

## BMW Group complaints mechanism

### Rules of procedure for informants

#### What kind of concerns can I report?

You can report violations of human rights and related environmental standards. The information you provide may relate either to your own business area or the supply chain, or to other BMW Group business partners.

#### How will I be protected as an informant?

Confidentiality and protection of informants are a top priority for the BMW Group. For this reason, the following principles apply throughout the process:

- The BMW Group is committed to maintaining confidentiality, within the legal framework, and does not disclose the identity of the person providing the information, nor of any other persons named in the report.
- Your personal data will be processed and deleted in accordance with applicable data protection requirements as well as in compliance with the Act on Corporate Due Diligence Obligations in Supply Chains. You can find more information [online](#) under the section "Data privacy".
- The BMW Group does not tolerate retaliatory measures or any other negative consequences directed at informants as a result of submitting a report.
- If you believe you are being intimidated or face reprisals as a result of compliant you may report this to the BMW Group SpeakUP Line.

## Where and how can I submit a report?

All employees and external parties can address their compliance concerns to the BMW Group SpeakUP Line or the ombudsperson:

### BMW Group SpeakUP Line:

- The BMW Group SpeakUP Line is available around the clock in 34 languages free of charge.
- If you provide information over the phone, your message will be recorded and automatically generated in text form.
- The BMW Group SpeakUP Line encrypts your personal information, so your identity cannot be traced by the persons processing the case.
- You can find access information [online](#) under the section "BMW Group SpeakUP Line".

### Ombudsperson:

- The ombudsperson is a neutral external person bound by attorney-client privilege.
- The communication with the ombudsperson is free of charge for the informant.
- The informant may contact the ombudsperson – around the clock, via email or fax, or by telephone from 8.00 a.m. to 7.00 p.m. Central European Time.
- Contact information:

Dr Sibylle von Coelln  
HEUKING · VON COELLN  
Rechtsanwälte PartG mbB  
Prinz-Georg-Str. 104  
40479 Düsseldorf

Telephone: +49 211 44 03 57 70

Fax: +49 211 44 03 57 77

Email address: [BMW-Ombudsperson@hvc-strafrecht.de](mailto:BMW-Ombudsperson@hvc-strafrecht.de)

**By mail:**

- You can also send complaints via mail or internal mail to BMW Group Compliance Audits, Internal Investigations, at the following address:
- BMW Group Compliance Audits, Internal Investigations  
80788 München
- or
- via email to [notifications@bmwgroup.com](mailto:notifications@bmwgroup.com).

**In person:**

- If you wish to make a report in person, we kindly ask you to arrange an appointment in advance via [notifications@bmwgroup.com](mailto:notifications@bmwgroup.com).

It goes without saying that employees may furthermore consult with managers, local compliance departments, unions, or Works Council representatives.

## What happens once I have submitted my report?

### 1. Receipt of information

- Once you have submitted information through one of our channels, the BMW Group Compliance department (Complaints Office) documents receipt of the report and provides you with confirmation within one week.

### 2. Review of information provided

- The Complaints Office verifies whether the report contains sufficient information for further processing.
- If needed, the Complaints Office may contact you via the same channel to ask further questions about your report.
- If insufficient information is available and the provider cannot be contacted, the case will be closed.
- If there is enough information for processing to proceed, clarification of the facts will be initiated.

### 3. Clarification of facts

- The Complaints Office will either investigate the matter itself or pass on the investigation to another competent department within the company on a confidential basis.
- The Complaints Office ensures that there are no conflicts of interest.
- During the investigation, you may be contacted by the Complaints Office or the department responsible to provide further information.
- You will be informed about the outcome of the investigation.
- If your concerns are confirmed, a solution will be worked out.

**4. Developing a solution**

- The department responsible will work out a solution to remediate the situation.
- Wherever possible, you will be involved in finding a solution.

**5. Implementation of remedial measures**

- The agreed solutions are implemented.
- Implementation is monitored by the department responsible and the Complaints Office.

**6. Conclusion**

- The findings will be discussed by the Complaints Office in consultation with you.

**Contact:****BMW Group Compliance Audits, Internal Investigations**[notifications@bmwgroup.com](mailto:notifications@bmwgroup.com)