

Complaints Procedure of Robert Hofmann GmbH

Rules of procedure – how to report human rights or environmental concerns to us

Robert Hofmann GmbH takes responsibility for respecting human rights and protecting the environment – within our own company and along our supply chain. To ensure that potential grievances are identified and remedied at an early stage, we have established a complaints procedure. These rules of procedure explain, in plain language, who may contact us, what can be reported, what happens to your report and how we protect you.

1. Who can contact us?

Anyone affected by the activities of our company or our supply chain, or who has knowledge of potential grievances, may use our complaints procedure. This includes our own employees, but equally the employees of our suppliers, business partners, local residents and communities, as well as organisations representing their interests.

2. What can be reported?

You can report human rights and environmental risks or violations – whether they occur in our own operations or at our suppliers. Examples include forced or child labour, discrimination, inadequate occupational health and safety, the withholding of adequate wages, restrictions on freedom of association and assembly, or conduct harmful to the environment.

3. How can you report?

You can reach us by e-mail, telephone, letter or through the complaints form on our website (contact details at the end of these rules). Reports may be submitted in German or English. If you prefer, you may also report anonymously.

4. Who handles your report?

Your report is handled by an independent, impartial unit within our Legal department that is not bound by instructions. This unit treats your information confidentially and is not involved in the decisions that your complaint may concern. Any person involved in the matter complained of is excluded from handling that complaint.

5. What happens after you report?

We confirm receipt of your report within seven days. We then examine the matter carefully and, where possible, seek a discussion with you. No later than three months after the confirmation of receipt, we inform you of the

measures taken or planned. Where a grievance is confirmed, we work towards remedy and monitor its implementation.

6. Your protection

We treat your identity confidentially; it is disclosed only to the persons handling the report. No one who contacts us in good faith, or who supports a report, will suffer any disadvantage as a result – retaliation is prohibited. We process personal data only to the extent necessary for handling the report and delete it in accordance with the applicable retention periods.

7. If your report concerns a legal violation

If your report concerns a legal violation – for example a criminal offence or a breach of rules protecting life, health or workers' rights – you may also, or instead, use our whistleblowing system, where specific statutory protections apply. You do not have to decide: simply contact one of the addresses below. We will forward your report to the responsible unit internally without disclosing your identity.

8. Contact

Complaints Office of Robert Hofmann GmbH

E-mail: beschwerde@r-hofmann.de

Telephone: +499571/949143

Post: Robert Hofmann GmbH, An der Zeil 6, 96215 Lichtenfels, Germany – marked “Complaint”

Online: <https://www.r-hofmann.de/en/company/compliance/>

These rules of procedure form part of our due diligence system, based on Section 8 of the German Supply Chain Due Diligence Act (LkSG). A German version is available on our website.