

Supply Chain Due Diligence Act

Complaints procedure

In accordance with Section 8 of the Supply Chain Due Diligence Act, Dortmunder Volksbank eG must ensure that an appropriate internal company complaints procedure is in place. Access must also be possible for suppliers and other external persons. It must also be possible to provide information anonymously.

The complaints process described below applies to both external and internal complaints.

- In both cases, the complainants use the email address *menschenrechte@dovoba.de*. The corresponding mailbox is checked daily.
- The email will be reviewed by the Human Rights Officer and forwarded to the responsible office for further processing. If the sender's anonymity has been requested in the complaint, personal data will be removed when the complaint is forwarded.
- The Human Rights Officer sends an acknowledgement of receipt to the complainant.
- The responsible department within Dortmunder Volksbank eG will clarify the matter.
- Feedback will be provided to the complainants within 15 days. If clarification is not possible within this period, the complainants will be informed of the interim status.
- The responsible department communicates the (interim) results to the Human Rights Officer, who in turn forwards them to the complainants (forwarding only; no further processing or additions).

Preservation of anonymity

Only the human rights officers and his/her deputies of Dortmunder Volksbank eG are authorized to access the documents. The relevant employees are obliged to maintain the anonymity of the complainants.