

## Complaint procedure pursuant to Sections 8 and 9 of the German Supply Chain Sourcing Obligations Act (LkSG)

(As of: 06/2024)

According to Sections 8 and 9 LkSG, all companies that fall within the scope of the act are required to establish a complaint procedure.

The requirements on the complaint procedure are as follows:

- The complaint procedure must make it possible for persons to point out human rights or environment-related risks, as well as violations of human rights-related or environment-related obligations that have arisen as a result of the economic actions of a company in its own business or of a direct or indirect supplier.
- Receipt of the tip shall be acknowledged to the whistleblowers.
- The company must establish rules of procedure for processing tips in text form and make them publicly available.
- The company must ensure that the persons entrusted with processing tips can act impartially and independently of instructions.
- The company must provide clear and comprehensible information on accessibility and responsibility and make the implementation of the complaint procedure publicly available.
- The grievance procedure must be accessible to potential stakeholders, maintain confidentiality of identity, and provide effective protection against disadvantage or punishment for making a complaint.

### **Complaint procedure via reporting form**

#### [Complaint form](#)

You will find a notification form with which you can send us

- Tips regarding environmental protection,
- Tips regarding human rights and labor,

in a business unit of our company or a supplier of ours.

Please also include in your message how we can communicate with you to discuss the issue with you. We will contact you shortly.

After submitting the note, you will receive a confirmation of receipt. Your note will be processed internally by our sustainable procurement team. You can also use the reporting form to contact us again at any time after submitting a report. All information provided to us will of course be treated confidentiality.

The following rules of procedure will provide you with more information on how to process your tip:

### **What is the subject of the complaint procedure?**

This complaint procedure allows individuals to report

- environmental protection
- human rights and labor

which have arisen as a result of the economic actions of our company in its own business unit or of a direct or indirect supplier of ours.

### **What happens when there is a tip?**

After submitting a tip, each whistleblower receives an acknowledgement of receipt without delay, but no later than seven days after receipt of the tip. Tips will be processed internally by our sustainable procurement team.

### **What procedural steps follow?**

Upon the receipt of a tip, the responsible case officer verifies its plausibility, in particular with regard to relevant human rights or environment-related risks or the violation of human rights-related or environment-related obligations. Once validation is complete, the facts of the case will be discussed by the person handling the report with you as the whistleblower. Please provide us with your contact details, in particular an e-mail address, so that we can contact you. In the event of longer processing times, you as the whistleblower will be informed by us of the current status of processing no later than three months after submitting the report.

### **Who processes this information:**

The persons entrusted by us with the processing of the information are independent, impartial and not bound by instructions. In particular, they are obliged to maintain confidentiality.

### **Confidentiality and data protection**

All information and documents provided to us will, of course, be treated as strictly confidential and in compliance with the relevant data protection regulations. The confidentiality of their identity is maintained, as is effective protection against any disadvantage or punishment.



Complaint form supply chain act:

<p>Name of the reporter *</p> <input type="text"/>	<p>Type of notice: *</p> <p><input type="checkbox"/> environmental protection</p> <p><input type="checkbox"/> human rights and labor</p>
<p>Reporter's e-mail adress *</p> <input type="text"/>	<p>Relationship of the company concerned with us *</p> <p><input type="radio"/> own division of HAHN+KOLB</p> <p><input type="radio"/> indirect supplier</p> <p><input type="radio"/> direct supplier</p>
<p>Country where the incident (occurred) *</p> <input type="text"/>	<p>Note</p> <p>(please describe the circumstances of your note as precisely as possible, max. 2.000 characters) *</p> <input type="text"/>
<p>Affected company where the incident (has) occurred (please incidate the full company name including it's legal form) *</p> <input type="text"/>	

All your personal data is used only for the purpose of dealing with your request. They are treated strictly confidential and are not passed on to third parties. Our data protection statement contains further information.

☐ I have read the protection statement.

I am human

FriendlyCaptcha [↗](#)

**Send**

Ludwigsburg, 11.06.2024

<hr style="width: 80%; margin: 0 auto;"/> <p><b>Jacqueline Wiertz</b> Management</p>	<hr style="width: 80%; margin: 0 auto;"/> <p><b>i.V. Frank Heinzmann</b> Human Rights Officer</p>
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