

Rules of Procedure for Complaints Procedure

in accordance with Section 8 of the German Supply Chain Due Diligence Act (Lieferkettengesetz, LkSG)

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1. Scope

This document describes the procedure for reporting complaints and concerns under Section 8 of the Supply Chain Due Diligence Act (LkSG). It applies to G.Rau GmbH & Co. KG and Admedes GmbH (hereinafter referred to as the "affected companies of the G.RAU Group"), regardless of location and business area. A Company-wide scope is implied: This procedure is applicable to all employees, managers and other members of the affected companies of the G.RAU Group, including temporary workers, interns and freelancers. Involvement of third parties: Suppliers, business partners and other third parties can also use this procedure to report potential violations of human rights or environmental regulations. Context: The notification may relate to operations within the affected companies of the G.RAU Group or in its supply chain. This includes violations committed directly by one of the affected companies of the G.RAU Group, an employee, a business partner or a direct or indirect supplier.

2. Subject-matter of the complaint

This procedure relates to complaints in connection with the German Supply Chain Due Diligence Act (Lieferkettengesetz, LkSG) concerning human rights and environmental risks, violations or potential violations. Potential violations may include, but are not limited to: Human Rights Violations: Including, but not limited to, discrimination, forced labor, child labor, labor rights violations, harassment, or other unethical treatment of employees and other parties involved. Environmental violations: including, but not limited to, contamination of air, soil, and water, improper waste disposal, improper compliance with environmental regulations, or other actions that violate applicable environmental laws. Violations of the Code of Conduct of the affected companies of the G.RAU - Group: This includes actions that are contrary to the internal policies, ethics and compliance standards of the affected companies of the G.RAU - Group. Other legal or

regulatory violations: This may relate to other legal requirements that are relevant in connection with the business operations and supply chain of the affected companies of the G.RAU - Group. If possible, the complaint should include specific details to allow for efficient review and processing. However, it is not necessary for the reporting person to know the exact legal basis of the potential violation.

3. Reporting and Responsibilities

Complaints in connection with the Supply Chain Due Diligence Act (LkSG) can be submitted via this online form. Complaints via this online form are possible at any time. The internal contact person of the affected companies of the G.RAU Group is responsible for the initial assessment and processing of the complaint and, if necessary, forwards it to the internal investigation department in order to ensure a comprehensive examination. For more complex cases or the need for independent review, external lawyers or other expert advisors may also be consulted. All complaints will be kept strictly confidential and the affected companies of the G.RAU Group will take all necessary measures to protect the identity of the reporting person, unless the reporting person has expressly consented to disclosure.

4. Confidentiality and data protection

The affected companies of the G.RAU Group take the protection of privacy very seriously and undertake to keep confidential all information submitted under this complaints system. The identity of the reporting person, as well as all information related to the complaint, will be kept strictly confidential and will only be shared with those who absolutely need to be involved in the process. It is also possible to submit complaints anonymously. The software for the online form is configured to protect the identity of the reporting person, unless he or she explicitly chooses the option to disclose their identity. In accordance with current data protection regulations and guidelines, including the General Data Protection Regulation (GDPR), all personal data collected under this complaints system will only be used for the purpose of processing the complaint and will be retained or deleted in accordance with legal requirements once the investigation has been completed. Access to the data is strictly limited and limited to the internal contact person and those involved in the investigation process. All parties involved are required to comply with confidentiality and data protection regulations to ensure that the privacy of the reporting person(s) is protected.

5. Processing and Notification

The focus of the affected companies of the G.RAU - Group is a transparent and thorough processing of every complaint. As soon as a complaint is received, it is carefully reviewed by the internal contact person or the relevant department. This may also involve forwarding to internal or external experts to ensure a comprehensive analysis. This process is designed to process complaints quickly and effectively, without neglecting the quality of the review. The reporting person will be informed of the receipt of the complaint and the progress of the processing. For example, the notification can be sent via email. If necessary, anonymous communication is also possible, in which the identity of the reporting person remains protected. Communication with the reporting person is an essential part of the process to create transparency and trust.

6. Protection and legal consequences

Trust in the process and the protection of those who submit a complaint are top priorities for the affected companies of the G.RAU Group. Individuals who file a complaint in good faith can rest assured that they are protected from any form of retaliation or discrimination. This includes, but is not limited to, protection against harassment, discrimination or unfair treatment in the workplace. The protection of the reporting person begins with the receipt of the complaint and extends throughout the entire process of the investigation. Those involved in the investigation are obliged to maintain absolute confidentiality and to protect the identity of the reporting person, unless the reporting person has expressly consented to disclosure. The affected companies of the G.RAU Group are aware that the protection of the rights of all parties involved is crucial. Therefore, fairness and integrity are always taken into account when investigating complaints. Should the investigation reveal that there has been a violation of any law or company policy, the affected companies of the G.RAU Group **would** take reasonable action to remedy the matter. These measures may include disciplinary action, legal action, or other measures adapted to the specific situation. The affected companies of the G.RAU Group promote a corporate culture in which compliance with laws and ethics guidelines is taken seriously and in which employees are encouraged to report concerns or possible violations without fear of retaliation. This approach reinforces the trust of all parties involved and helps to maintain the integrity of the affected companies of the G.RAU - Group throughout its supply chain.

7. Efficacy & Review

The affected companies of the G.RAU Group regularly undertake monitoring and evaluating the complaint procedure in accordance with Section 8 of the Supply

Chain Due Diligence Act (LkSG) in order to ensure its ongoing effectiveness. The review includes effectiveness reviews that analyze the implementation of the process, analysis of trends, and potential areas for improvement. If necessary, internal or external audits can be carried out. Changes and improvements will be implemented based on the results of these reviews to ensure that the process complies with current laws and business requirements. The affected companies of the G.RAU Group will review this document and the procedure described therein at least annually or in the event of significant changes in relevant legislation or business requirements. The results of the reviews are communicated transparently and serve to continuously improve and adapt the process.