



# Deutsche Bahn Complaints Procedure for Human Rights and Environment – Easy to Understand

## Why does this complaints procedure exist?

Deutsche Bahn wants to make sure that human rights and the environment are respected – both in its own companies and in its supply chains. A supply chain is like a chain of companies working together. They bring a product or service from the raw material to the end customer.

There is a process where anyone can report problems, such as:

- When people are treated unequally.
- Or when a company does something that harms the environment.

## Who can submit a complaint?

Anyone can submit a complaint – no matter where they live (in Germany or abroad).

## What can be reported?

You can report:

- When there is a risk to people or the environment.
- When human rights or environmental standards are violated.

This is related to issues caused by Deutsche Bahn or a company that supplies Deutsche Bahn.

## How can I submit a complaint?

You can submit your complaint online:

1. Click on “[CLICK HERE](#)”.
2. Click on “Submit report”.
3. Read the data protection notices and agree with them.
4. Answer the security question.
5. Select the second to last item in the menu: “Violations of environmental regulations and human rights as well as related risks”.



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- Good for you to know: The system is available in 22 languages.
- You can set up a secure mailbox. This way you remain anonymous, and we can still write to you.

Alternatively, you can also send us your complaint by post (letter):

Deutsche Bahn AG  
Sustainability and Environment  
LkSG Complaints Procedure  
Potsdamer Platz 2  
10785 Berlin, Germany

All complaints are handled confidentially.

### **Who handles the complaints?**

Well-trained employees from Deutsche Bahn take a close look at the complaint. These people:

- work independently,
- are neutral (that means: they are fair and not on a particular side),
- must remain confidential (that means: they will not tell anyone what you say)
- have enough time to handle the complaint.

### **What happens after a complaint is submitted?**

1. **Confirmation:** You will receive a message within one week. It will say: We have received your complaint.
2. **Review:** We review the complaint. In doing so, we check: Were any human rights or environmental protection rules violated?
3. **Investigation:** We investigate the case in detail. This takes about three months. A specific department takes over based on the topic.
4. **Action:** If necessary, we take action. For example, we change something directly or make suggestions.
5. **Result:** We suggest how to proceed. You will receive a message from us.

### **How are you protected?**

- Your personal data is kept confidential.
- Only a small, trained group of employees sees and handles your complaint.
- We will not punish or disadvantage you for speaking up.
- All records are stored securely for seven years and are then deleted.