

Complaints procedure pursuant to Section 8 of the German Federal Act on Corporate Due Diligence Obligations in Supply Chains (LkSG)

This document serves to explain the relevant aspects of the complaints procedure to any notifying persons in a transparent and comprehensible way. Relevant information includes, for example, the risks and violations that can be reported, the persons responsible for processing submitted concerns, the processing procedure and the measures taken to protect notifying persons.

1. Applicability of the procedure

This procedure can be used to submit concerns regarding:

- Human rights risks
- Environmental risks
- Violations of human rights obligations due to the economic activities of the company within the scope of its own business activities or those of an immediate supplier
- Violations of environmental obligations due to the economic activities of the company within the scope of its own business activities or those of an immediate supplier

2. Complaints channel

All concerns can be entered in the online contact form on our website. Submissions occur under the submitter's name.

3. Complaints procedure

a. Persons responsible for the complaints procedure

The complaints procedure is handled by the external contract partner entplexit GmbH (managed by Oliver Greiner) and the internal contact person at HEIDENHAIN (Dr. Volker Nagel). Both persons act neutrally and independently in their functions and are not bound by instructions.

b. Receipt of the submitted concern

First, the submitted concern will be forwarded to the external contract partner entplexit GmbH. Receipt will be documented, and the notifying person will be sent confirmation within three work days.

c. Review of the submitted concern

entplexit GmbH will then check whether the information is within the scope of the LkSG. If this is not the case, the notifying person will receive a corresponding reply within five work days after receipt of the complaint.

If the complaint is within the scope of the LkSG, the information will be forwarded to the internal contact person at HEIDENHAIN. The information will be reviewed, and the subsequent procedure and responsible persons will be determined.

d. Establishment of the facts

The facts will be discussed and reviewed with the notifying person.

e. Identification of a solution and its communication to the notifying person

Corrective measures will be identified. These measures will be communicated to the notifying person.

f. Corrective measures

The corrective measures will be implemented and monitored.

g. Documentation

The entire complaints procedure will be documented for each case and filed according to the legal regulations.

h. Protection from discrimination or penalization due to a submitted concern

HEIDENHAIN will not tolerate any retaliatory measures taken in response to submitted concerns. Employees or suppliers that subject notifying persons to reprisals will be held accountable.

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