

Andreas Daub GmbH & Co. KG • Esslinger Straße 16 • 75179 Pforzheim

Complaints procedure for internal and external stakeholders

The company Andreas Daub GmbH & Co. KG has set up this complaint procedure to give internal and external parties (regardless of whether they are individuals or interest groups) the opportunity to report complaints, concerns or grievances that

- fall under the „Hinweisgeberschutzgesetz" (Whistleblower Protection Act), or
- are aspects related to the RJC-COP supply chain guidelines of Andreas Daub.

These complaints can be:

- Violations related to the procurement of raw materials (particularly from conflict and high-risk areas).
- violations of human rights or adverse working conditions,
- Violations of environmental regulations, payments of kickbacks or bribes, as well as
- Violations of any laws or policies.

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

Ms Alexandra Lehnus has been appointed as the internal reporting point for anonymous or personal complaints/tips. Complaints can be addressed directly to Ms. Lehnus by email or telephone:

Andreas Daub GmbH & Co. KG, Alexandra Lehnus
 Tel.: +0049 7231 14296 0
 Email: al@andreas-daub.com

We have defined a precise process for how we process complaints. In summary, once we receive a complaint, we will proceed as follows:

- Prepare an accurate report of the complaint and explain our complaints procedure.
- Find out how the complainant/whistleblower expects the complaint to be handled.
- Find the appropriate person internally to handle the complaint or help forward the complaint to a more appropriate body, e.g. to the supplier or an institution such as a relevant industry body.
- If the matter can be handled internally, we will obtain further information as best we can.
- Identify actions we should take, including monitoring those actions.
- Inform the complainant/whistleblower about our decisions and results after all checks.
- Keep the complaint and the associated internal process for at least five years.

We confirm that in this complaint process:

- o Applicable data protection regulations are adhered to and
- o The complainant/the whistleblower is protected from reprisals in accordance with the „Hinweisgeberschutzgesetz" - Whistleblower Protection Act.