

## **Rules of procedure for the complaints mechanism pursuant to Section 8 of the Supply Chain Due Diligence Act (LkSG)**

As Busch Group, we are aware of our responsibility and our corporate duty of care and are committed to respecting human rights at all levels of our business activities and along our entire supply chain. As a group with subsidiaries and production facilities operating worldwide, we consider respect for human rights to be one of the basic prerequisites for our business activities. This is in line with our corporate goal of contributing to a sustainable society.

These rules of procedure set out Busch Group's complaints procedure in accordance with the requirements of Section 8 of the German Supply Chain Due Diligence Act (LkSG). It serves to address complaints about violations of human rights or environmental regulations in connection with Busch Group's business activities or supply chains.

### **1 Scope of application of the procedure**

The complaints procedure is accessible to all employees, business partners and third parties who have legitimate reasons to believe that human rights and/or environmental obligations have been violated during business activities within Busch Group's own business area or within the supply chains of the Busch Group.

We encourage our employees and stakeholders to communicate complaints and information about suspected human rights violations.

### **2 How can I submit a complaint?**

We provide all stakeholders with a web-based whistleblowing system through which they can report their concerns about our activities or the activities of our suppliers regarding suspected human rights or environmental due diligence violations. These channels are accessible worldwide, both inside and outside our company.

The complaints procedure is publicly accessible via the Busch Group website (see <https://buschvacuum.integrityline.app/>), free of charge and available around the clock. There are 15 languages to choose from for the submissions.

### **3 Who will process my complaint?**

Responsibility for the whistleblower system and the implementation of the complaints procedure lies with our Group-wide Compliance department. Our Human Rights Officer is also involved in the process as required.

All persons entrusted with the implementation of the procedure are impartial, independent, not bound by professional instructions, sworn to secrecy, appropriately trained and provided with sufficient time resources.

## **4 How does the complaints procedure work?**

### **4.1 Receipt of the complaint or information**

The whistleblower has the option of providing their contact details or not.

A random case ID is provided when the complaint is submitted. This ID and a password, which must be defined by the complainant, are used to access a secure mailbox.

The mailbox is used to send further information about the case or to view case-related information. If desired, all communication with us will remain anonymous.

If an e-mail address has been provided, an e-mail will be sent to inform you that there are new messages in the secure mailbox. If an anonymous message has been selected, the mailbox should be checked at regular intervals.

### **4.2 Review of the complaint or information**

Incoming reports are first examined to determine whether there is a human rights or environmental risk or a violation of human rights or environmental obligations. Furthermore, we also check which company or supplier is affected by the report in order to discuss the report further with the responsible departments.

### **4.3 Developing a solution with the whistleblower**

The next step is to clarify the facts of the case. The whistleblower is informed of the next steps and the expected timeline.

If a suspicion is confirmed and a violation of human rights and/or environmental obligations is imminent or has already occurred, suitable remedial measures are initiated immediately. In order to prevent the repetition of similar risks, it is checked whether appropriate preventive measures need to be defined and implemented.

### **4.4 Conclusion of the procedure**

The whistleblower will be informed of the conclusion of the complaints procedure via the secure mailbox.

## **5 Confidentiality and data protection**

All personal data collected as part of the complaints procedure is subject to strict data protection regulations. The identity of the complainant is treated confidentially unless otherwise requested or required by law.

All reports are processed exclusively by a small group of selected and specially trained employees.

All personal data and other information that allows conclusions to be drawn about the identity of the person providing the information will be treated confidentially both during and after the conclusion of the procedure.