

Putzmeister Holding GmbH

Rules of procedure for the complaints procedure According to § 8 paragraph 2 of the German supply chain act

1. Purpose of the complaints procedure

As a globally active group, we are aware of our social and environmental responsibility. For this reason, the Putzmeister Group has implemented a procedure through which information on human rights and environmental risks or violations can be reported.

Bu doğrultuda Putzmeister grubu insan hakları ve çevresel riskler/ihlaller konusunda raporlamanın yapılabileceği bir prosedür oluşturmuştur.

The complaints procedure is intended to give any person or group of persons the opportunity to submit relevant complaints or information to the Putzmeister Group, its companies and suppliers. Every report helps to identify human rights and environmental risks in the supply chain at an early stage and to prevent their occurrence or to sustainably remedy violations that have already occurred.

2. Area of application

All persons or groups of persons who are potentially affected by human rights or environmental violations in their own business area or within the supply chain of the Putzmeister Group, or who are aware of such violations, can submit information via the complaints procedure. This includes, for example:

- Employees of direct and indirect suppliers
- business partners
- Trade unions, non-governmental organizations
- Other third parties

Indications of risks or violations relating to human rights or environmental obligations along the entire supply chain of the Putzmeister Group can be reported. Human rights include in particular the prohibition of child labor, protection against slavery and forced labor, freedom from discrimination, minimum wage, prohibition of pollution and the requirement to preserve natural resources such as soil, water, air and emissions. Environmental obligations arise in particular in connection with the prohibited use of mercury in manufacturing processes, violation of the ban on the production and use of so-called persistent organic substances and industrial chemicals, as well as the violation of the requirement to minimize the cross-border movement of hazardous waste.

3. Submission of information

The Putzmeister Group has an electronic whistleblower system that can be accessed from any location and at any time. This system can also be used to submit information and complaints in accordance with the circumstances described in section 2.

The system is available under <https://putzmeister.integrityline.com/>



In addition, other channels are available to submit reports:

Via phone: +49 7127 599-545

Via E-Mail: compliance@putzmeister.com

Via Post:

Putzmeister Holding GmbH

Compliance

Max-Eyth-Straße 10

72631 Aichtal

4. Confidentiality and protection against discrimination

The complaint can be made by stating your name or anonymously. The more information we are provided with, the better we can investigate the matter and take remedial action. All information - whether anonymous or not - is treated with the utmost confidentiality and personal data is protected.

Putzmeister protects complainants from discrimination based on the complaint submitted. Retaliation against individuals who have submitted a complaint in good faith is prohibited. If a person or organization feels that they have been retaliated against, they should report this immediately via the complaints procedure. Putzmeister will investigate the situation and take appropriate action if necessary.

5. Course of the complaints procedure

a. Confirmation of receipt

You submit your report via the designated complaints channel and create a so-called secure mailbox in the reporting system. You will be assigned a case ID and a password. **IMPORTANT:** Please make a note of this information, otherwise you will no longer be able to access the mailbox and will not receive our response. Receipt of your report will be confirmed to you, at the latest after 7 days, and documented. Confidential processing of the report is guaranteed throughout the entire procedure.

b. Examination of the complaint/report

The first step is to assess whether the facts described involve human rights or environmental risks or other violations. It is also checked whether sufficient information is available for further processing. If this is not the case, Putzmeister will - if possible - contact the complainant or otherwise attempt to obtain the missing information. If this is not possible despite all efforts, the complaint will not be accepted and the complainant will be informed of this, stating the reasons.

c. Clarification of the facts and development of a solution.

The complaints office investigates the facts of the case comprehensively. If necessary and as far as possible in the case of anonymous reports, the complaints office will discuss the facts of the case with the person making the report and, if necessary, request further information.

If, after clarification of the facts, discussion and investigation, the complaints office is convinced that there are no human rights or environmental risks or violations of human rights or environmental obligations in its own business area or with suppliers, the case will be closed.

d. Remedial actions and closure

The results of the internal investigation are documented and appropriate measures are recommended with responsible parties and a timetable. Measures can be of a preventive nature as well as corrective measures or sanctions. The whistleblower is generally informed accordingly 3 months after receipt of the confirmation of receipt (if contact details of the whistleblower are available). Feedback will only be provided insofar as this does not affect internal investigations and the rights of the persons concerned are not impaired.

6. Responsibility

Overall responsibility for the complaints procedure lies with Group Governance, Risk & Compliance. This department alone has access to the processing of reports and complaints. The persons assigned to the case act independently and are bound to secrecy. Where necessary, other departments are involved in the investigation and remedial action, considering confidentiality and anonymity.

7. Review of effectiveness

Putzmeister strives to continuously improve the mechanisms for whistleblower reports and internal investigations. To this end, usage data from the whistleblowing process is used at least once a year, or on an ad hoc basis if required.