

DAIMLER TRUCK

Daimler Truck

Complaints Procedure for the Daimler Truck Supply Chain – Rules of Procedure

(December 2022)

About this document

Compliance with the German Supply Chain Due Diligence Act (SCDDA)¹ is a top priority for Daimler Truck. Violations of this law must be identified at an early stage in order to initiate appropriate countermeasures and prevent possible damage to our company, employees, customers, business partners and other affected parties. Daimler Truck² has established a central complaints procedure in order to implement the requirements of the SCDDA and to fairly and appropriately investigate tip-offs or complaints regarding human rights-related and environment-related risks as well as violations of human rights-related or environment-related obligations in the Daimler Truck supply chain.

Whistleblower System SpeakUp @ Daimler Truck

Violations of rules and laws, including violations of human rights-related or environment-related obligations as per the SCDDA,³ that potentially arise within the business area of Daimler Truck fall within the scope of our central Whistleblower System SpeakUp (formerly known as Whistleblower System Business Practices Office, BPO). To report potential violations, whistleblowers all over the world can contact SpeakUp and, in Germany, the Neutral Intermediary. Further information can be found on the Daimler Truck website under the section "SpeakUp":

[Whistleblowing System SpeakUp | Daimler Truck](#)

The following provides an overview of the most important principles as well as information on the steps of the procedure.

The rules of procedure contain the mandatory legal requirements for the complaints procedure as per the SCDDA and are based on the handout "Complaints procedure as per the Supply Chain Due Diligence Act" (in German: „Beschwerdeverfahren nach dem Lieferkettensorgfaltspflichtengesetz“) published by the German Federal Office for Economic Affairs and Export Control (BAFA).

Daimler Truck reserves the right to revise these rules of procedure from time to time as required.

¹ In German: Gesetz über die unternehmerischen Sorgfaltspflichten in Lieferketten vom 16.07.2021 (BGBl. I S. 2959).

² "Daimler Truck" refers to Daimler Truck Holding AG, Daimler Truck AG and the controlled Daimler Truck Group companies.

³ For a description, please refer to the legal text of the SCDDA together with the explanatory memorandum as well as the generally applicable handouts of the German Federal Office of Economics and Export Control (BAFA).

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A. General Principles

Within the framework of a transparent process, the complaints procedure protects our company, employees, customers, business partners as well as other affected persons, in particular, the complainants and whistleblower(s) (hereinafter referred to collectively as the “whistleblower(s)”). Coherent and swift processes as well as the confidential and professional processing of tip-offs and complaints by experts within our company form the basis of this system. In particular, all employees entrusted with the conduct of this procedure strive to investigate tip-offs and complaints in a fair, balanced and transparent manner and to solve problems efficiently and effectively. In particular, the following applies:

I. Objectivity and impartiality

All tip-offs and complaints are handled neutrally and objectively, taking into account the presumption of innocence.

The employees entrusted by Daimler Truck with the conduct of this procedure are impartial, i.e. they are independent in the performance of their task and are not bound by instructions in this regard.

II. Confidentiality

The employees entrusted by Daimler Truck with the conduct of this procedure treat each case with the utmost confidentiality. This applies in particular to personal data.

The identity of the whistleblower will not be disclosed, insofar as this is requested by the whistleblower and is legally permissible. The confidentiality of the identity also extends to persons who are the subject to a tip-off or complaint as well as other persons named therein. Any legal and official disclosure and reporting requirements are excluded from the principle of confidentiality.

III. Protection of the whistleblower

Discrimination, intimidation or hostility toward the whistleblower as well as other reprisals against whistleblowers or persons who cooperate in investigations to the best of their knowledge and belief are inadmissible and will not be tolerated.

Daimler Truck will best protect the whistleblowers, who cooperate in investigations to the best of their knowledge and belief, against discrimination and reprisal within the limits of the possibilities available.

IV. Engagement of the whistleblower

Daimler Truck takes every tip-off and every complaint seriously. Therefore, the whistleblower will, in general, always be informed about the handling of the case and the outcome of the individual steps in the procedure. The greatest possible transparency towards the whistleblower is sought when handling a tip-off or complaint. In many cases, however, Daimler Truck must also take into account conflicting legally protected interests of other persons and companies in obtaining information, e.g. data protection requirements or other confidentiality obligations when investigating a person.

V. Duration of the procedure

Daimler Truck uses its best efforts to handle all tip-offs and complaints promptly and without culpable delay. At the same time, care is taken to ensure that the whistleblower is given sufficient time to respond to queries and present relevant points of view when investigating the facts.

Depending on the scope and complexity of the matter, the proper examination of a tip-off or complaint can take several days, sometimes even several months.

VI. Costs of the procedure

The procedure described in these Rules of Procedure can be used free of charge.

However, Daimler Truck will not assume any costs and expenses incurred by the whistleblower in connection with the use of the complaints procedure. In particular, no travel expenses or expenses for legal advice will be paid.

B. Scope of Application

To what type of tip-offs or complaints does this procedure apply?

The complaints procedure for the Daimler Truck supply chain applies to tip-offs or complaints relating to potential human rights and environmental grievances in Daimler Truck's supply chains. It specifically covers:

- Suspected instances of violations by suppliers of applicable laws relating to human rights and/or the environment or corresponding provisions of our Business Partner Standards (BPS) and related specific contractual provisions.
- Suspected instances of human rights and environmental risks as well as violations of human rights and environmental obligations pursuant to the SCDDA that are attributable to a direct or indirect supplier of Daimler Truck.

Human rights risks include, in particular, the violation of the prohibition of child labor, the violation of the prohibition of forced labor, the violation of the prohibition of all forms of

slavery, disregard for occupational safety and work-related health hazards, the violation of the freedom of association and the right to collective bargaining, the violation of the prohibition of unequal treatment in employment, the violation of the prohibition of withholding of an adequate living wage, the destruction of natural resources through environmental harm, the violation of land rights and unlawful evictions as well as the violation of the prohibition of hiring or using private/security forces, which lead to injuries or other impairments due to a lack of instruction or control.⁴

Environmental risks arise in particular in connection with mercury, persistent organic pollutants (POPs) and hazardous waste.⁵

C. Procedure

I. Submission of a tip-off or complaint

1. Who can submit a tip-off or complaint?

Any person can submit a tip-off or complaint about potential grievances along Daimler Truck's supply chain.

In case a tip-off is submitted on behalf of a potentially affected person in view of obtaining an individual remedy in accordance with the SCDDA, Daimler Truck reserves the right to request an effective power of representation. This does not affect the examination and handling of the report.

2. Which reporting channels can be used to submit tip-offs or complaints?

Tip-offs or complaints can be sent by e-mail to speakup@daimlertruck.com.

In Germany, whistleblowers can also contact an external neutral intermediary. The neutral intermediary can be reached at the following e-mail address: daimlertruck@ra-neutralermittler.de

Detailed information on these as well as other reporting channels are available on the [Daimler Truck website in the section "SpeakUp"](#).

Tip-offs and complaints submitted via one of our reporting channels, will be documented internally by SpeakUp after its receipt.

Once the tip-off or complaint has been received by SpeakUp, the whistleblowers are generally informed as soon as possible.

⁴ For a more in-depth description of the risks as per the SCDDA, please refer to the legal text together with the explanatory memorandum and the generally applicable guidelines of the German Federal Office of Economics and Export Control (BAFA).

⁵ Ibid.

3. What information should a tip-off or complaint include?

To ensure the appropriate handling and investigation of a tip-off or complaint, it is important that it is formulated as concrete as possible. It is helpful to consider the following five questions: Who? What? How? When? Where?

The information mentioned facilitates and accelerates the proper handling of a tip-off or complaint. However, a tip-off or complaint does not need to provide information on all the above points as a prerequisite for handling it.

II. Procedure – What happens after the tip-off or complaint has been lodged?

1. Acknowledgement of receipt

Depending on the type of reporting channel chosen, the receipt of the complaint will first be confirmed in writing or electronically, provided that the contact details have been transmitted.

2. Registration and forwarding to the responsible investigating unit

Upon receipt of a tip-off or complaint, SpeakUp registers it as a case. SpeakUp then carries out a risk-based initial assessment to classify the case. Tip-offs or complaints received by SpeakUp of suspected instances of violations of human rights and environmental obligations in the Daimler Truck supply chain are forwarded by SpeakUp to the responsible investigation unit within Daimler Truck for further investigation as quickly as possible.

SpeakUp generally notifies the whistleblower as soon as possible about the forwarding of the case to the responsible investigation unit.

3. Examination of the tip-off or complaint

In a next step, the responsible investigation unit will evaluate whether there is a sufficiently concrete suspicion of a human rights or environmental risk or a violation of human rights or environment-related obligations as per the SCDDA of a (direct or indirect) supplier of Daimler Truck.

In case the information in the tip-off or complaint is not sufficiently specific, the investigating unit checks whether the whistleblower can be contacted (this is e.g. not possible in the case of anonymous tip-offs). If so, a reasonable period of time will be set for the whistleblower to answer any questions in order to specify and clarify the facts, to substantiate a possible initial suspicion.

In case an initial suspicion cannot be substantiated – even after passing of the set deadline and exhaustion of further options that could be considered to clarify the facts – the responsible investigating unit will notify the whistleblower that the case will be closed.

In case the investigation shows that the tip-off or complaint is sufficiently specific and falls within the scope of the procedure, because the allegation concerns a supplier in the Daimler

Truck supply chain and relates to a violation of human rights or environmental obligations, the whistleblower will be notified about the outcome of the preliminary investigation and the further procedure.

4. Follow-up measures (preventive and remedial measures)

In case a suspicion is assumed or violations of human rights-related or environmental obligations by a supplier have been confirmed, the responsible investigating unit will examine which follow-up measures are suitable, necessary and appropriate for the individual cases. Such measures may e.g. include supplier dialogues to develop a concept with a schedule for ending or minimizing a violation (remedial action plan) or external supplier audits.

Depending on the outcome of the measures, corporate decisions will be taken to adequately counter any identified violation of human rights or environmental obligations or a human rights or environmental risk. This can lead to the termination of business relationships.

5. Closure and review

The results of the investigation and follow-up measures will be documented in an internal final report. The whistleblower and affected suppliers will be notified in writing about the closing of the procedure.

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