

## Complaints procedure pursuant to Section 8 of the German Federal Act on Corporate Due Diligence Obligations in Supply Chains (LkSG)

### 1. Applicability of the procedure

This procedure can be used for complaints regarding:

- Human rights risks
- Environmental risks
- Violations of human rights obligations due to the economic activities of the company within the scope of its own business activities or those of an immediate supplier
- Violations of environmental obligations due to the economic activities of the company within the scope of its own business activities or those of an immediate supplier

### 2. Complaints channel

Complaints and concerns can be entered in the online contact form on our website.

### 3. Complaints procedure

#### a. Receipt of the complaint or concern

Receipt will be documented, and the notifying person will be sent confirmation.

#### b. Review of the complaint or concern

The complaint or concern will be reviewed, and the subsequent procedure and responsible persons will be determined. If the complaint or concern is rejected, then the notifying person will be provided with a reason.

#### c. Establishment of the facts

The facts will be discussed and reviewed with the notifying person.

#### d. Identification of a solution and its communication to the notifying person

Corrective measures will be identified. These measures will be communicated to the notifying person.

#### e. Corrective measures

The corrective measures will be implemented and monitored.

#### f. Documentation

The entire complaint procedure will be documented for each case.

### 4. Protection from discrimination or penalization due to a complaint

The company will not tolerate any retaliatory measures taken in response to submitted complaints or concerns. Employers or suppliers that subject notifying persons to reprisals will be held accountable.

#### DR. JOHANNES HEIDENHAIN GmbH

Dr.-Johannes-Heidenhain-Straße 5

83301 Traunreut, Germany

☎ +49 8669 31-0

✉ info@heidenhain.de