

Rules of Complaint Procedure Fude + Serrahn Milchprodukte GmbH & Co. KG

Fude + Serrahn Milchprodukte GmbH & Co. KG and its subsidiaries (hereinafter: Fude + Serrahn) are committed to their ethical, ecological and social responsibility within their supply chains. In order to uphold this commitment, we have established an appropriate complaints procedure.

1. Content of the Complaint

Complaints about legal violations can and should be reported, especially in terms of the Whistleblower Protection Act (e.g. money laundering, corruption or tax evasion) and the Supply Chain Due Diligence Act (human rights and environmental violations).

2. Whistleblower

Reports can be submitted by all third parties (such as business partners) as well as by employees who are either themselves affected by human or environmental risks or the violation of the corresponding obligations in the business area of Fude + Serrahn or who have gained knowledge of such risks.

3. Complaint channels

The following channels can be used for complaints and information:

- By email to <u>compliance@fsmilch.de</u>
- If you would like to make a personal notification, please make an appointment in advance by e-mail at <u>compliance@fsmilch.de</u>
- Via the central contact for external reports, the <u>Bundesamt für Justiz</u>

These channels are both permanently accessible and free of charge.

4. Impartiality and Confidentiality:

All information received will be treated confidentially and can also be submitted anonymously if desired. Access to the data is granted only to previously designated and authorized persons who are obliged to maintain strict confidentiality and comply with data protection regulations. The data is processed impartially, independently, and without instructions. The data will not be shared with third parties without the consent of the person providing the information, except for legal obligations to provide information, such as to authorities. In such cases, the person providing the information will be informed of the facts before the data is passed on. The confidentiality of the data also applies to all other persons affected by the corresponding information.

5. Procedure

5.1 Receipt and logging

A confirmation of receipt of the report will be sent to the whistleblower immediately or at the latest within seven days of receipt of the report. The receipt is documented internally. If a verbal report is made, a log of the contents will be prepared. The whistleblower is given the opportunity to check the log, correct it if necessary and confirm it digitally or by signature.

5.2 Checking the notification

After receiving the report, the competent complaints office checks it for plausibility and credibility. If the information is not sufficient, the whistleblower will be contacted and asked for further information. If contact cannot be established or no further information is provided, the processing of the report will be terminated, and if possible, the whistleblower will be informed.



5.3 Further processing of the notification

If the report passes the detailed examination, the facts of the case are forwarded anonymously to the relevant departments in the company, but only with the prior consent of the whistleblower. When discussing the facts of the case, the complaints office exchanges information with the whistleblower and asks for further information if necessary.

If, in the opinion of the complaints office and/or the competent body, no violations of corporate due diligence obligations or laws by Fude + Serrahn or suppliers can be identified in the course of the fact-finding, investigation and discussion, the report will be closed and, if possible, the whistleblower will be informed.

5.4 Follow-up measures

If, in the opinion of the complaints office and/or the competent body, the clarification of the facts reveals a breach of corporate due diligence obligations or laws, the further course of action will be coordinated, if possible and appropriate, with the involvement of the whistleblower (especially with regard to preventive or remedial measures).

5.5 Implementation of follow-up measures

The complaints office and/or the responsible office are responsible for following up the agreed measures.

5.6 Conclusion of the procedure

The whistleblower will be informed of the current status of the procedure, such as planned or implemented follow-up measures, after three months at the latest. In general, the processing time can vary greatly from a few days to several months, depending on the circumstances. Nevertheless, we endeavor to complete the investigation as quickly as possible.

6. Protection from reprisals

A whistleblower must not be subject to reprisals. They must not have to fear any adverse consequences under employment, civil or criminal law, even if a report subsequently turns out to be unjustified. This does not apply if the complaints procedure is misused by presenting untrue facts, for example to deliberately damage a person's reputation. Fude + Serrahn reserves the right to take legal action in this case and for reports

that contain grossly negligent or deliberately untrue information.