

Appeal procedure – Rules of procedure (as of August 2025)

Compliance with the German Supply Chain Due Diligence Act is a high priority for Masco, Hansgrohe and its companies. Violations of the German Supply Chain Due Diligence Act must be detected at an early stage in order to initiate remedial measures and to avert possible damage to our company, our employees, customers, business partners and other affected parties.

THE NOTIFICATION PROCEDURE AND COMPLAINT PROCEDURE

Masco maintains a central notification and complaint procedure in order to implement the requirements of the German Supply Chain Due Diligence Act, among other things. The notification and complaint procedure can be used to provide information on human rights and environmental risks or on the violation of human rights-related or environmental obligations.

The notification and complaint procedure is open to all employees, employees within the supply chain and those who may otherwise be directly or indirectly affected by the economic activities or economic actions of a company in the supply chain in a human rights or environmental risk situation in accordance with the German Supply Chain Due Diligence Act (hereinafter also referred to as "**whistleblowers**").

The whistleblower system can be reached as follows: by phone and via our website-based tool. The telephone numbers and the input mask for the web-based tool can be viewed under www.stand4ethics.com.

The persons involved in the complaint proceedings are obliged to maintain confidentiality. Your complaint or information and the procedure are confidential and you are guaranteed protection against discrimination or punishment as a result of the notice.

WHY MAKE A HINT OR COMPLAINT

A positive and open information culture is important. Any possible misconduct by employees or business partners or other persons in the supply chain can endanger the company. Therefore, all employees, business partners and other affected parties are required to provide information that serves to protect human rights or environmental obligations. A notice or complaint serves to identify the risks, prevent them, end them or minimise them. This is an important contribution to ensuring the continuous and long-term success of our company and our supply chain.

WHAT COMPLAINTS OR WHAT TO POINT OUT

Please report possible violations of laws, the Masco Code of Ethics or other regulations.

HOW

If you want to provide information via our website-based tool, you have the option to choose from different languages; You will then receive an answer in the selected language; we will acknowledge receipt and show you the way forward to deal with your report or complaint.

The whistleblower system includes the following steps: First, you will be asked to provide information about the company and location to which your information relates. A general information text will then appear to protect your anonymity and other personal data and the procedure. On the following page, you will be asked about the focus of your report.

You can submit notices or complaints after a selection of topics; we provide human rights issues and environmental issues among other topics. In addition, there is the possibility to submit information that is independent of the topic. On the reporting page, you formulate your complaint or tip in your own words and, if you wish, answer questions via a simple answer selection. Keep in mind that documents provided in the whistleblower system may contain information about the author.

After submitting your report, you will receive a file number. With this file number and in combination with your password, you can log in to the website again and inform yourself about the progress of your complaint or tip-off. If you wish to remain anonymous, your anonymity is completely protected as long as you do not enter any personal data that would allow conclusions to be drawn about your identity.

PROTECTION

The overriding principle in all our processes is the protection of whistleblowers. You can use the protected login area to communicate with an internal person handling the complaint or tip-off. You will receive feedback on what happens to your complaint or tip-off, or you will be asked questions if details are still unclear. We are interested in reports to avert damage, not in you as the reporter. You will not be asked for personal information at any time in the reporting process.

If you wish to remain anonymous, do not provide any personal information, such as: Your name, address, e-mail address, place of residence or your relationship to the underlying facts or the parties involved. Do not use any means of communication that allow conclusions to be drawn about your person; use an anonymous IP address, do not accept cookies, use a telephone without a telephone number, etc. If possible, do not use any technical device (e.g. PC, laptop, smartphone) provided by your employer. An intranet connection, in particular, can compromise your anonymity. Enter the link to the whistleblower system directly into the address bar of your browser and, if necessary, bookmark it to call up the system again later. Pay attention to the secure internet connection, represented by the lock symbol next to the address bar. You can find the privacy policy here <https://www.navex.com/en-us/privacy-statement/>.

We protect all whistleblowers. However, if you deliberately submit a false report (e.g. to falsely accuse a colleague), this can lead to consequences for you as the reporter.