



**CHAMPIGNON
HOFMEISTER**
FAMILY-OWNED SINCE 1908

Rules of Procedure for the
complaints procedure
pursuant to § 8 LkSG (Supply
Chain Due Diligence Act)

Version dated July 2025



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1. Scope of application of the complaints procedure

The Champignon-Hofmeister family business assumes responsibility for internationally recognised human and environmental rights. This applies both to the company's own business sectors and to all transactions with business partners. In so doing, the Champignon-Hofmeister family business implements the provisions of the Supply Chain Due Diligence Act (LkSG) to fulfil human rights and environmental due diligence obligations. Under the Supply Chain Due Diligence Act (LkSG), the companies covered by this law are obliged to establish a complaints procedure in accordance with § 8 LkSG. These Rules of Procedure describe the established complaints procedure.

1.1 Purpose and subject matter of the complaints procedure

The complaints procedure is intended to be an early warning system for reporting risks or violations of human rights or environmental legislation. The complaints procedure of the Champignon-Hofmeister family business may be used to submit reports or complaints regarding all human rights and environmental risks or breaches of duty under § 2(2) and (3) Supply Chain Due Diligence Act (LkSG).

Human rights-related prohibitions include:

- Child labour
- Forced labour and slavery
- Failure to comply with occupational health and safety regulations and work-related health hazards
- Withholding fair wages
- Use of private or public security forces if they are inadequately controlled or not subject to any instructions, which could result in, among others, torture or degrading treatment
- Contamination of soil, water, air and excessive water consumption
- Unlawful eviction or deprivation of land, forests or water bodies whose use secures a person's livelihood
- Any act or omission that is directly capable of seriously impairing a protected legal position and which is clearly unlawful (general clause).

The following are examples of environmental prohibitions:

- Prohibition on the manufacture of compounds containing mercury
- Prohibition of the use of mercury in manufacturing processes
- Prohibition of the improper handling of mercury waste
- Ban on the production and use of certain chemicals and persistent organic pollutants
- Prohibition of environmentally improper handling, collection, storage and disposal of waste
- Various prohibitions on the export and import of certain hazardous waste.

The Champignon-Hofmeister family business is obliged to investigate every complaint seriously and to take appropriate preventive and remedial measures to effectively stop the reported infringement.

The complaints procedure serves both to prevent, sanction or subsequently remedy violations of laws and obligations that have already been committed. The complaints and reports received as part of the complaints procedure shall be used to evaluate the effectiveness of the Policy Statement and the Code of Conduct and to carry out risk analysis. The responsible department of the Champignon-Hofmeister family business is obliged to document the nature and extent of any violations of laws and obligations and to use this information to adapt the Policy Statement and Code of Conduct and to circulate it. The Policy Statement and Code of Conduct will be revised and adapted where necessary.

1.2 Central complaints office

The Champignon-Hofmeister family business has set up a central reporting office for the individual legal entities, where users can submit reports and complaints relating to human rights, environmental risks or reaches of duty, including anonymous reports. The Champignon-Hofmeister family business has commissioned the independent compliance service provider DÜCHS Rechtsanwälte Partnerschaft mbB to set up a central reporting office. All the reports in the reporting system are processed and initially reviewed in cooperation with DÜCHS Rechtsanwälte Partnerschaft mbB.

The officer will then forward the complaint (an-

onymised if necessary) to the relevant complaints department within the Group.

Complaints may be submitted electronically, in writing or verbally via the following reporting channels and written in German and English via the following methods:

**Directly to the compliance service provider
Düchs Rechtsanwälte Partnerschaft mbB:**

- Electronic complaints can be sent by email to **beschwerde@duechslegal.de**
- Written complaints may be addressed to the following address:
**Düchs Rechtsanwälte Partnerschaft mbB
Konradstraße 16
80801 Munich**
- Verbal complaints may be addressed to **+49 89 277 80 51 90**.

Alternatively, via a reporting platform, which is available on the homepage **www.champignon.de** under the Compliance tab.

The reporting platform is accessible around the clock, so that information can be submitted at any time. The complainant will incur no costs for using the service.

2. Process for the complaints procedure

The complaint process is initiated once a complaint or report is received via the reporting channels specified in these Rules of Procedure.

2.1 Right to complain

The complaints procedure is open to all potentially affected parties, i.e. both natural and legal persons, employees and external third parties. Persons whose human rights have been violated or environmental legal position, who are aware of a potential violation in the business sector of the Champignon-Hofmeister family business or along the supply chain, who are potentially affected or who wish to provide relevant information are entitled to lodge a complaint.

2.2 Receipt of the complaint

After receiving the complaint or notification via the above-mentioned reporting channels, the complainant will receive a confirmation of receipt with a case number [within 7 days]. The complaint will be received by the responsible compliance service provider and, following an examination of the complaint, forwarded to the relevant department for further processing. Complaints relating to the business of the Champignon-Hofmeister family business sector will be forwarded to the relevant departments or HR. The respective purchasing managers are responsible for tackling potential or actual violations in the supply chain.

2.3 Examination of the complaint

The report or complaint will be submitted to the central reporting office of the Champignon-Hofmeister family business and recorded in the reporting system. The first step is to examine the facts of the case as reported. Within this framework, the plausibility of the report or complaint is ensured and investigated to determine the extent of a potential violation of the legal positions protected under section 1.1. If necessary, the central reporting office will clarify any initial queries regarding the matter with the complainant.

The complaint or report will then be forwarded to the relevant department of the Champignon-Hofmeister family business for further processing. The disclosure of information, in particular data, will take place only to the extent necessary for processing the respective case.

The responsible department of the family business will determine the next steps. Where necessary, additional queries regarding the matter will be clarified with the complainant via the (anonymous, if necessary) mailbox. If the examination and analysis detect a human rights or environmental risk in the Group's business sector or in the supply chain, the Group will take appropriate measures to remedy any violations or minimise their effects. The duration of the measures depends on the individual case.

The responsible department of the Champignon-Hofmeister family business will discontinue the complaints procedure if the investigation of the respective facts detects no violations of human rights



or environmental risks. The Champignon-Hofmeister family business will be assisted in legal matters by qualified solicitors from the reporting office.

2.4 Reply to the complainant

It will be possible to contact the complainant throughout the entire process, provided that the complainant has consented to such contact. Once the complaints procedure has been completed, the complainant will receive a final notification via the (anonymous, if applicable) mailbox regarding the results of the procedure or the reasons for discontinuing the procedure. The notification confirms to the complainant that their report has been duly examined. The processing procedure is then completed with the final notification.

The processing time will vary depending on the nature and complexity of the complaint. However, the Champignon-Hofmeister family business will strive to process enquiries promptly and efficiently.

3. Protection of complainants

The Champignon-Hofmeister family business shall treat information confidentially, in particular personal data relating to complainants. Personal data will be rendered unrecognisable during further processing. A reference number must be chosen that does not enable conclusions to be drawn about personal data. The identity of the complainant via the case number is only accessible to employees of the complaints office and will be used exclusively for providing feedback on the outcome of the report.

The Champignon-Hofmeister family business works with an external service provider as part of the complaints procedure. The ombudsman is committed to protecting complainants, will act impartially and independently, is not bound by technical instructions in his work and is subject to a duty of confidentiality. The Champignon-Hofmeister family business will allow the complaints office sufficient time and human resources to process complaints.

The complainant may also report information or complaints anonymously. In this case, it is not necessary to provide personal data. When reporting via the reporting platform, the complainant will receive an automatically generated case number and the option to choose their own password. The complainant may use the case number and password to view the processing status of their report at any time on the reporting platform and communicate with the responsible person at the reporting centre. The password chosen by the complainant must be kept secure. If the password is forgotten, a new notification must be submitted. To protect anonymity, the password cannot be reset.

The Champignon-Hofmeister family business will not tolerate pressure being exerted or punitive or retaliatory measures being taken against complainants. The Champignon-Hofmeister family business will implement all the measures available to protect the complainant from negative consequences as a result of the complaint. The protection applies to all complainants who have reported potentially or actually relevant misconduct in good faith within the scope of the Supply Chain Due Diligence Act (LkSG).

4. Contact person in the company

If you have any questions regarding the Rules of Procedure, please send an email to the contact person for the complaints procedure at the Champignon-Hofmeister family business.

compliance@champignon.de