

Policy statement on respect for human rights



We are committed to
respecting human rights
along our entire value chain.



About the Dussmann Group

With 65,000 colleagues in 21 countries, Berlin-based Dussmann Group provides services for people, by people.

The family-owned company is active in three business fields: Dussmann (Facility Management, Food Services, Technical Solutions), Care & Kids (care and nursery for the elderly as well as corporate child-care) and the media retailer "Dussmann das KulturKaufhaus".

We implement our values ecological awareness, integrity, passion, social responsibility, and fairness in our business activities through sustainable management, consistent compliance with the law and permanent exchange with our stakeholders.

This policy statement on the respect of human rights supplements the code of conduct and the sustainability policy of the Dussmann Group.

The Executive Board of the Dussmann Group and the management of the Group companies control and monitor the implementation of the content of this policy statement within the Group. In this way, we ensure to accept and implement our corporate responsibility for the protection of human rights throughout the Group.

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Our responsibility

We take responsibility for our employees and take our responsibility to minimize the impact of our business on the environment seriously.

The Dussmann Group respects the dignity of every human being. We are committed to respecting human rights along our entire value chain. We take responsibility for our employees and take our responsibility to minimize the impact of our business on the environment seriously.

This policy statement obliges all employees of the Dussmann Group worldwide to behave appropriately and lawfully towards colleagues, business partners and communities. We also require ethical and compliant behavior from our business partners. We expect them to demand the implementation of these standards on respect for human rights also from their business partners.

It is our principle to always comply with the applicable legal regulations in all regions and countries in which we operate. If national laws and international human rights standards differ, we ensure to comply with national laws as a minimum standard. Together with our local colleagues and partners, we are looking for ways to comply with these human rights standards as far as possible.

Our policy statement is in line with the following standards:

- Universal Declaration of Human Rights (UDHR) by the United Nations General Assembly
- International Covenant on Civil and Political Rights (ICCPR) by the United Nations General Assembly
- International Covenant on Economic, Social and Cultural Rights (ICESCR) by the United Nations General Assembly
- Conventions and Recommendations on Social and Labour Standards by the International Labour Organisation (ILO)
- Tripartite Statement of Principles concerning Multinational Enterprises and Social Policy by the International Labour Organisation (ILO)
- OECD Guidelines for Multinational Enterprises
- Principles of the United Nations Global Compact (UNGC)
- United Nations Sustainable Development Goals (SDGs)
- Charter of Fundamental Rights of the European Union (CFR)



In line with the United Nations Guiding Principles on Business and Human Rights, we base our policy statement on the principles of the internationally recognized human rights frameworks and standards.



Basic and primary human rights

We consider the following fundamental human rights as essential for our business activities:

- Ensuring occupational health and safety
- Granting of an appropriate wage
- Equal treatment in employment and compliance with the ban on discrimination
- Recognition of freedom of association
- Compliance with the prohibition of forced labor
- Compliance with the ban on child labor

Implementation of due diligence obligations

In order to identify, assess and address potential and actual negative impacts on human rights in our business activities and our supply chain, we analyze the above-mentioned human rights with regard to a risk of violation. Once we determine that there is a risk that our business activities may cause or contribute to a negative impact on human rights,

that activity will be reviewed and modified, discontinued, or corrected as needed.

The Group Compliance department is responsible for coordinating the Dussmann Group's human rights risk management.

It checks the introduction of suitable preventive and remedial measures, prioritizes activities and monitors Group-wide efforts to uphold human rights. Minimum standards for the subsidiaries are defined in cooperation with the relevant corporate functions Human Resources, Purchasing, QHSE and Legal.

The responsibility for implementation lies with the management of the subsidiaries, which ensure the implementation of these minimum standards in their local processes. As part of our sustainability reporting, we monitor the implementation of this policy statement and report on the current status.

Next steps

Based on Group-wide human rights audits, we derive and evaluate specific risks for our processes and business areas. According to the risks identified, we define and implement further preventive measures. Moreover, we assess the risks of violations of human rights and environmental standards in our supply chain in order to initiate further steps in dialogue with our business partners.

Complaints procedure

We encourage our employees to report suspected violations of this policy statement on the protection of human rights through the compliance whistleblower system. All incoming reports are treated confidentially and in a fair process in order to exclude any disadvantage. Our business partners and third parties also can report potential violations of this policy statement.

Dealing with violations

We take appropriate measures to properly investigate and clarify suspected violation. If a violation of human rights is identified in our business or at a business partner, we take immediate action to end the violation or minimize its impact. For this purpose, internal processes for the implementation of appropriate remedial measures in our business and at business partners are being further developed. These range from stopping the behavior that caused the violation and adapting processes to preventive measures like training and audits.

Communication and training

We communicate this policy statement to our employees and business partners. Employees and managers of the Dussmann Group are regularly trained in respect of human rights as part of the instruction on the Dussmann Group Code of Conduct. Minimum requirements for training of our subcontractors are being defined.

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Further information:

<https://en.dussmanngroup.com/responsibility>

www.dussmanngroup.com/code-of-conduct

www.dussmanngroup.com/code-of-conduct-suppliers

www.dussmanngroup.com/sustainability-policy

www.dussmanngroup.com/sustainability-report

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