

Complaints management (in accordance with Supply Chain Due Diligence Act (LkSG) §8)

The JAB ANSTOETZ Group with its affiliated companies - JAB Josef Anstoetz KG, JAB Teppiche Heinz Anstoetz KG, BW Bielefelder Werkstätten Heinz Anstoetz Polstermöbelfabrik KG, Golf House Direktversand GmbH - together with its business partners, are responsible for their own business activities and their supply chains.

The JAB ANSTOETZ Group's position on human rights and environmental protection is set out in the JAB ANSTOETZ Group's Declaration of Principles and in the Code of Conduct for business partners (see website www.jab.de).

Part of the JAB ANSTOETZ Group's responsibility under the requirements of the Supply Chain Due Diligence Act (hereinafter referred to as "LkSG") is to ensure access to complaint mechanisms to provide remedy for individuals whose human rights are adversely affected by business activities.

The LkSG complaints procedure is a system for recognising and reducing risks in the JAB ANSTOETZ Group's own business area and along the supply chain.

The JAB ANSTOETZ Group sees the complaints procedure as an early warning system and fully complies with the requirements of the EU Whistleblowing Directive, according to which problems are recognised and, in the best case, resolved before people or the environment actually come to harm.

All employees and external parties are thus given the opportunity to report potential violations or suspected misconduct regarding respect for human rights and environmental concerns within the JAB ANSTOETZ Group and at its direct and indirect suppliers.

Complaints can be submitted via two channels. Every notification is recorded, documented and stored. Every whistleblower receives prompt feedback, either in writing by e-mail or verbally via a telephone hotline.

Our complaints procedure regarding the Supply Chain Due Diligence Act (LkSG) guarantees a trustworthy approach to dealing with complaints about violations of human rights or environmental obligations. A complaint regarding the LkSG can be used to report suspected human rights or environmental risks, such as child labour, forced labour, discrimination or the harmful contamination of soil, water and air as well as excessive water consumption, which have a connection to the JAB ANSTOETZ Group, its supply chains or its employees.

Human rights violations or environmental breaches of duty cause considerable damage not only to the JAB ANSTOETZ Group, but also to society.

It is particularly easy to submit complaints about human rights and environmental risks via the JAB ANSTOETZ Group website - anonymously if desired (www.jab.de).

In addition, this complaints platform enables smooth, data protection-compliant communication between whistleblowers and the responsible complaints manager at the JAB ANSTOETZ Group.

The whistleblower is protected from discriminatory or disciplinary measures as a matter of principle. Any act of retaliation against them will not be tolerated. In the event of indications of retaliation against whistleblowers, the complaints manager must be contacted immediately. If the complaints manager has assured a whistleblower of confidentiality, he/she will not disclose their name and identity to the JAB ANSTOETZ Group or third parties without their consent. If the complaints manager is questioned as a witness in criminal, civil or other proceedings, he/she will only disclose the name and identity of the whistleblower if he/she is authorised to do so in writing by both that person and the JAB ANSTOETZ Group.

The wish of the whistleblower to protect their identity is countered by the interests of the person affected by the notification in the disclosure of the facts. This is another reason why deliberate misuse of the opportunity to submit complaints and information will not be tolerated.

The complaints manager should point out to the whistleblower in the first conversation that in the event of wilful misuse of the complaints procedure, their identity may be disclosed to the JAB ANSTOETZ Group.

We expressly encourage employees and external parties to inform us of any suspected human rights and environmental risks. Whistleblowers must not suffer any disadvantages as a result of submitting complaints in a professional context.

Impartial action is guaranteed at all times, the parties involved in the proceedings are **not** bound by instructions and are obliged to maintain confidentiality.

We would like to point out that complaints from customers, for example about the quality of JAB ANSTOETZ Group products and services, are not considered complaints about human rights or environmental risks. For these kinds of complaints, please contact the customer service department of the company concerned.

Complaints procedure

1. Whistleblowers have the option of submitting notifications anonymously or with contact details via the following various channels:
 - Contact person: Mr. Thomas Holler
Mr. Aydin Demir
 - E-Mail-Adresse: JAB-Compliance@ebit.tax
 - Phone number: +49 (5731) 1765-0
2. Every notification provided using the above options is documented. This applies not only to when it is received, but also to the entire processing period and the statutory retention period.
3. The complaints manager will endeavour to provide initial feedback to the whistleblower as quickly as possible and inform the latter of the measures taken.
4. The complaints manager checks the admissibility of the notification and its relevance to the LkSG. A notification is admissible if it contains sufficient and plausible information about a potential incident so that further processing is possible. A notification is relevant if the check reveals that there are indications of human rights or environmental risks in the supply chain or in the company's own business area.
5. The potential notification will be followed up if, according to the documents provided, in particular the whistleblower's description of the facts, the evaluation of the documents submitted by the whistleblower in the individual case, a human rights or environmental risk or a violation of the provisions of the LkSG is likely.
6. The complaints manager sends a request to the relevant departments, which are asked to assess the truth of the notification and take action to clarify it.
If the investigation of the notification reveals that there is a risk or an injury, appropriate preventive or corrective measures are taken in consultation with the relevant specialist departments.
The specific implementation and review of the implementation of the measures is the responsibility of the respective department.
7. The whistleblower is informed transparently about how their complaint has been dealt with and what measures have been taken.