

## **ebm-papst Group**

COMPLAINTS PROCEDURE

CODE OF PROCEDURE

pursuant to Sec. 8 (2) Supply Chain Act

(Act on Corporate Due Diligence Obligations for the Prevention of Human Rights Violations in Supply Chains – Supply Chain Act / Lieferkettensorgfaltspflichtengesetz – LkSG)

### **Art. 1**

#### **Establishment and purpose**

Compliance with laws, rules and internal regulations is a top priority at ebm-papst which is validated through appropriate measures as part of our risk compliance management system. Despite extensive efforts, breaches of rules by individuals may sometimes not be prevented. Dealing openly with misdemeanours and mistakes helps to identify necessary steps and measures at an early stage in order to prevent damage to ebm-papst, its employees, business partners and other third parties involved.

Where there is a suspicion of possible misconduct – for example a violation of statutory regulations or our Code of Conduct – employees, business partners and other third parties can submit a report, independent of time and location and anonymously if desired and without having to expect adverse consequences via our comprehensive web-based whistleblower system at: <https://www.bkms-system.com/ebmpapst>. The web-based whistleblower system, which is available in 13 languages, offers a simple forum to make it as easy as possible for the whistleblower to report their concerns.

Alternatively, it is also possible for the whistleblower to contact the local management, or its nominated Risk & Compliance Officer, or the Group Risk & Compliance Officer. The current contact details of the Group Risk & Compliance Officer can be found on our website at <https://www.ebmpapst.com/de/en/company/compliance.html>.

The Complaints Procedure is explicitly designed to report compliance violations against legal requirements and internal organisational rules. It is available to all employees and business partners of the ebm-papst Group as well as to any other person. Its primary purpose is to highlight human rights, environmental risks and any violations of human rights-related or environmental obligations arising from the economic actions of ebm-papst in conducting its own business and any detrimental effect that may have on our business partners or suppliers in the supply chains. These include, for example, the prohibition of slavery, child and forced labour, compliance with labour and health protection requirements, the payment of adequate wages, and the prevention of air, soil and water pollution.

### **Art. 2**

#### **Complaints Procedure**

The Risk & Compliance Organisation will follow up on all information with utmost confidentiality and protect the identity of the whistleblower. Where contact details are voluntarily given, receipt of the information will immediately be acknowledged to the person providing the information. All allegations will be mutually discussed, including the relevant expectations of the next steps, timescales and potential outcomes.

The Risk & Compliance Organisation will take all allegations seriously. It will rigorously examine whether and to what extent a breach of statutory requirements or internal organisational rules may have occurred. The Risk & Compliance Organisation will provide a timely clarification of the allegations, taking into account the interests of all parties involved. Other experts will be involved where appropriate to all parties, whereby confidentiality and the protection of the identity of the whistleblower will also be guaranteed in this case. Should this be necessary, further investigation will be taken by experts and the relevant departments involved in the allegations. Investigation of the facts takes place quickly, strictly confidential and without major interruptions. Progress of the investigation, including the assessment of the evidence is recorded and monitored in a central confidential database.

Any individual or individuals under investigation will be treated fairly, lawfully and with respect at all times. Furthermore, all individuals under investigation will be presumed innocent and will be granted the right to be heard. All individuals under investigation will be informed about the allegations as soon as possible, at which time they will be advised of their rights under the process. In exceptional cases there may be a serious risk that the notification would prejudice the investigation, or the whistleblower could potentially be disadvantaged or even punished, at which time such notification may be omitted or postponed (at the explicit discretion of the Group Risk & Compliance Officer) until after the investigation has been concluded.

Legal assessment of the allegations and evidence are an elementary part of the Complaints Procedure and are managed by the Group Risk & Compliance Officer in close coordination with the Group Management Board and the relevant nominated experts and departments. Depending on the facts of the case and the outcome, civil action, involvement of the relevant authority and/or appropriate compensation measures may be necessary, for example. Even if the investigation does not determine a breach, changes and alterations of internal processes may still be initiated.

The individuals reporting the incident may obtain information on the status of the investigation at any time from the Risk & Compliance Organisation and its nominated representatives. The individuals affected are entitled to receive feedback on the investigation, including its report and any corrective measures, no later than three calendar months from receipt of the official allegation.

All persons within the Risk & Compliance Organisation, who are involved in any Complaints Procedure, are qualified to receive and to clarify information, and are distinguished by their high level of professional expertise and integrity whilst observing strict confidentiality.

### **Art. 3**

#### **Protection of the person providing the information**

The protection of the whistleblower is of particular importance throughout the entire whistleblowing process. It is mandatory that the whistleblower will be fully protected from discrimination and disciplinary action, and that their identity will remain confidential.

ebm-papst does not tolerate any retaliatory measures (in particular discrimination, punishment, labour law measures, etc.). However, should there be any indication that the whistleblower is disadvantaged as a result of the provision of evidence or is in any way hindered in providing evidence, this will be vigorously pursued as an independent matter and serious misconduct by the Risk & Compliance Organisation, resulting in enforcement action where appropriate.

To support open communication, we encourage the reporting person to provide their name when providing evidence. All information is treated confidentially. Nevertheless, it is always possible to report anonymously within our web-based whistleblowing system. By setting up their own secured postbox, the whistleblower can maintain anonymous contact with the Risk & Compliance Organisation, answer questions and be informed about the progress of their whistleblowing. If the whistleblower does not wish to disclose their contact details, this will not have any effect on the whistleblowing process. However, if contact details are provided, the investigation of evidence is often streamlined through further inquiry.

#### **Art. 4**

##### **Data protection**

Compliance with the provisions of data protection law and all its statutory obligations is mandatory. All personal data that is unique to the identity, function and individual who is the whistleblower, including those individuals that may be affected by their evidence, will be retained only where it is absolutely necessary to process the evidence under investigation. Further information on data protection and the handling of personal data can be found in the data protection information of the web-based whistleblowing system.

All personal data stored as a component of the given notice and of the investigation will be deleted after completion of the investigation when this personal data is no longer required. In exceptional circumstances some personal data may need to be retained. For example, if there is a continuing disciplinary action by the company, or if a statutory authority or court has made an official request for the preservation of records.

#### **Art. 5**

##### **Effectiveness of the Complaints Procedure**

In order to assess the effectiveness of the Complaints Procedure, appropriate measures will be taken all often as necessary as determined by events arising, and at least annually. Where a change in the risk is observed within the company's own business divisions or at direct suppliers, e.g. with the introduction of new products, projects or business areas, appropriate measures will be taken. This can include the identification and analysis of meaningful key performance indicators (KPI) on the one hand and the performance of audits on the other. ebm-papst also follows the effectiveness criteria of the UN Guiding Principles in order to evaluate the effectiveness of the Complaints Procedure and adjust it accordingly where necessary.

ebm-papst places particular focus on communication enabling all employees, business partners, suppliers and other third parties to be aware of the Complaints Procedure. As part of our risk compliance management system, we communicate regularly and thus achieve an increased awareness of compliance issues. To this end, we launched an information campaign on compliance and our whistleblower system in Autumn 2022 to strengthen credibility and trust in the Complaints Procedure at ebm-papst. Our direct suppliers are unequivocally committed to best practice compliance principles so that we can always maintain the importance of socially recognised standards throughout the value chain and – where necessary – take immediate remedial measures in the event of violations.