

Rules of procedure for the complaint procedure in accordance with

Section 8 of the Supply Chain Due Diligence Act (LkSG)

I. Purpose and scope

The Act on Corporate Due Diligence to Prevent Human Rights Violations in Supply Chains (Supply Chain Due Diligence Act – LkSG), which came into force on 1 January 2023, aims to better protect human rights and the environment in the global economy.

In order to meet these objectives, we have established an effective complaints procedure in accordance with Section 8 LkSG. The aim is to prevent violations of the LkSG as far as possible or to detect them at an early stage in order to avoid possible negative consequences for those affected.

The complaints procedure allows business partners, customers and other third parties to report violations of human rights and environmental obligations and the associated risks, anonymously if desired.

Human rights obligations include, among other things, the prohibition of child labour, protection against slavery and the prohibition of disregard for occupational health and safety. Environmental aspects include, on the one hand, substances that pose a risk to people and the environment and, on the other hand, actions or circumstances that may lead to human rights violations.

In the following, we have described the reporting channels, responsibilities and the exact procedure for reporting in a set of rules of procedure.

II. Reporting channels

To ensure complete confidentiality, the following communication channels are available:

- Postal address: HEINZ-GLAS GmbH & Co. KGaA, Compliance, Glashüttenplatz 1-7, 96355 Kleintettau
- Email: compliance@heinz-glas.de
- Digital whistleblower system: <https://heinz-glas.reporting-channel.com>

III. Procedure

Below, we would like to explain the exact procedure for submitting a report.

a) Receipt of the report

After the report has been received, the person making the report will receive confirmation of receipt from the internal reporting office within a reasonable period of time. This also applies in the case of an anonymous report sent by post, provided that a reporting channel intended for anonymous reports

reporting channel, such as via a third party (lawyer or authorised person), is used or another anonymous contact option is provided.

b) Review, clarification of facts and remedial measures

The report will then be carefully examined for plausibility. If further information is required, the reporting office will, if possible, contact the reporting person to obtain further information.

If there are concrete indications of a violation, an internal investigation and possibly further appropriate follow-up or remedial measures (e.g. improvement of internal processes) will be initiated.

The information will be processed in a fair and confidential manner, particularly with regard to the identity of the person reporting the incident, and in compliance with data protection regulations. Furthermore, the principle of proportionality will be observed.

Discrimination against or punishment of the whistleblower on the basis of a complaint about an actual or suspected violation will not be tolerated. To this end, we have set up an independent reporting office and the option of submitting anonymous reports.

Where possible, contact will be maintained with whistleblowers in accordance with the relevant legal requirements and, if necessary, the facts of the case will be discussed. In addition, whistleblowers will be informed of the progress of the proceedings in a timely manner.

Information provided will only be passed on to those persons who need to be involved in processing the report, insofar as this is absolutely necessary for the investigation of the facts.

All incoming reports are documented, stored and deleted in accordance with legal requirements.

c) Effectiveness monitoring

The effectiveness of our complaints procedure is regularly reviewed and improved as necessary.