

Rules of Procedure for the Complaints Procedure

in accordance with § 8 of the Supply Chain Due Diligence Act

The BWF Group takes responsibility for respecting and strengthening internationally recognised human rights within its own business areas and through appropriate supply chain management. The BWF Group implements all requirements of the German Supply Chain Due Diligence Act to fulfil its human rights and environmental due diligence obligations. A key element of these due diligence obligations is the establishment of an effective complaints procedure that can be used to report human rights and environmental risks or violations.

These Rules of Procedure provide information on the main features of the complaints procedure, access to and availability of the procedure, and responsibilities. It also provides information on what happens to the information received, i.e. how the complaints process works. It is important to the BWF Group that this information is presented in an understandable and comprehensible manner and that the process is as transparent as possible.

WHAT PURPOSE DOES THE COMPLAINTS PROCEDURE FULFIL?

The purpose of the complaints procedure is to give any person or group of persons the opportunity to submit relevant information to the BWF Group in order to draw attention to human rights and environmental risks (early warning).

It also gives you the opportunity to provide information about suspected violations so that harm can be immediately prevented or minimised (opportunity for appropriate remedial action).

PERSONS PROVIDING INFORMATION

Anyone has the right to report information or complaints about potential human rights or environmental risks and violations.

CHANNELS FOR REPORTING COMPLAINTS / INFORMATION

Complaints and reports relating to human rights and environmental risks or breaches of duty can be submitted through the BWF Group's complaints channels.

HOW TO CONTACT US:

- Complaints report:
The BWF Group provides an electronic complaint report where complaints / comments can be entered into a web form. It is available in 29 languages. The Complaint Report can be found under [Integrity Next](#).
- BWF Group whistleblowing office:
[Whistleblowing office of the BWF Group](#) (Data Protection Officer)
- Information will be sent by post or e-mail to
Mr Michael Kampka
E Michael.Kampka@bwf-envirotec.de
T +49 8224 71-510
M +49 172 7217504
Bahnhofstraße 20
89362 Offingen

The channels ensure that the reports are treated confidentially. The whistleblowing systems allow the whistleblower to communicate with the BWF Group while keeping their identity confidential.

HOW DOES THE COMPLAINTS PROCEDURE WORK?

- Upon receipt of a complaint or notification, an acknowledgement will be sent to the complainant. This acknowledgement will be sent within one week.
- Throughout the process, the BWF Group will remain in contact with the whistleblower if this is desired and there is a way to contact the whistleblower.
- The complaint or report received will be reviewed to determine whether it relates to possible human rights or environmental violations. Receipt is documented within the company and can always be traced through a complaint reference number.
- Complaints and information are forwarded to the appropriate office / department for further action.
- This is where remedial action is developed in response to complaints or indications of human rights and environmental risks or breaches of duty.

- The facts of the case will be discussed with the whistleblower (if possible and if necessary) in order to gain a better understanding of the facts of the case and the actions to be taken. The main objective is to clarify the whistleblower's expectations regarding possible remedial and preventive measures.
- Once the matter has been conclusively dealt with, the whistleblower must be informed in writing of the outcome (provided he/she has disclosed his/her identity). The whistleblower must receive feedback after three months. If the matter takes longer than three months due to its complexity, the whistleblower must be informed accordingly.

HOW ARE WHISTLEBLOWERS PROTECTED FROM PUNISHMENT AND RETALIATION FOR BLOWING THE WHISTLE?

Protecting whistleblowers from being penalised or discriminated against as a result of the information they provide is an important part of our complaints procedure.

Measures to protect the whistleblowers:

- Reports are handled by a very small group of selected and specially trained employees.
- All information, such as personal data and other information that could identify the person providing the information, will be treated confidentially. This also applies after the procedure has been completed.
- Internal company documentation documents are kept for seven years in accordance with legal requirements and are then destroyed.

The BWF Group protects whistleblowers from being disadvantaged or penalised as a result of whistleblowing.