

PROCEDURE FOR ENPALS COMPLAINTS PROCEDURE WITH REGARD TO THE GERMAN SUPPLY CHAIN DUE DILLIGENCE ACT

Enpal works continuously to develop its supply chains to provide the best products to our customers. This includes implementing and complying with the requirements of the German Supply Chain Due Diligence Act to fulfil human rights and environmental due diligence obligations.

Our rules of procedure describe the principles for dealing with indications of possible complaints in our companies and/or our supply chain. The rules of procedure must be observed by all employees who process reports in accordance with the procedure described here. In principle, the processes described apply unless the official reporting channels described in these rules of procedure are used. They apply to all affiliated companies of the Enpal Group in accordance with § 15 of the German Stock Corporations Act (AktG).

Customer concerns or customer complaints should be submitted to service@enpal.de. Via this e-mail address the Customer Care Team can be reached, who is responsible for this type of requests. They will not be processed under these rules of procedure.

All people may submit information to the complaints office, both our employees and external persons directly affected or not directly affected. This can also be done on behalf of directly affected persons.

Information can be submitted to one of two addresses: the complaints office [Whistle Report \(whistle-report.com\)](https://whistle-report.com) or by post to Enpal B.V., Team Compliance, Koppenstr. 8, 10243 Berlin.

Confidential handling of the information is guaranteed when it is submitted to both addresses.

The tasks of the complaints office are carried out by selected and qualified employees who are bound to secrecy and who process the information independently as well as anonymously if desired.

The tasks of the complaints office include:

1. Checking the information for plausibility and whether it falls within the scope of these rules of procedure.
2. Written confirmation of receipt to the whistleblower
3. If necessary and possible, clarification of open questions with whistleblower and/or questions about further information that supports a more correct assessment of the facts.
4. If the assessment of the facts is such that it is a qualified indication of malpractice in our company, the next step is to examine what measures are required to clarify the facts.

5. Based on the results of the investigation, appropriate measures will be taken to respond to the complaint and countermeasures will be taken to prevent future complaints.
6. The whistleblower will be informed of the progress of the procedure at the latest when measures have been agreed within the company and are to be implemented.

Enpal does not tolerate any discrimination, intimidation, hostility and/or other retaliation against whistleblowers. Such behaviour will be sanctioned to the extent permitted by law. The same applies to the obstruction of the clarification of complaints or the suppression or manipulation of documents that serve to clarify the complaint.

Enpal protects whistleblowers from possible reprisals who cooperate in clarification to the best of their knowledge and belief.