

**Rules of procedure for the complaints process**  
**within the meaning of the Supply Chain Due Diligence Act (Lieferkettensorg-**  
**faltspflichtengesetz)**

**1. Scope of the process (To which matters does the process apply?)**

The process applies to all reports and complaints relating to the Supply Chain Due Diligence Act. As such, the process applies to all reports concerning human rights and environmental risks and violations of duties throughout the supply chain, both by a company which is part of the Webasto group and by Webasto's direct or indirect suppliers.

If you have observed violations in the following areas or have justified reason to believe that there may have been a violation in these areas at a company which is part of the Webasto group or a direct or indirect supplier/business partner of Webasto, please report this via one of the reporting channels detailed below.

Please report risks or violations relating to the following topics or protected legal positions:

**Human rights risks associated with the Supply Chain Due Diligence Act (LkSG)**

An overview of all human rights risks

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| <p style="text-align: center;"><b>Protecting employees</b><br/>Section 2 (2) Nos. 1 – 8</p> <ol style="list-style-type: none"><li>1. Prohibition of child labour under the permitted minimum age according to the applicable law in the country of employment</li><li>2. Prohibition of the worst forms of child labour</li><li>3. Prohibition of forced labour</li><li>4. Prohibition of all forms of slavery</li><li>5. Prohibition of failure to observe occupational safety requirements</li><li>6. Prohibition of failure to observe freedom of association rights</li><li>7. Prohibition of unequal treatment in employment relationships</li><li>8. Prohibition of refusal to pay a reasonable wage</li></ol> | <p style="text-align: center;"><b>Protecting livelihoods</b><br/>Section 2 (2) Nos. 9 – 10</p> <ol style="list-style-type: none"><li>9. Prohibition of contamination of the air, water or ground and prohibition of causing excessive water consumption</li><li>10. Prohibition of illegal forced eviction and illegal seizure of land, forests and water courses</li></ol> | <p style="text-align: center;"><b>Protection against abuses carried out by security forces, Section 2 (2) No. 11</b></p> <ol style="list-style-type: none"><li>11. Prohibition of commissioning or using private or public security forces who fail to observe the ban on torture due to a lack of training or control or cause injuries to life or limb or restrict freedom of association</li></ol> |
| <p style="text-align: center;"><b>Catch-all element, Section 2 (2) No. 12</b></p> <ol style="list-style-type: none"><li>12. "The prohibition of action or inaction in breach of duty going beyond the scope of Nos. 1 to 11 which is directly capable of infringing a protected legal position in a particularly serious manner and the unlawfulness of which is clear in an expert assessment of all circumstances which come into consideration."</li></ol>  |   |   |

**Environmental risks of the LkSG**

An overview of all environmental risks

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| <p style="text-align: center;"><b>Handling mercury</b><br/>Section 2 (3) Nos. 1 – 3</p> <ol style="list-style-type: none"><li>1. Prohibition of manufacturing products containing mercury</li><li>2. Prohibition of the use of mercury and mercury compounds in manufacturing processes</li><li>3. Prohibition of the processing of mercury waste</li></ol> | <p style="text-align: center;"><b>Handling persistent organic pollutants,</b><br/>Section 2 (3) Nos. 4 – 5</p> <ol style="list-style-type: none"><li>4. Prohibition of the production and use of certain chemical pollutants</li><li>5. Prohibition of the handling, collection, storage and disposal of certain waste in violation of environmental regulations</li></ol> | <p style="text-align: center;"><b>Handling hazardous waste</b><br/>Section 2 (2) Nos. 6 – 8</p> <ol style="list-style-type: none"><li>6. Prohibition of the export of certain hazardous waste</li><li>7. Prohibition of the export of certain hazardous waste from OECD member states, EC members and Liechtenstein to unlisted countries</li><li>8. Prohibition of the import of certain hazardous waste</li></ol> |
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If you are unsure whether one of the above legal positions has actually been infringed or is at least at risk, please still submit a report. You do not need to carry out an in-depth expert review before doing so. We will then handle the in-depth review of the legal prerequisites.

## **2. Details of the contact(s) and reporting options (Where can you submit a report?)**

- Online group or local reporting site
- Hotline

More reporting options will be identified over time and on the basis of the annual risk analyses, and these shall be implemented where expedient.

The Compliance Department is responsible for the entire process for reports submitted in Germany. The local Compliance Department is initially responsible for local reports. Overall, the process is overseen by the Chief Compliance Officer, Dr Hendrik Höhfeld.

As part of the further processing and clarification of the matter, a decision is made on whether the complaint is processed centrally and/or locally and which additional specialist departments are consulted. For example, the following central and/or local departments come into consideration for additional consultation:

- Human Resources Department
- Legal & Compliance Department
- Sustainability Department
- Environmental Department
- Risk Management Department

## **3. The whistleblower (Who may submit a report?)**

The process is available to any individual. There is no requirement for the individual to be personally affected by the violation or risk. It is also possible to submit a report on behalf of an individual or group of people, for example.

## **4. Receipt of the complaint and the process (How does the process work?)**

Regardless of the channel used to submit the complaint to Webasto (electronically, by telephone, in writing, etc.), the receipt of the complaint is documented in accordance with the legal requirements. In doing so, the identity of the whistleblower is handled as confidential throughout the entire process where this is legally permissible. It is also possible to submit reports anonymously. This is one of the methods of ensuring that the whistleblower does not have to fear any disadvantages (see 12 Protection against reprisals).

The whistleblower receives confirmation of receipt of the complaint within seven (7) days of receipt of the complaint at the latest. This confirmation is provided via the same channel used to submit the complaint. If the report was submitted anonymously via the secured postbox, the confirmation and further communication will also be sent to this postbox. Therefore, please keep your access details somewhere safe, including those for the secured anonymous postbox.

The whistleblower receives regular information about the status of the process, no later than after three (3) months. We would like to ask for your understanding as each case which is reported is individual and not every case can be handled, clarified and concluded at the same speed. Webasto will complete the process as promptly as possible in order to remedy the reported violations and risks as quickly as possible. The process is described in more detail in the following sections:

## **5. Communication channel and anonymity (How does communication take place?)**

An electronic postbox is set up when you use the online process and when you use the telephone whistleblower hotline. This postbox is the central channel for further communication between Webasto and the whistleblower. Therefore, please always ensure that you keep the access details which you have been provided with somewhere safe.

Depending on how the report was submitted (verbally or in writing), communication from Webasto to the whistleblower will also take place verbally or in writing. This communication will take place via the electronic postbox.

There is also an option to set up this postbox anonymously. By choosing an anonymous postbox, the whistleblower is ensured full anonymity.

## **6. Reviewing the complaint (What will happen to my report once it has been received?)**

The complaint will be reviewed by an independent employee at Webasto. The next steps and specific responsibilities within the company will be defined at this stage. In particular, we will consider whether to consult the following departments:

- Human Resources Department
- Legal & Compliance Department
- Sustainability Department

## **7. Confidentiality and independence (How do you ensure confidentiality and independence?)**

The independence of the individual processing the report is ensured as the processing is generally carried out by a Compliance Officer who is not obliged to follow any instructions when it comes to processing reports and complaints. This is either ensured by legal provisions concerning a specific profession (e.g. for in-house lawyers) or by additional provisions in the individual's employment contract which exclude any obligation to follow instructions for these fields of activity. All of our employees are, of course, contractually required to maintain confidentiality.

## **8. Clarifying the case (What happens during the process?)**

After the case has been assigned to an independent employee, it is discussed with the whistleblower. Then case is reviewed and, where necessary, clarified further. If the complaint was submitted anonymously, it is also possible to have this discussion carried out anonymously, in particular via the secured postbox.

If the report is rejected, the whistleblower will be notified of this and receive reasons for the rejection of the report. As such, you will receive feedback from Webasto within three (3) months of confirmation of receipt of your report or, in the event receipt was not confirmed, no later than three (3) months and seven (7) days after receipt of your report.

## **9. Developing a solution**

Insofar as this is relevant for defining corrective actions for the report in question, a proposal on corrective actions will be developed in dialogue with the whistleblower. If the nature of the case means that an agreement on the solution will not come into consideration, the whistleblower will be informed about the corrective action which is deemed reasonable. Where necessary, appropriate and expedient, compensation will be considered.

## **10. Corrective action**

The agreed corrective action and, where there is no agreement, the corrective action which has been adopted and communicated will be implemented as quickly as possible. The process of developing a solution and the time required to implement corrective action is individual and varies in scope and

duration depending on the content and extent of the report in question. However, Webasto endeavours to develop effective solutions as quickly as possible and to implement the corrective action as soon as possible. The implementation will also be reviewed retrospectively with regard to continuation and effectiveness.

#### **11. Review and conclusion**

The results which have been achieved are evaluated. The whistleblower is informed about the conclusion of the process. The outcome of the clarification of the case during the process and the results which are achieved are archived.

#### **12. Protection against reprisals**

Webasto prioritises protecting individuals who submit reports in good faith. This applies to both internal whistleblowers and external whistleblowers, e.g. suppliers. Reports help to ensure that Webasto becomes aware of violations of or risks to human rights or environmental obligations at an early stage, thus allowing Webasto to take prompt corrective action. This protects the individuals to which the report relates, the environment and Webasto. This is the only way for us to ensure that our Webasto company objective of uncovering malpractice by Webasto employees or malpractice at any point in the supply chain can be achieved. Accordingly, Webasto will not tolerate any reprisals or any other form of disadvantage to whistleblowers. We have also set out this commitment in our Code of Conduct (see 7.). Both Webasto employees and direct and indirect suppliers can expect measures (of an employment law or business nature) to be taken if Webasto becomes aware of any reprisals against whistleblowers.

#### **13. Review of the effectiveness of the process**

The effectiveness of the process is reviewed annually and as required. Where necessary, changes will be made to the process and corrective actions. The process may be adapted over time on the basis of the results of the risk analysis, in particular also to make it easier for groups requiring particular protection to access the process.