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Rules of procedure of KuchenMeister GmbH for the complaints procedure according to § 8 of the Supply Chain Duty of Care Act

1. This complaints procedure is applicable to all types and complaints or indications of human rights and environmental risks in accordance with section 2 (2) and (3) of the Supply Chain Due Diligence Act.
2. complaints and information can be submitted via the following channels:
 - Telephone during business hours (8.00 a.m. to 4.00 p.m.): +49 (0)29 21 / 78 08-0
 - Email: humanrights@kuchenmeister.de
 - Contact form: <https://www.kuchenmeister.de/kontakt/>
3. The responsibilities within the company for accepting complaints and reports have been defined (hereinafter referred to as the "**person responsible**").
4. It is also possible to forward a complaint or tip-off to a neutral and independent person (hereinafter referred to as the "**person responsible**") outside the company. ((e.g. Dr. Trockels can be contacted at trockels@web.de, at the firm's address Wieksweg 8 in 33378 Rheda-Wiedenbrück and by telephone during office hours on 052 42 / 90 80 01)).
5. It should be noted that anonymous complaints or information without contact details can only be processed poorly and generally not completely, as e.g. no queries are possible.
6. The receipt of all complaints and reports is documented.
7. The whistleblower or complainant will receive a confirmation of receipt promptly, provided their address is known.
8. For logical reasons alone, it is not possible to make any general statements about



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- the duration of the procedure, as the circumstances to be examined and processed can be completely different. However, the company will ensure that processing takes place without delay.
9. The person responsible checks whether the complaint or tip-off falls within the material scope of the complaints procedure. If this is not the case, the complainant or whistleblower will be informed in good time.
 10. The whistleblower or complainant will be informed of the steps taken by the company and the expected timeline for the complaints procedure.
 11. The person responsible will ensure and take appropriate company-internal precautions to ensure that the identity of non-anonymous whistleblowers or complainants remains confidential, that their data is protected and that they are not subject to reprisals within and/or outside the company.
 12. The person responsible will examine the facts presented by the complainant and, for this purpose, contact the departments concerned within the company itself and, if necessary, the companies in the supply chain and request statements.
 13. The person responsible will - if actually possible - contact the complainant or whistleblower and enquire about their ideas for a solution and discuss the facts they have established with the complainant or whistleblower.
 14. The responsible person will propose measures to the management, taking into account the objective facts of the case and the ideas of the whistleblower or complainant, in order to eliminate or appropriately reduce any existing human rights and/or environmental risks.
 15. The management implements the measures as promptly as possible.
 16. The person responsible informs the whistleblower or complainant about the implementation.



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17. The person responsible reviews the success of the implementation of the measures taken by the management at regular intervals.
18. The person responsible will review the effectiveness of this complaints procedure annually and also in connection with the information and complaints received and processed by him/her and - where necessary - adapt it in a sensible and appropriate manner.