

## DB Bahnbau Gruppe Complaints Procedure for Human Rights and Environment – Easy to Understand

### Why does this complaints procedure exist?

DB Bahnbau Gruppe wants to make sure that human rights and the environment are respected – both in its own company and in its supply chains. A supply chain is like a chain of companies working together. They bring a product or service from the raw material to the end customer.

There is a process where anyone can report problems, such as:

- When people are treated unequally.
- When the environment is being harmed by business activities.

### Who can submit a complaint?

Anyone can submit a complaint – no matter where they live (in Germany or abroad).

### What can be reported?

You can report:

- Risks for people or the environment.
- Violations of human rights or environmental standards.

This concerns issues caused by Deutsche Bahn or its suppliers.

### How can I submit a complaint?

There are two ways:

#### 1. **Online**, through a secure system:

[→ [CLICK HERE](#), then click on “Submit report”. Agree to the data protection notices and answer the security query. After that, select the second to last menu item “Violations of environmental regulations and human rights as well as related risks”]

- The system is available in 22 languages.
- You can create a secure mailbox to stay anonymous.

2. **By post (letter)** to the following address:

Deutsche Bahn AG  
Sustainability and Environment  
LkSG Complaints Procedure  
Potsdamer Platz 2  
10785 Berlin, Germany

All complaints are handled confidentially.

### **Who handles the complaints?**

Specially trained and selected employees at Deutsche Bahn inspect the complaints. These people are:

- independent,
- unbiased,
- confidential and
- given enough time to handle the complaints.

### **What happens after a complaint is submitted?**

1. **Confirmation:** You'll get a confirmation that we received your complaint within one week.
2. **Review:** The complaint is checked to see if human rights or environmental standards were violated.
3. **Investigation:** The case is looked into – usually within three months. The right department takes over based on the topic.
4. **Action:** If a violation is found, immediate action is taken.
5. **Result:** A proposal is made on how to move forward. You will receive a message from us.

### **How are you protected?**

- Your personal data is kept confidential.
- Only a small, trained group handles your report.
- You cannot be punished or disadvantaged for speaking up.
- All records are stored securely for seven years and are then deleted.