

Rules of Procedure concerning the Complaints Procedure for the German Supply Chain Act

With effect from January 1, 2024, Duravit AG (“**Duravit**”) will be subject to an obligation under the German Supply Chain Act (*Lieferkettensorgfaltspflichtengesetz*, LkSG) to reasonably comply with duties of care both in terms of environmental risks and human rights in its supply chains and in the course of its own commercial operations. Duravit is further obliged to implement a complaints procedure under section 8 LkSG. The purpose of this is to enable internal and external personnel to draw attention to risks and obligations concerning human rights and environmental protection. Duravit’s complaints procedure is described below.

1. What kind of complaints or tip-offs can be reported via the procedure?

The procedure permits the submission of tip-offs about any potential violations of laws and regulations in respect of risks concerning human rights and environmental protection or infringements affecting the company’s own commercial operations or breaches within the supply chain as a whole.

2. Via which complaints channels can tip-offs be submitted?

Anyone can submit tip-offs via the following complaints channels:

By **email**, **internal mail**, or **by post** to the Compliance department at the following address.

Duravit AG

Compliance/Legal

Werderstr. 36

78132 Hornberg

Germany

compliance@duravit.de

3. How will my tip-offs be dealt with?

All tip-offs will be handled in confidence irrespective of the channel via which they are communicated, unless prevailing law stipulates otherwise. The statutory obligations to provide information to public authorities or exemptions from the confidentiality obligation must be complied with. The identity of the whistleblower and any other persons named in the tip-off shall be preserved throughout the process.

The tip-offs are processed by our Compliance department. The employees are impartial and under an obligation of confidentiality in the performance of their duties. Additionally, they are also obliged to comply with rights under data-protection legislation and to safeguard the rights of all data subjects.

4. Protection of the persons providing the tip-off

The protection and confidentiality of the whistleblower are of utmost priority for us. Discrimination against whistleblowers is strictly prohibited and will not be tolerated. Duravit is committed to protecting whistleblowers to the best of its ability. We will not tolerate any retaliatory measures against whistleblowers.

5. What happens once I have submitted my tip-off?

1. Receipt of the tip-off

When a tip-off is received, its receipt is documented internally. The whistleblower receives a confirmation of receipt by email within a week of receipt.

2. Review of the tip-off

The first step is a review by the Compliance/Legal department as to whether there is sufficient information for an investigation of the circumstances. If there is any ambiguity, the Compliance/Legal department will address any questions via your preferred contact channel. If the information about the facts is not sufficient and it is not possible to make contact, the case will be closed. If there is sufficient information, a fact-finding exercise will be initiated.

3. Fact-finding exercise

The facts of the case will be comprehensively investigated by the complaints office or, where necessary, forwarded to the competent department, such as within the company, while ensuring confidentiality and data protection. The competent department will discuss the circumstances with the whistleblower, as far as possible in the case of anonymous tip-offs, and may request further information. Care is taken to ensure that no conflicts of interest arise.

If the competent department is unable to identify any human-rights or environmental risks or violations of human-rights or environmental obligations in its own business operations or at suppliers following the fact-finding exercise, discussion, and investigation, the case will be closed by the competent department.

4. Resolution

If the investigation identifies human-rights or environmental risks or violations of human-rights or environmental obligations in the company's own business operations or at suppliers, a proposal for further action (especially preventive and remedial measures) is drawn up. The whistleblower will be involved as far as possible and reasonable.

5. Follow-up and implementation

The competent body shall follow up the implementation of the proposed resolution in all cases.

6. Conclusion of the procedure

The whistleblower will be notified of the conclusion of the procedure if they are able to be contacted. The processing time may vary depending on the facts of the case. A case may take a few days or several months to conclude. However, Duravit will make every effort to investigate the facts as quickly as possible and conclude the procedure in a timely manner.