

INTERNAL COMPLAINTS PROCEDURE

RULES OF PROCEDURE PURSUANT TO SECTION 8(2) OF THE GERMAN ACT ON CORPORATE DUE DILIGENCE OBLIGATIONS IN SUPPLY CHAINS (LKSG)

The [Dürr Group Integrity Line](#) enables all employees, suppliers, and business partners of the Dürr Group as well as third parties to report any suspected violations of human rights or environmental regulations or of the Dürr Group's code of conduct. It makes no difference whether the suspected violation has been committed by a company, an employee, a business partner, or a direct or indirect supplier of the Dürr Group.

Reports can be submitted using an online form — even anonymously, if so required. In this case, the software employed protects the identity of the person reporting the information. Prior to sending the message, the person reporting the information is asked whether they would like to give their name. It is only if they click "Yes" that text fields for name, email address, and phone number will open. In addition, they will be asked to indicate whether they would like to discuss the issue. The person reporting the information is free to provide their contact details in full or only in part. Direct communication and correspondence will only be established if this data is provided. Anonymous correspondence cannot be conducted via the Dürr Group Integrity Line at present.

The online form consists of various fields, including required fields that must be completed, drop-down fields, and free text fields. Further fields may be added depending on the options selected by the person reporting the information. Additional files, including images or PDF documents, can be added as attachments. By clicking "Submit", the message is directly and exclusively transmitted to the Corporate Compliance Officer. The person reporting

the information receives a confirmation from the system when the message has been transmitted successfully.

The Corporate Compliance Officer carries out an initial assessment of the report and, where necessary, forwards it to the respective department in confidence. Together with the relevant department, it is verified whether any legal or internal company requirements have been violated. Depending on the case, internal and/or external lawyers may be consulted. If the person reporting the information has consented to being contacted, it is possible to ask them further questions and discuss the issue together.

All reports are treated with strict confidentiality. The Dürr Group tolerates neither discrimination nor retaliatory measures against the person reporting the information — even if the report subsequently proves to be unfounded. Measures may be taken against employees, suppliers, and business partners of the Dürr Group or third parties if they subject any persons reporting the information to reprisals.

The effectiveness of the complaints procedure is reviewed at least once a year and when circumstances require. Such a situation exists if the Dürr Group expects a significant change or increase in risk factors within its own business area or in its supply chain, for example due to the introduction of new products, the commencement of new projects, or the establishment of new business fields.

Bietigheim-Bissingen, August 2023

The screenshot shows a web interface for reporting an incident. At the top, there are navigation links: Home, Privacy policy, Secure Inbox, Legal Notice, and English. Below this is a blue header with the text 'Make a report' and three icons: a microphone, a paperclip, and a document. The main content area contains three input fields:

- The first field is labeled 'What is your suspicion? *Required' and is a large text area.
- The second field is labeled 'In which company did the incident take place?' and is a standard text input box.
- The third field is labeled 'Who is involved in the incident?' and is a standard text input box.