

# RULES OF PROCEDURE

## for filing complaints under the supply chain act

01/01/2023

The complaint procedure allows individuals to report on working conditions as well as report human rights and environmental risks and violations resulting from the actions either of B. Braun in its own area of business or of a direct supplier of B. Braun. As a part of risk management, complaint management is an early warning system as well as an instrument for not only identifying and remedying risks and violations but also adjusting preventive measures.

### Applicability

The complaint procedure is to be used to report all human rights and environmental risks and violations/breaches of our principles of protecting human and environmental rights.

### Complaint Channels

A complaint can be filed to the proper recipient through multiple channels:

By telephone at +49 5661/71-4142 to the Germany Whistleblower System Reporting Office. Complaints made outside of business hours (Mon–Fri 9:00 AM–3:00 PM) will be recorded.

Via e-mail to the Germany Compliance Office [compliance.de@bbraun.com](mailto:compliance.de@bbraun.com)

Via form on the German B. Braun website [Whistleblower system \(bbraun.com\)](https://www.bbraun.com/whistleblower-system)  
(bbraun.com >>> about-us >>> responsibility >>> compliance >>> whistleblower-system)

By mail to B. Braun SE, Germany Compliance Office, LC-XX-DE08S, Stadtwaldpark, Haus 1, 34212 Melsungen

Directly to the representative of the Germany Compliance Office.

Complaints can be filed anonymously. More information on anonymity and the possible layout of a complaint can be found here: [Whistleblower system \(bbraun.com\)](https://www.bbraun.com/whistleblower-system)

## Complaint Mechanism

The typical complaint procedure for a human rights violation is as follows:

1. **Receipt of complaint:** The "Germany Compliance Office" appointed by B. Braun to conduct the procedure (examiner) receives the complaint and documents receipt.
2. **Classification and assignment:** The received complaint is classified by topic and severity, then forwarded to the proper authorized departments for processing.
3. **Confirmation:** The examiner confirms receipt of the complaint to the whistleblower and offers to discuss the issue.
4. **Clarification of issue:** The issue that led to the complaint is discussed. This discussion with the whistleblower can be held directly (in person or by telephone) or in writing (openly or anonymously). The discussion ends with determining who is responsible for remedying the complaint and what follow-up will be done. If the issue is not substantiated, examination ends and the whistleblower is notified.
5. **Examination and conclusion:** Based on the results in Step 4, the department involved by the examiner develops a corrective action plan to be approved by the examiner and tracked by the proper management level.
6. **Impact assessment:** The efficacy of the complaint procedure is reviewed regularly (at least once per year).

## Data Protection

General data protection rules apply. [Privacy Policy \(bbraun.com\)](https://www.bbraun.com/privacy-policy)

Germany Compliance Office

Phone: +49 5661 71-4142 | [compliance.de@bbraun.com](mailto:compliance.de@bbraun.com) | [www.bbraun.com](http://www.bbraun.com)