



**Rules for the complaint
procedure of AmRest
Group in accordance with
the Supply Chain Due
Diligence Act (SCDDA)**

I. Introductory note

As a global company, the AmRest Group¹ - hereinafter referred to as "AmRest" - is aware of its responsibility for human rights and the environment and is committed to conducting its business according to the highest ethical standards and in compliance with the law and all applicable regulations. The company recognises the importance of reporting irregularities and risks related to AmRest's business activities and protecting the reporting person who raises them in good faith. This procedural regulation describes the handling of complaints in accordance with the SCDDA (Supply Chain Due Diligence Act) and shows the corresponding complaint procedure established by AmRest. The purpose of the complaint system is to ensure compliance with these standards in accordance with the law. Whistleblowers or complainants thus can report legal violations or misconduct within the company or along the supply chain, including the option to remain anonymous if desired. This procedural regulation provides information about the essential features of the complaint procedure, the access or availability of the procedure, and the respective internal responsibilities. It also provides information on what happens to the reports and complaints received and how the complaint procedure is conducted.

II. Scope of application

The complaints procedure enables individuals to draw attention to human rights and environmental risks and to violations of human rights or environmental obligations that have arisen as a result of or in connection with AmRest's business activities in its own business area or along the supply chain. It is open to any person for reporting or complaints and explicitly addresses both directly and indirectly affected parties. This includes, for example, employees, shareholders, franchisees, suppliers, business partners, and other third parties.

The subject of a complaint under the SCDDA can be reports on human rights and environmental risks or violations resulting from the business activities of AmRest within its own scope or that of a supplier. This includes breaches of human rights-related or environmental obligations, such as:

- Child labor
- Forced labor and slavery
- Disregard for health and safety in the workplace
- Disregard for coalition and freedom of expression, the right to collective bargaining
- Inequality and discrimination
- Withholding of fair wages
- Destruction of natural habitats due to environmental pollution
- Unlawful violation of land rights
- Import or export of hazardous waste under the Basel Convention

¹ "AmRest Group" refers to AmRest Holdings SE and the legal entities considered to be its subsidiaries, in particular our German subsidiaries AmRest Coffee Deutschland Sp. z o.o. & Co. KG and AmRest DE Sp. z o.o. & Co. KG, to which these procedural rules apply equally and specifically (in the context of the German Supply Chain Due Diligence Act).

- Other risks or violations related to human rights and environmental concerns (according to Section 2 (2) and (3) of the SCDDA)
- Violations of the AmRest Supply Code of Practice

III. Complaint channels

All employees and external individuals/third parties can submit information or complaints at any time and free of charge through the following complaint channels. Additionally, anonymous reports or complaints are possible. All submissions, regardless of the method through which they reach AmRest, will be promptly and uniformly processed.

- Contact the Compliance Team via email at compliance@amrest.eu
- Contact the Legal Department via mail at:

AmRest Coffee Deutschland
Sp. z o.o. & Co. KG
– **CONFIDENTIAL** –
Legal Department
Dachauer Straße 65
80335 München

AmRest DE Sp. z o.o. & Co. KG
– **CONFIDENTIAL** –
Legal Department
Dachauer Straße 65
80335 München

- Contact via the online service "Speak Openly": <http://speakopenlyde.amrest.eu/>

IV. Complaint management

Regardless of the complaint channel selected, all information and complaints will be treated confidentially. However, AmRest is obliged to comply with legal obligations to disclose information to authorities and legal exceptions to confidentiality. The confidentiality of the identity of the reporting person and individuals mentioned in the report will be maintained throughout the entire process. All reports and complaints will be processed by internal personnel. These individuals are impartial, independent, not bound by instructions, and obligated to maintain confidentiality. Additionally, they are committed to complying with data protection regulations, ensuring transparency, and upholding the rights of all parties involved.

V. Complaint procedure

Upon receiving a complaint or report through one of the aforementioned complaint channels, the reporting individual will receive confirmation of receipt. If sending the confirmation is not possible, the receipt of the report will be noted.

A central preliminary review of the report will then be carried out by the authorized personnel responsible for the complaint procedure. The initial check will determine if there is sufficient information for an investigation. If this is not the case, the authorized personnel will contact the reporting individual to obtain further information, if possible. If there is insufficient information or if it is not possible to make contact, the case will be closed. The report or complaint may be

rejected if it is evidently unfounded (e.g. cases that fall under the responsibility of other organizational units and clearly do not constitute irregularities). If the report is rejected at this stage, the reporting individual will receive feedback.

If sufficient information is available, the case is transferred to the authorized personnel for conducting investigations. Only the facts of the report are disclosed, without providing information that could reveal the identity of the reporting person. If an investigation has concluded, revealing an imminent or already occurred violation or infringement, a resolution to the complaint is developed, and, if necessary, immediate remedial measures are initiated. To the extent possible and practical, the reporting individual is involved in this process. The authorized personnel monitor whether and to what extent the remedial measures are implemented. In addition, a proposal for further action is drawn up on the basis of the findings from the investigation. Throughout the entire process, AmRest maintains contact with the reporting individual if desired and feasible.

Once the investigation has been completed, the authorized personnel prepare a summary of the case and the measures taken. If possible and desired, contact is made with the reporting individual to provide feedback. In any case, the reporting individual is informed of the conclusion of the investigation.

The effectiveness of the complaint procedure and processes is reviewed at least annually and as needed. If there are indications of a lack of effectiveness, the complaints procedure is adapted accordingly and these rules of procedure are updated.

VI. Protection against discrimination

Discrimination or retaliatory measures against the reporting individual are prohibited, provided that the report or complaint was made in good faith. This also applies to the threat or attempt of retaliatory measures. Violations will not be tolerated and may be recorded as an offense. Even if actual evidence of a violation cannot be provided, protection for the reporting individual still applies. Reports made solely with malicious intent are not covered by the protection for the reporting individual. If the malicious intent is clearly demonstrable, such reports may be subject to sanctions.

The following measures serve to protect the reporting individual:

- All complaints and reports are handled only by a select group of specially trained personnel.
- All information, including personal data and other details that could reveal the identity of the reporting individual, is treated confidentially. This applies even after the conclusion of the procedure.
- Internal documentation within the company will be kept for seven years in accordance with legal requirements and then securely destroyed.