case, the data will remain with the contact person at the complaints office.

We check our involvement based on verifiable facts. If further inquiries are necessary, we clarify these, if possible, with the person making the complaint or other parties involved. We reject complaints where there is no specific connection with us as a company and inform the complainant accordingly. We consider risks that affect us in an in-depth analysis.

If the potential risk is confirmed in the in-depth analysis, we initiate suitable preventive or remedial measures. The measures are selected and implemented in consultation with the relevant divisions of the company. We document the measures taken in a central location and keep track of their processing status. If requested, we inform the person making the complaint about the measures taken and their outcome.

We review the effectiveness of our complaints office annually, after the end of the financial year, as well as on an ad hoc basis, and make adjustments where necessary. In doing so, we incorporate information from complainants on how to improve the existing system.

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