



## TÜV SÜD Trust Channel

### Rules of Procedure for reporting complaints or indications of misconduct

These Rules of Procedure apply to all companies of the TÜV SÜD Group in which TÜV SÜD AG, TÜV SÜD Auto Service GmbH, TÜV SÜD Industrie Service GmbH, TÜV SÜD Product Service GmbH or TÜV Technische Überwachung Hessen GmbH directly or indirectly holds a majority interest or over which it otherwise has a decisive influence (hereinafter: "TÜV SÜD").

#### Overview

**The Rules of Procedure provide information on the following:**

1. Scope
  - Who can report and what can be reported?
2. Submitting a report
  - How can something be reported?
3. Responsibility
  - Who processes a report?
4. Procedure
  - How is a report processed?
5. Protection against disadvantages
  - How are involved persons protected?

#### Scope

- 1. Scope**
  - Who can report and what can be reported?**

#### Who?

Any person may submit complaints or indications of misconduct (hereinafter: "report"). A report can therefore be made worldwide by any person employed by TÜV SÜD or any external person.

#### What?

A report may relate to actual or potential violations of both laws and internal policies as well as human rights and environmental protection obligations, in TÜV SÜD's own business or in the supply chain.

#### Report

- 2. Submitting a report**
  - How can something be reported?**

#### How?

For submitting a report, it is recommended to use the digital reporting system TÜV SÜD Trust Channel via [www.bkms-system.com/tuvsud](http://www.bkms-system.com/tuvsud) which is technically managed by an external service provider on protected servers in Germany. In addition, reports can also be submitted by e-mail ([trustchannel@tuvsud.com](mailto:trustchannel@tuvsud.com)), by phone, in person, or by letter to the Global Compliance Office as well as any TÜV SÜD executive.

#### When?

If you choose the TÜV SÜD Trust Channel, you can submit a report at any time.

#### Which language?

You can select your preferred language when doing so.



Anonymous or with name?

If desired, persons submitting a report can remain completely anonymous. Reports entered in the TÜV SÜD Trust Channel are technically not traceable. However, the description and nature of the facts may allow conclusions to be drawn about the person submitting a report. In the TÜV SÜD Trust Channel, you can set up an electronic mailbox through which you can exchange messages with TÜV SÜD without disclosing your own name.

*Responsibility*

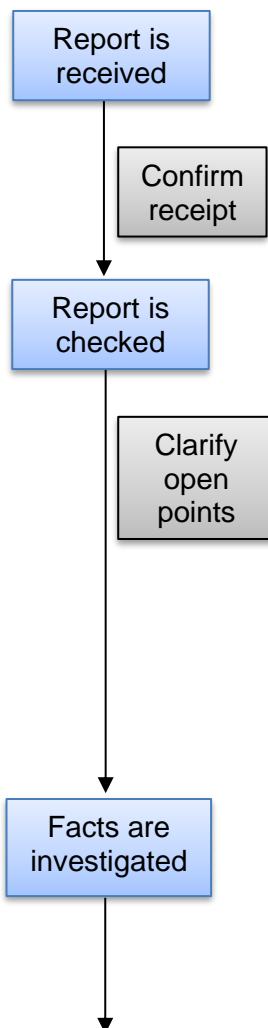
**3. Responsibility**  
**- Who processes a report?**

Who?

Reports are processed only by a small group of selected, well-trained TÜV SÜD employees. When processing a report, these employees are impartial, independent, not bound by instructions, and bound to secrecy.

*Procedural steps*

**4. Procedure**  
**- How is a report processed?**



Every report is taken seriously and processed in the following procedural steps:

**a) Confirmation of receipt**

After receipt of a report, the reporting person will receive a confirmation of receipt within seven days if there is a possibility to contact this person.

**b) Checking the report**

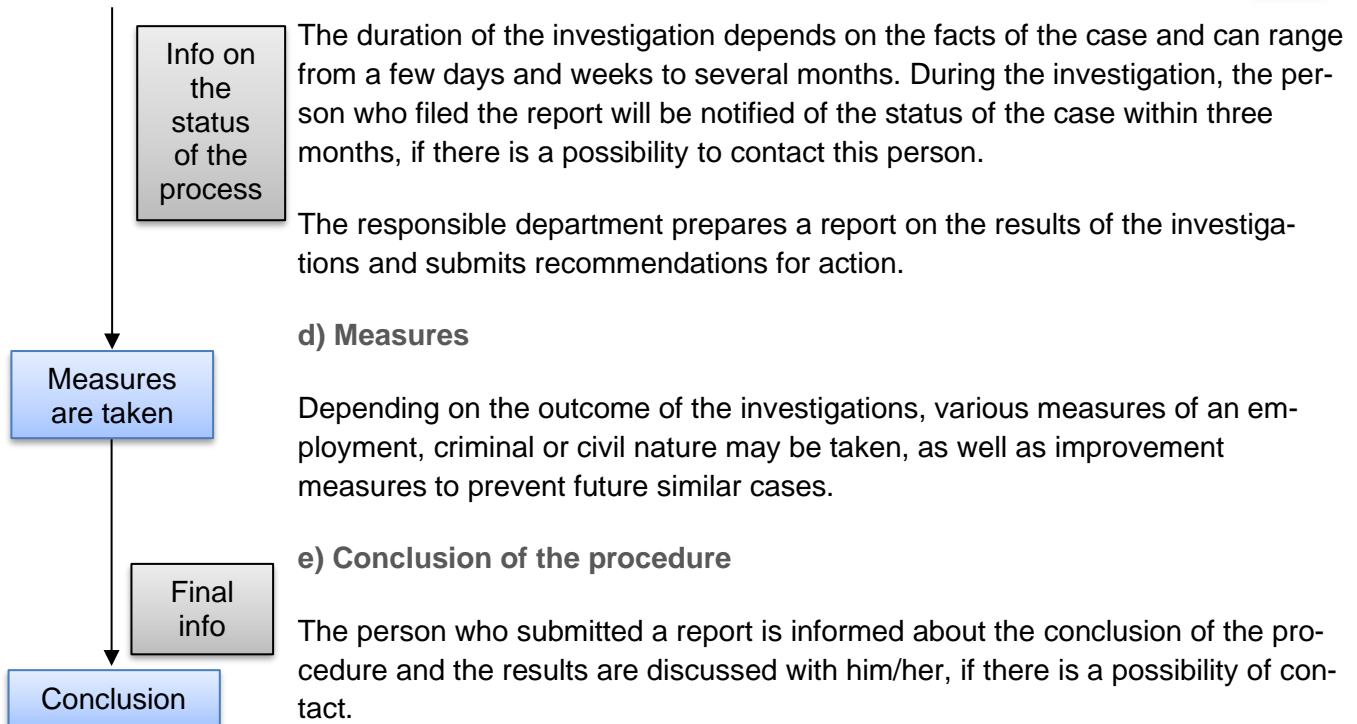
First, it is checked whether the report contains sufficient information for further steps. If there is a possibility to contact the reporting person, open points are clarified.

Subsequently, the further procedure is determined. Depending on the content of the report, an immediate corrective action may be initiated or a specialist department at TÜV SÜD may take over further processing.

If the report does not contain sufficient information, cannot be clarified further or can be refuted without further investigation, the case will be closed. If there is a possibility to contact the reporting person, he or she will be informed of this.

**c) Investigation of the facts**

After the reported information has been passed on, the responsible specialist department at TÜV SÜD investigates the facts further. For this purpose, for example, conversations are held with the reporting person (if there is a possibility of contact), the person affected by the report and other persons, documents and data are evaluated, etc.



*Protection*

**5. Protection against disadvantages  
- How are involved persons protected?**

Those who make reports to the best of their knowledge and in good faith will not suffer any disadvantage from TÜV SÜD; TÜV SÜD also does not tolerate retaliation from others.

At the same time, TÜV SÜD recognizes the importance of protecting those persons against whom a report is directed. Neither these persons nor the person making a report may be compromised prematurely.