

Rule of Procedure: Complaint mechanism

Dezember 19, 2023

TCS Technology Solutions GmbH (TTS) is subject to the German Lieferkettensorgfaltspflichtengesetz (LkSG) by 01.01.2024 and expects the consideration of all human and environmental rights, mentioned in the LkSG, by its own directors, managers, and employees and by its direct and indirect suppliers.

Anybody who witnesses or becomes aware of an actual, potential, or imminent breach of the above-mentioned human and environmental rights in relation to the operations, products, or services of TTS and those of TTS's suppliers, is invited to report such breach utilizing the following channel of communication. Any report will be handled with the utmost level of discretion, confidentiality and will not result in any adverse consequences or retaliation.

The **Human Rights Officer** is responsible for assessing the complaint after receiving it via the complaint email mailbox.

The **LkSG Manager** is responsible for processing, handling, and answering the complaints.

The complaint process is structured as follows:

1. Admissible subject of complaint

Through this complaint portal, you can submit complaints relating to breaches of the above-mentioned human and environmental rights.

Complaints should be reasonably based on facts. However, concerns of impending or potential breaches can be filed as well. Complaints shall be submitted via **e-mail only**.

E-Mail address: lkscomplains.tts@tcs.com

Complaints should be based, as far as possible, on all relevant information and indications outlining the breach or potential breach, ideally based on the persons personal observations.

Complaints can be filed in German and English language.

2. Right to complain

Any natural person who becomes aware of risks or violations of human rights and environmental concerns as defined in the LkSG or otherwise, in relation to the business of TTS or its direct suppliers, may file a complaint. This also applies to associations of legal entities such as NGOs.

3. Procedure of the complaint process

The complaint process will observe basically the following procedural steps:

- a. **Confirmation of receipt** of the complaint to the person or organization making the complaint.
- b. **Internal Assessment of the admissibility** of the complaint and clarification of the facts, insofar as this is necessary for the assessment of admissibility.
- c. **Joint discussion** of the facts between the complainant and TTS.
- d. Internal adoption of appropriate **preventive and/or remedial measures**.
- e. Implementation of agreed **preventive and/or remedial measures by TTS internally or down its supply chain**.
- f. **Effectivity internal Review** of the measures taken after an appropriate period has elapsed.

4. Possible remedial measures

In the event that a complaint revealed an actual, impending or potential violation of human rights or environmental risks, TTS will - if necessary, in consultation with the supplier / business partner concerned - immediately take the required measures to end or minimize the identified risk or violation of human rights and environmental concerns. The measures that are suitable and appropriate to achieve this goal are to be assessed on a case-by-case basis.