

Internal Company Complaints Procedure
according to the Act on Corporate Due Diligence Obligations in
Supply Chains
-Ordinance of Procedure-

***RULES OF PROCEDURE ACCORDING TO SECTION 8 (2) OF THE
ACT ON CORPORATE DUE DILIGENCE OBLIGATIONS IN SUPPLY
CHAINS (Lieferkettensorgfaltspflichtengesetz-LKSG)***

Via the Dürr Group Integrity Line, all employees, suppliers and business partners of the Dürr Group as well as third parties have the opportunity to report suspected violations of human rights or environmental regulations or the Dürr Group's Code of Conduct. It is irrelevant whether the suspected violation was committed by a company, an employee, a business partner or a direct or indirect supplier of the Dürr Group,

Reports can be submitted using an online form - anonymously if desired. In this case, the software used protects the identity of the person submitting the report. Before the report is sent, the whistleblower is asked whether they wish to enter their name. Only if they click "Yes" the input fields for name, e-mail address and telephone number will open. The whistleblower is free to provide all or part of their contact details. Direct contact and correspondence will only be established if the data is provided. Alternatively, anonymous correspondence via the Dürr Group Integrity Line is also possible. To do this, use the "secure inbox", which you can access at any time with a password you have assigned yourself and the case ID displayed (2-factor authentication).

The online form consists of various fields, including a mandatory field that must be completed ("required"). In addition, files, e.g., images or PDF documents, can be added as attachments. By clicking on "Send", the report is sent directly and exclusively to the Corporate Compliance Officer. The person submitting the report is informed by the system that the report has been sent successfully.

The Corporate Compliance Officer carries out an initial assessment of the report and, if necessary, forwards it confidentially to the relevant department. Together with the responsible department, an assessment is made as to whether legal or internal company regulations have been violated. Depending on the case, internal and/or external lawyers are consulted. If the whistleblower has agreed to be contacted (by providing their contact details), any queries can be clarified, and the matter discussed together. This can also be done completely anonymously via the "secure mailbox".

All reports are treated in strict confidence. The Dürr Group will not tolerate discrimination or retaliation against the whistleblower - even if the report subsequently proves to be unfounded. Employees, suppliers and business partners of the Dürr Group as well as third parties must expect consequences if they subject whistleblowers to reprisals.

The effectiveness of the complaints procedure is reviewed at least once a year and on an ad hoc basis. Such an occasion exists if the Dürr Group must reckon with a significantly changed or expanded risk situation in its own business area or in its supply chain, for example due to the introduction of new products, the launch of new projects or the establishment of a new business area.

Bietigheim-Bissingen, March 2024