

Procedural ordinance for the digital whistleblower system under the Supply Chain Due Diligence Act

1. Who is responsible for complaints in connection with the supply chain (human rights and the environment)?

The Human Rights Officer is responsible for this complaints procedure in cooperation with the Chief Compliance Officer ("**Complaints Office**"). This office receives and processes complaints.

2. Who can submit complaints in connection with the supply chain (human rights and the environment)?

All employees of RATIONAL and direct or indirect suppliers as well as all other persons can submit complaints. You can submit anonymous and personalized complaints.

3. How are complaints processed?

Whistleblowers can submit complaints via the digital whistleblower system.

- › After you have submitted a complaint in the digital whistleblower system, you will receive a confirmation of receipt in your portal.
- › The complaints office will then immediately check your complaint in the secure system. The complaints office checks the admissibility of the complaint, i.e. whether the complaint is plausible and truthful. The complaints office also checks whether there has been a breach of the Supply Chain Due Diligence Act.
- › If required by the complaint, the complaints office will contact you and ask questions. You will receive these messages in your portal. If you have submitted a complaint anonymously, you must log in to your portal regularly. If you have provided an e-mail address, you will be notified by e-mail that a message from the complaints office has been received in your portal.
- › The complaints office will take further internal and external measures to investigate the complaint and remedy the breach of the rules. These measures are documented. To this end, the complaints office may involve other internal departments (e.g. other specialist departments such as the purchasing department) and/or external units (e.g. law firms) or bodies (e.g. public prosecutor's office) if necessary.
- › You will also receive notification of the status of the complaint in your portal.
- › The complaints office will prepare a documented final report once the procedure has been completed.

4. What is the language of the proceedings?

The language of the proceedings is German and English. You can of course submit complaints in other languages.