

Rules of Procedure for the Internal Complaints Procedure of Jena University Hospital in accordance with the German Act on Corporate Due Diligence Obligations in Supply Chains

1) Introduction

Jena University Hospital acknowledges its special responsibility to comply with the due diligence obligations relating to human rights and the environment in accordance with the German Act on Corporate Due Diligence Obligations in Supply Chains (LkSG) in terms of Section 2 (2), (3) LkSG in its own sector and along its supply chain. In the context of this acknowledgement, Jena University Hospital expressly encourages its employees, patients, employees of business partners (suppliers in terms of Section 2 (7), (8) LkSG) and third parties to report risks or breaches of duty relating to human rights and the environment to Jena University Hospital's human rights officer.

2) Contact

The human rights officer at Jena University Hospital is Dr. Marc Hoffmann. He is the contact and the person responsible for handling risks or breaches of duty relating to human rights or the environment.

3) Scope of the complaints procedure

The complaints procedure is open for reports of all breaches of duty relating to human rights and the environment or related risks in accordance with Section 2 (2) to (4) LkSG. These include breaches of duty or risks with respect to:

- child labour
- forced labour
- slavery
- disregarding occupational safety and work-related health risks
- disregarding freedom of association
- unequal treatment in employment
- withholding a reasonable wage
- harmful soil, water and air pollution
- compulsory eviction
- engaging private/public security personnel who cause damage due to inadequate training or control
- the prohibited manufacture, use and/or disposal of mercury
- the prohibited production and/or use of chemicals
- the prohibition of the handling, collection, storage and disposal of waste in a manner that is not environmentally friendly
- the prohibited import/export of hazardous waste

4) Course of the complaints procedure

The human rights officer at Jena University Hospital processes the tips or complaints received according to the process specified below:

		Time *
↓	1. Receipt	
	The complaint or tip reaches Jena University Hospital through the listed reporting channels.	
	2. Confirmation of receipt and documentation	14 days
	The receipt of the incoming complaint or tip is confirmed to the whistleblower and documented.	
	3. Verification	14 days
	The complaint or tip is verified and the further action determined. If the complaint or tip is rejected, the whistleblower is given reasons for this.	
	4. Clarification	30 days
	The facts are discussed with the whistleblower and verified.	
5. Development of a solution	30 days	
In dialogue with the whistleblower, a proposal for remedying the situation is developed on the basis of the clarification of the facts.		
6. Corrective measures	60 days	
The agreed corrective measures are implemented and monitored.		
7. Review and conclusion	30 days	
The result achieved is evaluated with the whistleblower.		
8. Review of the effectiveness		
The effectiveness of the procedure is reviewed annually and whenever necessary. If required, the procedure or the corrective measures are adapted.		

* The time frame serves as a guide. It can vary depending on the scope of the complaint and the number of people involved.

5) Complaints channels

Anyone making a complaint can use the following reporting channels to contact our human rights officer with their tip:

- ✉ External post: Universitätsklinikum Jena / Jena University Hospital
 Menschenrechtsbeauftragter
 Kastanienstraße 1
 07747 Jena

- Internal post: Compliance mailbox
 Briefkastenorte:
 - Lobeda site, building A, ground floor, next to the “Hanfried” cafeteria
 - Bachstrasse site, “Alte Chirurgie” building, in the entrance area

- ☎ Tel.: +49 (0)3641 9-398130 • Monday to Friday 10 a.m. to 2 p.m. CET
 - Costs depending on the telephone tariff

- ✉ Email: menschenrechtsbeauftragter@med.uni-jena.de

- 💻 online: <https://prod.osapiens.cloud/portal/portal/webbundle/supplier-os-hub/supplier-os-hub/public-access-app/complaint.html#/public/hub/ukjena/DEFAULT/complaint/new>

6) Protection of the whistleblower

Throughout the procedure of processing the complaint or tip, the identity of the whistleblower is known only to Jena University Hospital’s human rights officer, who is responsible for this. The human rights officer ensures that the identity of the whistleblower is not revealed in the course of processing the complaint or tip and thus protects the whistleblower from being penalised and discriminated against in connection with the tip they have provided.

If the whistleblower uses the reporting channel of the Compliance mailbox, the identity of the whistleblower and the content of the complaint or the tip are also known to Compliance Management employees in the Internal Auditing, Compliance and Risk Management office. These ensure that the identity of the whistleblower is kept confidential and forward the complaint or tip confidentially and securely to the human rights officer for processing.