

Complaints procedure LkSG

Whistleblowers (employees, business partners, third parties) can report suspected violations of the Declaration of Principles.

The subject of the reports can be information on a wide variety of violations that become known in connection with the professional activity, as a business partner or as another third party.

There are the following ways to contact us:

1. e-mail to risikomanagement@actief-personal.de
2. anonymously via the website (in this case, there is no personal feedback to the whistleblower).
3. submission of a recall request via website
4. postal to: Actief Personalmanagement GmbH, Abt. Risikomanagement – vertraulich -, Bahnhofplatz 12, 76137 Karlsruhe

Sequence of the complaints procedure:

Step 1: Receipt of a complaint/warning.

Step 2: Acknowledgement of receipt is sent to the whistleblower together with information on the further procedure (exception: anonymous complaint).

Step 3: Examination of the complaint/warning (does it fall within the scope of the complaints procedure). In case of rejection, justified information to the whistleblower.

Step 4: Clarification of the facts, if possible within 14 days. Discuss the facts with the whistleblower; clarify what expectations exist with regard to possible preventive or remedial measures.

Step 5: Work out a solution with the whistleblower. Possibly reach an agreement to make amends.

Step 6: Implement and follow up on remedial action.

Step 7: Review the outcome with the whistleblower and conclude the process.

Step 8: Seek feedback from whistleblower on satisfaction.

Step 9: Inform decision-makers in the company.

Step 10: Publish the solution.

Step 11: Internal review of the effectiveness of the grievance procedure in response to the complaint.

The contact persons are the persons in charge of risk management. They are bound to secrecy by employment contract and guarantee the protection of the whistleblower against discrimination and punishment. The persons in charge act impartially and are not bound by instructions within the scope of their duties.

All incoming information is processed in strict confidence, and all information/documents/messages are stored in specially protected areas to which only the appointed persons and the IT management have access.

Note: the grammatical masculine spelling is only used for better readability, but all genders are always addressed.