WEITBLICK® GmbH & Co. KG
Reinhard-Heraeus-Ring 5, 63801 Kleinostheim

Back-Up Complaint Mechanism

V2.0 | 03.06.2025 | M.Grytz

To ensure that all employees at a facility can express their concerns fairly and transparently, we as Weitblick GmbH & Co.KG offer an additional back-up complaint mechanism alongside the existing internal channels.

If internal options—such as directly addressing supervisors, contacting employee representatives, or using the complaint box—do not function adequately or if the complaint is not handled appropriately through those means, employees may use our back-up complaint mechanism.

How it works:

1. **Submitting a Complaint:** Complaints can be submitted through various channels.

by post	**WEITBLICK®** GmbH & Co. KG Corporate Responsibility & Impact Management Reinhard-Heraeus-Ring 5 63801 Kleinostheim
telephone	+49 (0) 6027 - 506 232
e-mail	responsibility@weitblick.vision
online form	https://whistleblowersoftware.com/secure/weitblick-hinweisgeber An option to choose between different national languages is available.

1. **Review & Processing:** An independent team reviews the complaint and determines the appropriate course of action.
2. **Resolution & Feedback:** Within a defined time frame, a fair and transparent solution is pursued, and employees are informed of the outcome.

All complaints are treated confidentially, and there are no negative consequences for those who report them. The back-up complaint mechanism is designed to ensure that issues are resolved effectively and that a fair working environment is maintained. Further details can be found on the following pages.

Back-Up Complaint Mechanism for Stakeholders

For topics related to CSR (Corporate Social Responsibility), WEITBLICK GmbH & Co. KG has established a process that enables employees and stakeholders—such as supplier employees or other affected groups—to raise complaints.

This complaint mechanism complements the internal company-level systems (e.g. complaint boxes, employee representation, etc.). These in-house mechanisms should be the first point of contact for filing complaints. The WEITBLICK stakeholder complaint mechanism serves as a back-up system, stepping in when internal mechanisms fail to function adequately. It ensures that complaints are reviewed and resolved in a fair and transparent manner.

All direct employees of WEITBLICK may also use the contact details listed below. However, established internal complaint channels—which can be accessed via the intranet—remain available for them. In case of uncertainty, we actively encourage initiating a conversation using the contact information provided below.

1. Requirements for Suppliers

All suppliers of WEITBLICK GmbH & Co. KG are required to sign a Code of Conduct and to adhere to it—or an equivalent set of principles—throughout their entire supply chain, as well as communicate its contents accordingly.

Extract from the code of conduct:

Complaints or information about violations of this Code of Conduct can be reported anonymously via email, phone, orletter to WEITBLICK GmbH & Co. KG. Additionally, there is the option to use the whistleblower channel. We kindly askthat only truthful information be reported. Complaints should be factual and verifiable. Submitting a complaint will notresult in any form of retaliation or penalty (e.g., defamation or dismissal) by the supplier or WEITBLICK. Complaints aretreated with strict confidentiality and anonymity and can be submitted in any language.

2. Definition of Complaints

Complaints cover all topics related to Corporate Social Responsibility, such as environmental concerns, health and safety, as well as human rights issues. These areas are outlined in our Code of Conduct.

(1) A complaint is:
   a) a report concerning specific violations by a supplier, representative, or contractor of an agreement in the WEITBLICK Code of Conduct; or
   b) any breach of an international human rights standard, whether involving an external service provider, supplier, or the company itself; or
   c) any other situation that presents a direct risk to the health and safety of employees.

(2) Complaints may be submitted if:
   a) the incident is related to a suspected violation of the WEITBLICK Code of Conduct;
   b) the suspected violation occurred at a current production site of a WEITBLICK supplier;
   c) the suspected violation occurred at a former production site of a WEITBLICK supplier and the complaint is related to WEITBLICK's sourcing practices.

In general, complaints should be objective and evidence based. The complainant should provide sufficient information to demonstrate the violation of the WEITBLICK Code of Conduct and to illustrate the relevance and seriousness of the complaint. Furthermore, evidence must show a clear connection to business activities involving WEITBLICK GmbH & Co. KG.

3. Authorized Parties to Submit a Complaint

Individuals eligible to submit a complaint must have first-hand knowledge of the incident. If the complainant is an organization, it must be recognized as a legitimate representative of the affected parties.

- Employees and their authorized representatives
- Trade unions
- Employer associations
- NGOs
- Any individual or organization directly affected by an issue

4. Contents of a complaint submission

A complaint should include at least the following information:

- Name of the supplier, employer, or subcontractor
- Name of the workplace, so that, if necessary, the relevant work area can be identified (e.g. sewing department, warehouse, administration, etc.)
- Information about the WEITBLICK product involved in the context of the complaint
- Description of the alleged violation:
    - The specific point of the WEITBLICK Code of Conduct that was violated
    - A brief description of the incident
    - Any supporting evidence
    - The date or time when the incident occurred

5. Handling of complaints

To ensure that the requirements for effective complaint mechanisms are met, WEITBLICK GmbH & Co. KG has established an internal process for handling complaints.

All complaints are treated anonymously and confidentially. Complaints can be submitted in any language. Interpreters or similarly qualified professionals will be used for translation as needed.

A complaint will be processed as follows:

1. The Corporate Responsibility & Impact Management (CRI) department receives the complaint and documents its receipt. Throughout the entire process, all parties involved treat the information anonymously and confidentially. CRI remains neutral regarding the matter in question.
2. CRI responds to the complaint within one week of receipt.
3. Within 24 hours, CRI informs an internal Steering Committee.
4. Within one week of receiving the complaint, the Steering Committee reviews the case, assesses its plausibility, and categorizes it based on its nature and severity.
5. The Steering Committee drafts a response to the complainant. It confirms receipt of the complaint and inquires whether internal or local grievance mechanisms were attempted. The reply clearly states whether the complaint will be accepted or not.

6. In the case of a complaint from a supplier's stakeholder, the Committee contacts the relevant supplier within one week and requests a written statement regarding the incident. If there are immediate risks to the affected person(s), the timeframe is reduced to 48 hours. The Committee also reminds the supplier that retaliation against the complainant is not permitted.
7. If the complaint is found to be justified, the affected person(s) are presented with corrective measures or a remediation plan. Where possible and appropriate, the Committee works with those involved to develop the remediation proposal.
8. If the remediation proposal is accepted, the agreed corrective action is implemented, and its compliance is monitored.
9. CRI follows up with the complainant (if contact information is available) to confirm whether the matter has been resolved or whether additional steps are necessary.
10. CRI records the outcomes and status of the case in writing, anonymously. Depending on developments, it may re-engage with the case.

In the absence of CRI, a designated representative is assigned to handle the processing of complaints. WEITBLICK publishes complaints anonymously once a year. This publication includes a brief description of the complaint, the outcome of the investigation, any corrective measures taken, and the status.

6. Code of Conduct & policy statement

If CRI and the relevant departments determine that a complaint stems from shortcomings in the Code of Conduct, both the Code and the policy statement will be promptly revised and updated. As of June 2025, no complaints have been registered. Consequently, no changes have been made to the Code of Conduct based on any received complaints.

7. Escalation

If no agreement can be reached following the final response to a complaint, the affected individual may refer the case to a mediation body. Mediation procedures can be handled through a state or non-state local mechanism.

8. Submitted complaints

To date, no complaints have been submitted. Status: May 31, 2025

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