



Complaint process – rules of procedure

As an international family business, GEZE GmbH (referred to in the following as “GEZE”) is aware of its responsibility within global supply chains, as well as its social responsibility. Because of this, GEZE has a complaint process for the purpose of handling complaints related to human rights and environmental risks, in compliance with the Act on Corporate Due Diligence in Supply Chains (or Lieferkettensorgfaltspflichtengesetz, referred to in the following as the “Supply Chain Act”). This has been set up on the GEZE website <https://www.geze.de/en/complaints-procedure>. Here, persons wishing to submit complaints can report potential risks, violations or grievances related to human rights or environmental contamination. These rules of procedure describe the complaint process and are a core element of GEZE's work to comply with its human rights and environmental due diligence obligations under the Supply Chain Act. With this process, potential risks and/or violations can be identified early on. Appropriate corrective measures can then be taken, including those aimed at averting or minimising impending damages and preventing further injuries. Furthermore, information from the complaint will be integrated into internal processes, so that they can be continuously adapted.

Any person or group of persons can submit tips, both regarding the own business area and regarding GEZE's supply chain. This process allows potentially impacted persons to report possible human rights and environmental risks, violations, and or damage, also anonymously. This applies to all persons or groups of persons who may have been or could potentially be impacted by human rights and/or environmental violations within the supply chain or in their own business area, and/or who are aware of such violations. Complaints can either be submitted by phone to +49 7152 203 0 during normal business hours, and/or by email at any time to beschwerdeverfahren@geze.com.

All relevant risks and/or potential violations can be reported in conjunction with the Supply Chain Act. If such a report or complaint falls under the area of application of the complaints process, the Human Rights Officer will be responsible to clarify the matter. If the person submitting the complaint did not do so anonymously and permits contact, this person will receive feedback as quickly as possible. If it is not possible to provide a final position statement, the reporting person will be informed of this, and requested to provide further information. Once the assessment is complete, the reporting person will receive information on the results to the extent permitted by law.

The Human Rights Officer will review complaints and ask follow-up questions if the matter has not been fully clarified and where this is possible. Then, a decision will be taken on which departments and persons are necessary and should be involved for the further review and the necessary measures that are to be taken. Each complaint is clarified promptly, based on the individual case, and a plausibility check is carried out regarding the issue. However, the processing duration can vary, depending on the complexity of the matter.

If the complaint does not fall under the area of application of the complaint process, the reporting person will be notified of this if possible.

The effectiveness of the complaint process is reviewed regularly, at least once per year and on a case-by-case basis. Each complaint is documented, archived according to the regulations, and reviewed to determine whether a risk analysis, policy statement, etc. should be adjusted based on the complaint. Findings and experiences based on the complaint are also integrated and taken into consideration in internal processes.

If a complaint indicates that a duty resulting from the Supply Chain Act may have been violated by a direct or indirect supplier or within our own business areas, then appropriate preventative and/or corrective measures are initiated immediately, with the goal of avoiding violations or minimising or correcting violations that have already occurred. The same is true for impending violations or violations that have already occurred.

In addition, the GEZE Human Rights Officer (who also has access to the mailbox), will guarantee tips are handled in a non-biased manner. The Human Rights Officer acts independently in his or her position, and is not bound to follow the instructions of any other position.

The identity of the person submitting the complaint will be treated as confidential according to the Supply Chain Act.

The whistleblower system is also available to all persons or groups of persons on the GEZE website. There, whistleblowers can report grievances of any kind, also anonymously.

No person submitting a report will suffer disadvantages of any kind due to reporting a potential risk or violation, regardless of the channel used to submit the report.