

Rules of Procedure for the Complaints Procedure pursuant to § 8 German Supply Chain Sourcing Obligations Act (LkSG)

KSB takes responsibility for respecting and strengthening internationally recognized human rights within its own business units and through comprehensive supply chain management. KSB and its associated companies implement all requirements of the German Supply Chain Due Diligence Act (Lieferkettensorgfaltspflichtengesetz - LkSG) to fulfill human rights and environmental due diligence obligations.

An essential core element of these due diligence obligations is the establishment of an effective complaints procedure through which notifications of human rights and environmental risks or violations can be made.

These rules of procedure provide information about the main features of the complaints procedure and access to the procedure and how to reach it. It is important to KSB to present this information in an understandable and comprehensible manner in order to achieve the greatest possible transparency.

Who may use the complaint channel?

The external complaints channel is available to all persons, KSB employees as well as external persons.

What complaints can be filed and how can you use the complaint channel?

If KSB employees and external persons become aware of human rights or environmental violations, they can inform the law firm commissioned by KSB for this purpose via the website. The law firm forwards corresponding information, but if requested without naming the informant in order to ensure confidentiality (ombudsman system).

Contact can be made from any country in any language 24/7. The external complaints office fulfills its obligation to process complaints independently and impartially. The external complaints office is bound to secrecy.

Contact person is:

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What happens with your complaints, what is the time schedule and who processes the complaints?

If you use the complaint channel to contact us, your complaint will be answered promptly. Calls are not recorded and confidentiality is maintained in all cases.

Once you have reported your concern, you will receive a confirmation in a timely manner.

The report will be processed as soon as possible. The time required varies depending on the complexity and scope of the report submitted. Experience shows that the regular processing time is between one and six months.

Depending on the facts of the case, various KSB departments may be involved in the investigation, such as the Legal Department, Human Resources, Plant Security or Corporate Audit (investigation team).

All complaints are forwarded to selected employees after an initial evaluation by the complaints office (ombudsman). These have the following characteristics.

They are:

- impartial
- independent
- not bound by instructions
- bound to secrecy
- equipped with sufficient time resources

The described ombudsman system also allows anonymous contact, e.g. to exchange additional information. You can contact the complaint channel again at any time for this purpose. Details of the outcome of investigations, including actions taken, are confidential. We work as efficiently as possible to investigate and resolve issues.

Upon completion of an investigation, you will receive feedback.

How are whistleblowers protected from discrimination and reprisals based on a complaint or a whistleblower?

Protecting whistleblowers from being discriminated against or penalized as a result of complaints made is an important part of our complaint process.

The following measures serve to protect the persons providing the information:

- All complaints and tips are only processed by a small group of selected employees.
- All information, such as personal data and other information that allows conclusions to be drawn about the identity of the person providing the tip, is treated confidentially. This also applies after the conclusion of the procedure.
- In accordance with legal requirements, internal company documentation is stored and destroyed after the deadlines have expired.

Routinely and/or on an as-needed basis, we review the effectiveness of the grievance procedure.