

Schwarz Dienstleistung KG
Stiftsbergstraße 1 | 74172 Neckarsulm

Procedural guidelines for the grievance mechanism

Scope

The grievance mechanism can be used to notify the company of:

- environmental or human rights risks,
- violations of environmental or human rights obligations that have arisen due to business activities within the company's own organization, or
- violations of environmental or human rights obligations that have arisen due to the business activities of a direct or indirect supplier of the company.

Grievance channel

Complaints and grievances can be submitted via the online reporting system by selecting the topic **"Violations of human rights, social and environmental standards"**.

In addition, complaints and grievances can be directed to our Compliance Officer at any time.

Online Reporting System

Access to the Online-reportingsystem [here](#)

Compliance Officer

Schwarz Dienstleistung KG
Compliance
Stiftsbergstraße 1
74172 Neckarsulm
E-Mail: lksg@mail.schwarz

Grievance mechanism - procedure

Reports received via the grievance channel are handled by the Compliance Officer. If contact details have been provided, a confirmation of receipt is generally sent within seven days after receiving the report. The compliance Officer examines whether the report falls within the scope of the grievance mechanism topic (violations of human rights, social and environmental standards). If the report concerns issues outside this scope, it may be forwarded to another department for processing. If the report does fall within the scope of the grievance mechanism, the matter is investigated, and processed in detail, including where necessary discussing it with the whistleblower and determining any appropriate action.

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Schwarz Dienstleistung KG
Stiftsbergstraße 1 | 74172 Neckarsulm | Telefon: +49 7132 30-7000
Kommanditgesellschaft | Sitz: Neckarsulm | Registergericht: Stuttgart, HRA 105009 | USt-IdNr.: DE814754232

Vertretungsberechtigte Komplementärin:
Kappa-Stiftung | Sitz: Dresden | Landesdirektion Sachsen, AZ 20-2245/185

All reports are processed in strict confidence. Other departments are involved where necessary in processing the report. Personal data are only shared in observance of the provisions of data protection law.

Protection against discrimination and punishment

Binding internal rules ensure that whistleblowers are protected against discrimination and punishment for submitting a report.

Contact: lksg@mail.schwarz

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