

Rules of procedure for the digital whistleblower system in accordance with the Supply Chain Due Diligence Act

CTDI Europe is aware of its social and environmental responsibility and has set out its guidelines in a Code of Business Conduct. We want to fulfil these requirements not only within our own company, but also along our supply chain. It is important to us that basic environmental and human rights standards are adhered to.

For this reason, we give every internal and external person, including employees, suppliers, business partners and third parties, the opportunity to point out grievances in their own area of activity or non-compliance with laws by our company.

These rules of procedure are intended to make the internal processes transparent in order to provide all whistleblowers with the best possible information about the procedure.

1. Who is responsible for complaints relating to the supply chain (human rights and the environment)?

The contact responsible for this complaints procedure is

CTDI GmbH
Corporate Quality
Stephanstr.4-8
76316 Malsch

E-mail: hintbox.support@ctdi.eu

2. Who can submit complaints related to the supply chain?

Whistleblowers can be all internal and external persons. This includes in particular the following persons: direct and indirect suppliers, business partners and their employees, customers and other third parties.

The complaints procedure can be used to report human rights and environmental risks or violations that have arisen as a result of CTDI Europe's business activities in its own business area or along the entire supply chain.

3. How can the complaint be submitted?

CTDI Europe's digital whistleblowing system allows submission of complaints about violations to be confidential and - if desired - completely anonymous. Only the employees entrusted with the implementation of the complaints procedure (hereinafter referred to as the whistleblowing coordinator), who act impartially, independently and without instructions, are informed of complaints submitted via the whistleblowing system. The whistleblowing coordinator is obliged to maintain confidentiality. The digital whistleblower system can be accessed via the following link:

ctdi.hintbox.eu

4. How are complaints handled?

Whistleblowers can submit complaints via the digital whistleblower system.

- After you have submitted a complaint in the digital whistleblowing system, you will receive a confirmation of receipt in your Hintbox.
- The complaints office will then immediately check your complaint in the secure system. The complaints office checks the admissibility of the complaint, i.e. whether the complaint is plausible and truthful. The complaints office also checks whether there has been a breach of the Supply Chain Due Diligence Act.
- If the complaint requires it, the complaints office will contact you and ask questions. You will receive these messages in your Hintbox. If you have submitted a complaint anonymously, you must log into your Hintbox regularly. If you have provided an e-mail address, you will be notified by e-mail that a message from the complaints office has been received in your Hintbox.
- -The Complaints Office takes further internal and external action to investigate the complaint and seek to rectify the breach. These measures are documented. To this end, the complaints office may involve other internal departments (e.g. other specialist departments such as the purchasing department) and/or external parties (e.g. law firms) or bodies (e.g. public prosecutor's office) if necessary.
- The investigation can take several months, especially in complex cases. You will receive notification of the status of the complaint in your Hintbox.
- If neither sufficient fact-based information is available nor is it possible to make contact, the case will be closed due to lack of substantiation. The whistleblower will be informed of the planned or already implemented corrective measures and the reasons for these within three months of confirmation of receipt of the complaint. However, feedback will only be provided if this does not affect internal investigations and the rights of the persons who are the subject of a complaint are not impaired. Feedback is also provided in cases where a complaint is not followed up and the procedure is closed without further action. If, after clarification of the facts, discussion and investigation, the whistleblowing coordinator responsible for conducting the complaints procedure is convinced that no offence has been committed, the whistleblower will be informed in writing. In this case, the proceedings will be discontinued. If the investigation confirms the offence, appropriate corrective measures will be initiated by the department responsible within the company. A proposal may be drawn up in dialogue with the whistleblower.

- The whistleblower will be informed of the conclusion of the complaints procedure.

5. What is the language of the proceedings?

The language of the proceedings is German and English. You can of course submit complaints in other languages.

6. Protection of the identity of whistleblowers

We guarantee your protection. Your identity as a whistleblower will only be known to the persons responsible for receiving reports or for taking follow-up action, as well as to the persons supporting them in the fulfilment of these tasks. Information about you will only be passed on if you have given your prior consent or if external authorities that may need to be involved have a legal right to do so.

All incoming reports are documented in compliance with the confidentiality requirement.