

## **Appeals procedure - Rules of procedure**

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

Masco has set up a centralized complaints procedure to implement the requirements of the German Supply Chain Due Diligence Act, among others, and to investigate complaints about human rights and environmental risks and violations of human rights or environmental obligations.

Violations of laws, including violations of human rights or environmental obligations, which may occur in the business area of Masco, Hansgrohe and its companies, fall within the scope of our central whistleblower system [www.stand4ethics.com](http://www.stand4ethics.com).

Below you will find an overview of the most important principles as well as information on the procedural steps.

### **THE WHISTLEBLOWING AND COMPLAINTS PROCEDURE**

It is open to all employees, employees within the supply chain and those who may be directly or indirectly affected in any other way by the economic activities or by the economic activities 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.

The information provided and the identity of whistleblowers will be protected; to enable this, the following must be taken into account when using the complaints procedure: If you wish to remain anonymous, do not provide any personal data, e.g. your name, address, e-mail address, location 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 displaying the telephone number, etc. If possible, do not use a technical device (e.g. PC, laptop, smartphone) provided by your employer. An intranet connection in particular can jeopardize your anonymity. Enter the link to the whistleblowing system directly into the address bar of your browser and, if necessary, set a bookmark to call up the system again later. Pay attention to the secure internet connection, indicated by the lock symbol next to the address bar. You can find the privacy policy here <https://www.navex.com/en-us/privacy-statement/>.

Our procedure can be reached as follows: by telephone and via our website-based tool.

If you wish to submit complaints or reports via our website-based tool, you have the option of selecting from various languages; you will then receive a response in the selected language; we will confirm receipt and indicate the next steps for dealing with your complaint or report. You can submit complaints or reports according to a selection of topics; we make human rights topics and environmental topics available alongside other topics and there is also the option of submitting non-topic-related reports.

You will receive confirmation of receipt of the complaint or report and have the opportunity to discuss the matter with us. The persons involved are obliged to maintain confidentiality. Your complaint or report and the procedure are confidential and you are guaranteed protection against discrimination or punishment on the basis of the tip-off.

### **WHY COMPLAINTS OR REPORTS**

Jedes mögliche Fehlverhalten von Mitarbeitenden oder Geschäftspartnern oder sonstigen Personen in der Lieferkette gefährdet das Unternehmen. Eine positive und offene Hinweiskultur ist wichtig. Deshalb sind alle Beschäftigte und Geschäftspartner und sonstige Betroffenen aufgefordert, Hinweise zu geben, dies gilt insbesondere für menschenrechtliche und umweltbezogene Risiken. Eine Beschwerde oder ein Hinweis dient dazu, die Risiken zu erkennen, ihnen vorzubeugen, sie zu beenden oder zu minimieren. Das ist ein wichtiger Beitrag zur Sicherung des kontinuierlichen und langfristigen Erfolgs unseres Unternehmens und unserer Lieferkette.

## **WHAT TO COMPLAIN ABOUT OR WHAT TO REPORT**

Please report possible violations of laws, our Code of Conduct or other regulations.

### **HOW**

The complaint or notification process comprises the following steps: First, you will be asked to read a general information text on the protection of your anonymity and the procedure. On the following page, you will be asked about the focus of your report. On the report page, you formulate your complaint or report in your own words and, if you wish, answer questions using a simple answer selection. Remember that documents 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 on to the website again and find out about the progress of your complaint or report. If you wish to remain anonymous, your anonymity is completely protected as long as you do not enter any personal data that could be used to identify you.

### **PROTECTION**

The overriding principle in all our processes is the protection of the whistleblower. You can use the protected login area to communicate with an internal person who is processing the complaint or report. You will receive feedback on what is happening with your complaint or report or you will be asked questions if details are still unclear. You will also remain anonymous during the dialog. We are interested in reports to prevent damage, not in you as the person making the report. Your report will be kept anonymous by encryption and other special security routines. At no point during the reporting process will you be asked for personal details. Once again, we would like to report that if you want complete anonymity as well as confidentiality, please do not enter any data that could be used to identify you. Any form of discrimination based on a report is prohibited. Discrimination may include, for example, discrimination, threats or negative consequences under employment law. We protect all reporting persons. However, if a deliberately false report is made (e.g. to falsely accuse a colleague), this can lead to consequences for the person making the report. Please report possible discrimination directly to the Masco legal department or submit a report under "Other" and indicate any suspicion of discrimination.