

The complaints procedure at GU Group

- for risks related to human rights and the environment according to § 8 of the German Supply Chain Duty of Care Act (LkSG)-

In keeping with our corporate culture, we aim to act responsibly and in line with fundamental ethical principles. We also expect our suppliers, who are obliged to follow our supplier code of conduct, to do the same. If, despite this, violations of recognised global human and environmental standards or statutory provisions occur within our supply chain, they can be reported by lodging a complaint by contacting the following:

Entry channels of the complaints office

E-mail: humanrights@g-u.de

Post: Gretsch-Unitas GmbH
Human rights
Johann-Maus-Str. 3
71254 Ditzingen, Germany

Contact form: <https://www.g-u.com/de/DE/kontakt/kontaktformular.html>

Fundamentals of processing complaints

The processing of complaints received and subsequently clarified is impartial, objective and confidential, taking the applicable provisions of data protection law into consideration.

The complaints office is functionally and organisationally independent of the sites under investigation and the relevant business and operating processes. It is not bound by instructions when carrying out its duties and evaluating the results of its investigations.

Functions of the complaints procedure

The complaints procedure serves as an early warning system and is of key importance in relation to avoiding human rights and environmental duty of care violations. Problems can be identified early and resolved before humans or the environment are actually harmed.

The complaints procedure also provides access to appropriate remedies if required. If the complaints office receives information about any impending or actual dereliction of duty and this is verified, the complaints office will work towards implementing remedial measures to prevent, eliminate or minimise negative effects.

Verifying the effectiveness of the complaints mechanism

The effectiveness of the complaints mechanism is checked regularly as part of providing the corporate duty of care.

FAQ on the complaints procedure

Who is permitted to lodge complaints?

The complaints procedure is open to all affected persons – internal and external. This includes employees of GU group, and indirect and direct suppliers, and also business partners such as customers, trade union representatives, members of non-governmental organisations or other third parties, e.g. residents in the vicinity of our local branches.

Which types of complaints are processed?

The complaints office processes information it receives about violations of human rights and the associated environmental standard on the part of a company of GU group, or one of our suppliers including all persons involved in the supply chain.

What information should be included when lodging a complaint?

To ensure the complaint is processed as quickly as possible, the following information should be included: contact details of the complainant in the event of queries, relevant employer or company, place of work or address, type of alleged violation and description of the incident, which persons were affected and the (possible) effects, request of the complainant, other offices notified about the incident, support provided by (local) organisations

How is a complaint dealt with once it has been lodged?

After a complaint has been lodged, the complainant promptly receives confirmation of receipt (after seven working days at the latest). The complaints office then carries out a check as to whether or not it is responsible. If the complaint is rejected due to lack of responsibility, plausibility or means of clarification, the complainant is notified accordingly with the reason. This is normally done within a month.

If the complaint is accepted and queries have arisen, the complainant may be contacted. The facts of the case are then clarified. Following the investigation, the incident is presented to an internal committee which decides on suitable remedial measures to be taken. When the procedure is complete, the complainant is notified about the remedial measures defined and the implementation of the measures is then followed up. Providing there are no delays, a final notification is sent within three months.

It is ensured that the identity of the complainant and other relevant persons is handled confidentially at all times according to the need-to-know principle.

How can I be sure I will be safe from reprisals?

In line with our corporate culture and the internal GU requirements, reprisals against legitimate complainants are prohibited and will not be tolerated. If disregarded, this represents a breach of compliance and action will be taken accordingly.

Guaranteeing the need-to-know principle ensures that only the information that is absolutely essential for processing is shared with the relevant offices. The compliance function of the GU group is responsible for the complaints office, which means that sufficient neutrality, specialist expertise and impartiality exists.

If requested, it will be guaranteed that the identity of the complainant and other relevant persons remains confidential at all times.

Can complaints be lodged anonymously?

Yes, complaints can be made anonymously (by post or by e-mail using a pseudonym). The more information that is available, the more effectively the facts of the case can be investigated and a solution found. In most cases, an open and transparent approach is helpful in order to resolve the problem. All legitimate complainants are protected from reprisals. However, if the complainant still has reservations, the message will of course be dealt with confidentially.