



# Grievance mechanism for human rights and environmental risks and unethical business practices

## Introduction

KtsB Automotive GmbH is committed to maintaining the highest ethical standards in all our business practices and to preventing human rights and environmental risks and unethical business practices. We recognize the importance of an effective grievance mechanism for internal and external stakeholders to report and address potential violations of these standards.

## Responsibility for the complaint procedure

Responsibility for the complaints procedure lies with the management. This office is responsible for receiving, investigating and handling complaints relating to human rights violations, environmental risks and unethical business practices.

## Channels of complaint

We offer various channels through which complaints can be submitted:

**Internal channels:** Employees can submit complaints directly to their supervisors or to Human Resources. Complaints can be submitted through the internal ticket system.

**External Channels:** External stakeholders such as customers, suppliers or external partners can submit complaints through a dedicated email address ([complaints@ktsb-automotive.de](mailto:complaints@ktsb-automotive.de)) or through a complaint form available on the website. This information is available on our website.

The complaint channel is open to all KtsB Automotive GmbH employees as well as third parties and offers everyone the opportunity to report human rights or environmental risks and violations in KtsB Automotive GmbH activities or the value chain.

## Confidentiality and protection

We respect the confidentiality of complainants and protect them from reprisals. All complaints will be treated confidentially to the extent permitted by law. We encourage complainants to contact the appropriate office directly if they have concerns about possible retaliation.

## Investigation and reaction

After you click on the link of the complaint mechanism page on our website, an automatic e-mail window will open where you can describe your concern in detail and add attachments. As soon as you press send, you will receive an acknowledgement of receipt after 48 hours at the latest. This e-mail will only be forwarded to the employees responsible for it. If you would like to remain anonymous as the sender, you can also use the complaint form provided on the website instead. After successful submission of the complaint form, you will also receive an acknowledgement of receipt after 48 hours at the latest. All complaints received are carefully investigated and documented. The evidence submitted will then be checked for accuracy. The company will take appropriate measures to remedy violations and prevent recurrences. We will inform all parties involved about the progress of the investigations and the measures taken.



## **Protection against retaliation**

KtsB Automotive GmbH guarantees that no retaliation will be taken against anyone who raises legitimate concerns or participates in an investigation, even if it turns out that these concerns are ultimately unfounded. At our company, such retaliation is strictly prohibited and considered serious misconduct, which is also firmly established in our Code of Conduct. Therefore, you need not fear retaliation for raising your concerns or asking for advice. Our internal units at KtsB Automotive GmbH that are tasked with handling such cases are trained to maintain the confidentiality of the information provided. In addition, we follow the "need-to-know" principle, which means that access to information is limited to those individuals who absolutely need the information to process a case.

You also have the option to submit reports anonymously. If you later wish to follow up on the case or share additional information, you can always contact us again, also anonymously.

## **Reporting and transparency**

We will regularly report on the status and results of complaint investigations in our sustainability reports and on our website. We strive to be transparent and learn from our experiences.

## **Effectiveness testing**

We review the effectiveness of the complaints procedure on an ad hoc basis, but at least once a year. In the case of gross violations that take place in the course of a complaints procedure, the effectiveness review cycle is set at a shorter time.

## **Conclusion**

KtsB Automotive GmbH's grievance mechanism is an important step in ensuring that human rights and environmental risks, as well as unethical business practices in our operations and supply chain, are identified and remedied. We encourage all employees and external stakeholders to make use of this mechanism to ensure the integrity and sustainability of our business.