

Complaints Procedure

Andreas Daub GmbH & Co. KG has set up this grievance mechanism to give external parties (whether individuals or stakeholders) the opportunity to report grievances, concerns or abuses regarding the RJC-COP in connection with the supply chains of company Andreas Daub.

These complaints may include (but are not limited to) violations related to the sourcing of raw materials (particularly from conflict-affected and high-risk areas). Other examples of possible violations are disregard for human rights, adverse working conditions, violations of environmental regulations and payment of kickbacks or bribes.

The management of Andreas Daub GmbH & Co. KG is responsible for the implementation and verification of this procedure.

Interested parties can contact the following person with their concerns either by e-mail or telephone:

Andreas Daub GmbH & Co. KG, Mrs. Alexandra Lehnus

Phone: +0049 7231 14296 0

Email: al@andreas-daub.com

After a complaint is received, we endeavor to:

- Prepare an accurate report of the complaint.
- Explain our complaints procedure.
- Finding out how the complainant expects their complaint to be dealt with.
- Finding the appropriate person internally to handle the complaint or to assist in escalating the complaint to a more appropriate body, such as the supplier or an institution such as a relevant industry body.
- If the matter can be dealt with internally, obtain as much information as possible.
- Identify any actions we should take, including monitoring those actions.
- Informing the complainant of our decisions and findings after any review.
- Keep the complaint and the related internal process for at least five years.