

Rules of Procedure pursuant to §8 para. 2 Act on Corporate Due Diligence Obligations in Supply Chains (LkSG)

1. Objectives and scope of application of the complaints procedure

EatHappy's complaints procedure enables all potentially affected persons to report human rights violations, environmental risks, and breaches of duty arising from economic activities in their own business area or that of a supplier. The complaints procedure and the associated establishment of a reporting centre for information on risks or violations serve as an "early warning system" within the supply chain. This allows EatHappy to take preventive measures to counter impending violations of the law at an early stage or to remedy violations that have already occurred. The complaints procedure can be used for providing information or making complaints relating to all human rights violations, environmental risks, or breaches of duty covered by §2 Section 2 and 3 LkSG.

Human rights-related prohibitions include, but are not limited to:

- Child labour (generally prohibiting the employment of children under the age of 15),
- Forced labour,
- Slavery, sexual exploitation,
- Disregard of labour protection regulations according to the law of the place of employment,
- Withholding of adequate wages,
- Use of private or public security forces in a way that might not be in accordance with the prohibition of torture or degrading treatment,
- Contamination of soil, water, and air, and excessive use of water,
- Unlawful eviction from or deprivation of land, forests, or waters,
- Any act or omission likely to impair a protected legal position in a particularly serious manner and the unlawfulness of which is obvious (general clause).

The environmental prohibitions include, but are not limited to:

- Prohibition of the manufacture of mercury-added compounds,
- Prohibition of the use of mercury in manufacturing processes,
- Prohibition of improper treatment of mercury waste,
- Prohibition of the production and use of certain chemicals and persistent organic pollutants,
- Prohibition of non-environmentally sound handling, collection, storage, and disposal of waste,
- Various bans on the export and import of certain hazardous wastes.

2. Receipt and processing of the complaint

If a person wishes to submit a report or complaint relating to human rights, environmental risks, or breaches of duty, for example because they have been affected by an incident or have become aware of one, they can share their report or complaint at any time via two channels. The reporting form is available in German and English.

- Report form on our website <https://www.eathappygroup.com/tell-us/>
- Via E-Mail to Supplychain-compliance@eathappygroup.com

If we receive complaints by post, these will be processed in the same way.

After the form has been filled out, the person making the report receives a confirmation of receipt. As part of an initial assessment, we determine whether the complaint is relevant to human rights violations, environmental risks, or breaches of duty. If necessary, we will seek answers to questions we may have about the facts of the case with the whistleblower using the contact details provided. The complaint is then noted centrally and discussed with the responsible interfaces for further processing. The information (in particular the data or identity of the person making the report, if known) will only be passed on to the extent necessary for the processing of the case. Confidential treatment of the data is ensured at all times. Personnel from the CSR and Legal departments are responsible for the initial contact, all of whom have undertaken to maintain anonymity and confidentiality. The personnel handling the case can act impartially and are not bound by instructions within the scope of this responsibility. The whistleblower is also protected from any punishment.

All incorrectly addressed reports or reports with other relevance are forwarded to the responsible departments within the company. All necessary data protection regulations are observed in the process.

3. Conduct of the complaint

Appropriate measures will be taken to counteract possible violations as soon as the facts have been clarified. The duration of the measures may vary. The whistleblower will be informed of the circumstances and processing status.

Once the investigation has been completed, a decision is made as to whether the offending behaviour must be eliminated, reduced, or prevented in the future. The specific need for changes and improvements is reviewed. The expectations of the group concerned are also taken into account in this analysis. It is possible that the necessary measures will be taken within the company's own business areas, such as adjustments to processes or the introduction of new guidelines. However, it may also be necessary to take actions against or with third parties.

4. Conclusion and further procedure

Once the abovementioned analysis has been completed, the whistleblower is informed of the results.

All reports, actions, and results of the internal review are documented and archived in specified locations. It is ensured that they are stored in accordance with the applicable legal regulations and data protection deadlines. There are strict restrictions on access rights. The findings from the process are taken into account in the risk analysis. The number and scope of complaints are reported on a regular basis.