

Rules of procedure regarding the complaints procedure as per § 8 of The Act on Corporate Due Diligence Obligations in Supply Chains (*Lieferkettensorgfaltspflichtengesetz*)

INTRODUCTION

At ZUFALL, we do not look away from current issues but instead try to improve every day. For us, this means taking responsibility for strengthening the protection of recognised human rights and the sustainable use of the environment in our own business and within the supply chain.

Therefore, ZUFALL will naturally implement the requirements of the Supply Chain Act and gladly complies with its human rights and environmental due diligence obligations. This includes installing a complaints procedure through which information on human rights and environmental risks or violations can be reported.

These rules of procedure provide information about the basic features of the complaints procedure, access to the procedure, and responsibilities. They also provide information about what happens to incoming reports and complaints and how they are processed. They are binding for all companies in the ZUFALL logistics group.

WHAT KIND OF INFORMATION CAN BE REPORTED?

Human rights and environmental risks or corresponding violations that have arisen as a result of the economic activities of the ZUFALL logistics group within the scope of our own business activities or in our supply chains can be reported.

WHO CAN REPORT INFORMATION?

Any person who becomes aware of the aforementioned risks or violations may submit a report, regardless of whether they themselves are affected by such a risk or violation and regardless of whether it occurred in Germany or abroad.

HOW CAN INFORMATION BE REPORTED?

Reports can be submitted at any time and, if desired, anonymously via ZUFALL's whistleblower portal. The electronic whistleblower system is available in ten languages and can be accessed via the following link: [ZUFALL Whistle Report](#). All reports are treated confidentially.

The reports are processed by selected employees in the compliance department of Friedrich Zufall GmbH & Co. KG. These employees are specially trained to process reports and ensure that they are handled confidentially, impartially and independently.

WHAT INFORMATION SHOULD BE INCLUDED IN THE REPORT?

The report should be based on facts and contain all relevant information, as far as you are aware of it. We ask you to provide us with as much detailed information as possible. In order to conduct a fair and thorough investigation, we need details of the date of the violation, the names of the companies and individuals involved, and the countries affected. A report that does not contain sufficient information is difficult to verify and investigate.

Please be aware that the information or allegations you provide may lead to decisions that could affect employees of the ZUFALL logistics group and other third parties involved. We therefore ask you to provide us with information that is accurate to the best of your knowledge and belief.

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HOW WILL THE REPORT BE HANDLED?

After the report has been submitted, the employees at the reporting office receive a notification and begin reviewing and processing it. The person submitting the report first receives confirmation that the report has been received and information about the next steps. During processing, it is possible to communicate with the person processing the report via the reporting system's mailbox. This also applies to anonymous reports. The reports are first checked to see whether there has been an environmental or human rights violation. If necessary, other departments within the company are consulted, while maintaining confidentiality. Once the case has been processed, remedial measures are determined and documented in the system. Throughout the entire processing process, the reporting person can check the status of the report.

HOW WILL I BE PROTECTED AS AN INFORMANT?

Protecting whistleblowers from discrimination or punishment as a result of complaints or reports they have made is an important part of our complaints procedure. Attempts to intimidate or retaliate against individuals who report actual or suspected misconduct in good faith will not be tolerated.

If you feel that you are being intimidated or subjected to reprisals as a result of your report, please contact our Compliance Office. Such intimidation or reprisals will also be investigated and, if necessary, further examined. Each report is handled by a small team of specially trained individuals.

All personal data and information that could reveal the identity of the reporting person will be treated confidentially. This also applies after the investigation has been completed.

CONTACT

You can submit a report or complaint directly to the Compliance Department of Friedrich Zufall GmbH & Co. KG at any time. The Compliance Department is responsible for handling reports and complaints.

Email: compliance@zufall.de

This text is a translation of the German version and is intended solely as convenience to our non-German clients. In case of doubts, the German version of this document shall prevail.