

Rules of procedure for the complaints procedure of Trolli GmbH

Introduction

Trolli GmbH Germany is obliged to comply with the German Supply Chain Due Diligence Act (LkSG) from 01.01.2024. This law regulates corporate due diligence obligations with regard to human rights and environmental issues in global supply chains.

Under the LkSG, Trolli GmbH is obliged to introduce an effective complaints procedure and make it publicly accessible. This procedure is intended to enable individuals and institutions to draw attention to LkSG-relevant risks and violations that arise or have arisen as a result of Trolli GmbH's business activities.

The identity of the complainant and the persons affected by the report is always under special protection. The employees who process the incoming complaints are obliged to maintain confidentiality and to act impartially.

Every complaint received is reviewed, evaluated and processed further with regard to its validity. Information and the associated documentation are stored for seven years in accordance with Section 10 (1) sentence 2 LkSG. The effectiveness of the complaints management system is reviewed by Trolli GmbH once a year and on an ad hoc basis.

You have two options for reporting a complaint regarding Trolli GmbH's human rights and environmental due diligence obligations: **Either** you visit the Trolli GmbH **online complaints portal or** you contact our complaints office **by post**:

Trolli GmbH
For the attention of the complaints office
Oststraße 94
90763 Fürth

Instructions for reporting a complaint - by post

If you choose the postal option, please include a telephone number or e-mail address in your letter so that our staff can contact you with the details of your complaint. You are not obliged to provide personal details (sender, name, address, etc.). Please note that if you provide personal data such as your name, your address or a clearly identifiable e-mail address, you are voluntarily giving up your anonymity.

Instructions for reporting a complaint - online complaints portal

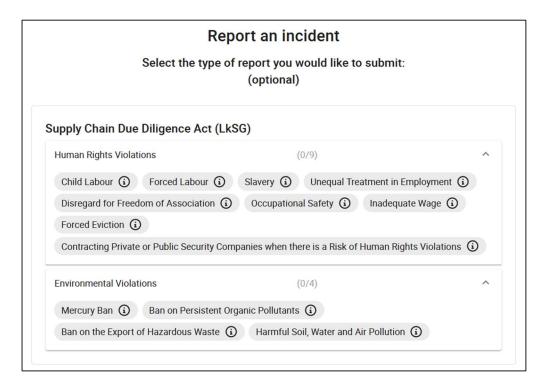
If you decide to use the online complaints portal, please proceed as follows:

- 1. Go to our company website at www.trolli.de
- 2. Change the website language at the top right from DE (German) to EN (English).
- 3. Scroll to the bottom of the page, where you will find the section "Our responsibility". Please click on this.
- 4. On the page that opens, you will find the headline "Social responsibility". Here you will find a link to access the online complaints portal. Click on this link and you will be redirected to the complaints portal.
- 5. In the first step, use the drop-down list to select the language in which you want the page to be displayed.





6. In the next step, click to select the risk categories that apply to your complaint. Multiple selection is possible. If you move the mouse pointer over the (i) next to the risk categories, you will receive explanatory information on the respective risk category.

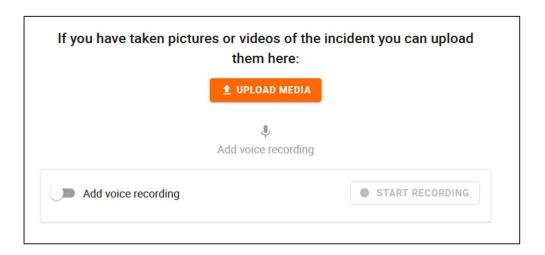


7. Please describe the incident you have observed as precisely as possible. Fields marked with an *star are mandatory and must be completed by you. All other fields are optional.





8. You can then upload any media (e.g. videos, photos, PDF files) that you may have relating to the incident. A direct voice recording is also possible if you would like to make verbal additions.



9. Please then select how you would like to submit your complaint. You have the option of submitting your complaint confidentially or anonymously.



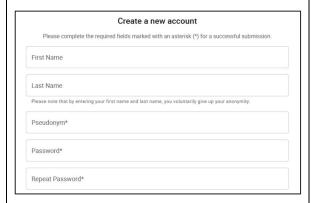
Would you like to report your observed incident anonymously or with an account?





Option: Confidential

- Select the "Confidential" tab.
- If you have already created a complaint reporting account in our complaints portal, then log in with your access data.
- If you do not yet have a complaint reporting account, please create one below. Please follow the instructions on the website.



 If you would like to be automatically informed about the status of your complaint by e-mail, please activate the following option and enter an e-mail address:



 Please confirm the privacy policy and the rules of procedure according to LkSG.

Option: Anonymous

- Select the "Anonymous" tab.
- Please note the security notice listed as well as the privacy policy and the rules of procedure in accordance with the LkSG.
- Submit your complaint using the "Submit complaint" button.



- You will then receive a message that your complaint has been reported.
- Attention: Please make a note of the displayed status link (combination of numbers and letters, printed in bold) to follow up on the status of your complaint!



☐ Your personal data will be processed in accordance with our privacy policy.*	
Security Advice	
This complaints reporting page ensures the technical protection of the content shared by you, including	
your identity. To further enhance your security, please follow these instructions:	
If you would like to remain anonymous, please do not submit any personal information, e.g., your name or relationship with those involved. Also, please do not submit any information that can be traced back to you.	
If possible, do not submit your report through a technical device (e.g., PC, laptop, smartphone)	
provided by your employer. Using an intranet connection may, in particular, jeopardize your anonymity.	
Enter the link to the whistleblowing system directly in the address bar of your browser and, if necessary, bookmark it to access the system again at a later point in time (e.g. logging in to the	
postbox).	
 Make sure that your internet connection is secure, which is indicated by the lock symbol next to the address bar. 	
tile addiess bal.	
READ PRIVACY POLICY READ CODE OF PROCEDURE (LKSG)	
 Finally, submit your complaint using the 	
"Submit complaint" button.	
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SUBMIT COMPLAINT	
 You will then receive a message that 	
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your complaint has been reported.	
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Tracking the status of your complaint

To track the status of your complaint, please proceed as follows:

- For postal reporting: Once your complaint has been received by our complaints office, our employees will contact you either via the telephone number or e-mail address you have provided. In this context, the further communication channel can be determined together with you.
- When reporting via the online complaints portal:

Option: Confidential

- Please access the complaints portal via our website www.trolli.de.
- Now click on the "Login" button at the top right.
- Now enter your user account details and log in.

Option: Anonymous

- Please access the complaints portal via our website <u>www.trolli.de</u>.
- Now click on the "Login" button at the top right.
- Scroll down a little and enter the status link displayed when submitting the complaint in the "Enter Complaint ID" field. Now click on the "Check complaint status" button.

ANONYMOUS SUBMISSION	
Ente	er Complaint ID
	CHECK COMPLAINT STATUS

You will then receive an overview of the details and status of your complaint(s)





 You will then receive an overview of the details and status of your complaint(s) and can contact our employees using the comment function. Here you can also see when our employees send you messages. and can contact our employees using the comment function. Here you can also see when our employees send you messages.