

## Complaints mechanism LkSG

### Destination

One of Capita's core values is openness. SpeakUp (or whistleblowing) means that employees or third parties can report suspected past, present or future misconduct. This includes, but is not limited to, breaches of the Supply Chain Duty of Care Act. Capita takes possible deviations or violations very seriously.

### Reporting channels

Regardless of the language, situations or suspicions can be reported via the reporting platform "Whispli" and thus an investigation can be initiated. Reports can be made anonymously at any time, but may not be followed up due to the non-traceability of specific aspects. Various options are available for this purpose:

#### Online

About Whispli, a secure and anonymous two-way communication platform. For more information on Whispli, see How it works - Whispli. Whispli is accessed via <https://capita.whispli.com/speakup>. This platform can be accessed from anywhere in the world.



#### By telephone via hotline

Country	Telephone number
United Kingdom	+ 44 156 433 4769
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Germany	+49 30 83796862
Ireland	+35 312 338 780
Switzerland	+41 43 505 28 41