

## **Rules of procedure for the complaints procedure under the Supply Chain Duty of Care Act of Mitteldeutsche Flughafen AG**

### 1. Scope of application

Mitteldeutsche Flughafen AG is a public-sector company and develops the airports in Central Germany in a future-orientated and needs-based manner.

The Group includes Flughafen Leipzig/Halle GmbH, Flughafen Dresden GmbH, the handling company PortGround GmbH and FSG Flughafenservice Gesellschaft mbH.

As the parent company, Mitteldeutsche Flughafen AG is responsible for central tasks that are equally important for its subsidiaries. As part of this, Mitteldeutsche Flughafen AG ensures that the Group has standardised guidelines, which form the basis for cooperation between all employees in the Group, and monitors the implementation of these guidelines.

In the interests of reader-friendliness, gender-related duplications have been omitted from the text. In principle, the Rules of Procedure address all genders equally.

The procedure applies to all complaints or information relating to human rights or environmental risks in the supply chain of Mitteldeutsche Flughafen AG in accordance with Section 2 LKSG.

According to Section 2 (2) LKSG, human rights risks include in particular violations of the prohibition of child labour, forced labour, slavery, disregard for occupational health and safety and freedom of association, discrimination, the withholding of an appropriate wage and environmental pollution.

In accordance with Section 2 (3) LKSG, environmental risks include, in particular, violations of bans on the production, use and treatment of mercury under the Minimata Convention, the production and use of chemicals under the Stockholm Convention and the export and import of hazardous waste.

### 2. Aim of the complaints procedure

The complaints procedure is intended to receive information on human rights or environmental risks in the entire supply chain of Mitteldeutsche Flughafen AG as early as possible and to take appropriate measures to prevent violations of human rights or environmental protection rights. The procedure is intended to immediately end or minimise human rights or environmental rights violations that have already occurred through remedial measures. Preventive measures are to be taken to prevent imminent violations of rights.

Leipzig/Halle Airport  
Dresden International  
PortGround

Employees of Mitteldeutsche Flughafen AG, suppliers, third parties or affected parties can provide information, anonymously if desired.

### 3. Principles

#### a) Confidentiality

Confidentiality must be maintained with regard to the identity of the whistleblower and the reported facts. All persons involved in the complaints procedure are obliged to maintain confidentiality. Only information that is absolutely necessary for processing may be passed on. Personal data must be anonymised in order to protect the persons concerned as far as possible, unless this would impair the processing and decision on the report or complaint.

#### b) Protection against discrimination or penalisation because of a complaint

Persons who provide information and complaints are generally protected against discrimination, punishment or measures under labour law because of such information or complaints. This protection does not apply to persons who intentionally or grossly negligently provide incorrect information.

### 4. Course of the complaints procedure

#### a) Complaints office

Mitteldeutsche Flughafen AG has set up the following complaints office for information and complaints from internal or external persons:

Compliance department

Telephone: 0341-2241153

Mail address: [lieferekette@mdf-ag.com](mailto:lieferekette@mdf-ag.com)

Address: Mitteldeutsche Flughafen AG  
Terminalring 11, 04435 Flughafen Leipzig/Halle

Notices and complaints can be submitted both verbally and in text form. It is also possible to submit comments and complaints anonymously. If information is received anonymously, the complaints office will implement the steps described below to the best of its ability.

#### b) Confirmation of receipt

The receipt of a tip-off or complaint must be confirmed to the whistleblower within 7 days.

#### c) Audit

The first step is to check whether the complaint or tip-off falls within the scope of the complaints procedure. In the event of a rejection, the person providing the information will be informed accordingly, stating the reasons.

d) Clarification of the facts

The contact person will discuss the facts of the case with the whistleblower in order to gain a better understanding of the facts of the case and to find out the expectations with regard to possible preventive or remedial measures on the part of the whistleblower. The complaints office of Mitteldeutsche Flughafen AG will check whether it will offer the whistleblower a procedure for amicable dispute resolution and will make this offer if necessary.

e) Working out a solution with the whistleblower

In dialogue with the whistleblower, a proposal for remedial action is drawn up, in particular the necessary preventive and corrective measures. If necessary, agreements on compensation are also reached.

f) Remedial measures

The agreed remedial measures are implemented and followed up.

g) Review and Conclusion

The result achieved is evaluated together with the whistleblower. The whistleblower will receive feedback on the results of the review no later than 3 months after receiving the information. At the same time, information is provided on planned measures and measures already taken and the reasons for them. Feedback may be waived if this jeopardises investigations or the rights of the persons who are the subject of the report.

5. Effectiveness review

The effectiveness of the complaints procedure is reviewed once a year and on an ad hoc basis. If necessary, Mitteldeutsche Flughafen AG makes adjustments to the complaints procedure or corrective measures taken.

6. Documentation of messages

The complaints office of Mitteldeutsche Flughafen AG documents the incoming reports and observes the confidentiality requirement and the legal requirements. Access to these documents is only granted to members of the Compliance department.

*The management boards and managing directors  
of the companies in the Group*

*Mitteldeutsche Flughafen AG  
Terminalring 11  
04435 Flughafen Leipzig/Halle*