Complaints procedure regulations in accordance with § 8 Lieferkettensorgfaltspflichtengesetz (LkSG)

1. Aim and purpose of the complaints procedure

This complaints procedure enables affected persons to report grievances in connection with the fulfilment of the due diligence obligations of CTX Thermal Solutions GmbH (hereinafter referred to as 'CTX' or 'company') in accordance with the Supply Chain Due Diligence Act (LkSG). The aim is to create transparency and take early action to prevent or remedy human rights violations or environmental offences in our supply chain.

2. Scope of application

The complaints procedure applies to all affected persons who could be affected by the business activities of our company or by the activities in our supply chain. This includes in particular

- All persons who work for CTX Thermal Solutions GmbH (employees)
- External third parties who are not employees of CTX Thermal Solutions GmbH (external whistleblowers). This includes, for example
    - Employees in our supply chain (e.g. subcontractors, suppliers, service providers, etc.)
    - People who are affected by our company's business activities (e.g. residents living near production facilities)
    - Other stakeholders who are potentially affected by our company's activities

3. Registration of a complaint or information

The complaints procedure is handled by an external complaints office. This office is impartial, independent and not subject to instructions.

Complaints can be submitted in the following ways:

- **E-Mail: supplychain-risk@ctx.eu**
- **Postal servive: Mehr Management Smart-ISO GmbH, Hauptstr. 77, 51491 Overath**

The complaint must contain the following information:

- Name and contact information (optional if submitted anonymously)
- Description of the allegation or violation
- Time period and location of the incident
- Groups of people and circumstances affected

4. Confidentiality, protection and support of whistleblowers

The Reporting Centre shall maintain the confidentiality of the identity

- of the reporting person, both during and after the conclusion of the complaint procedure,
- of the persons who are the subject of a report and
- of the other persons named in the report.

The identity of the aforementioned persons may only be known to the persons responsible for receiving reports or for taking follow-up action and to the persons assisting them in the fulfilment of these tasks.

CTX guarantees that all complaints received will be treated confidentially. It is ensured that persons submitting complaints are not discriminated against or disadvantaged. Any form of reprisals against complainants will not be tolerated.

5. Complaints procedure, examination and processing of complaints

The Reporting Centre confirms receipt of a report to the whistleblower and checks whether the reported violation falls within the material scope of application as defined in sections 1 and 2 of these Rules of Procedure.

If the reported facts constitute a human rights or environmental risk or a violation of human rights or environmental obligations, the Reporting Centre will contact the whistleblower, check the validity of the report received and discuss the facts of the report with the whistleblower.

After confirming receipt of the report, the Reporting Centre provides feedback to the whistleblower, provided that the report is a report that can be followed up under the LkSG. If a violation of human rights and / or environmental obligations is identified in the course of the fact-finding process, the feedback includes notification of planned and already implemented remedial measures.

Furthermore, the reporting office follows up on the implementation of the remedial measures.

6. Measures in the event of violations

If the investigation reveals that the company's human rights or environmental due diligence obligations have been violated, CTX will take immediate action to remedy the violation and prevent future violations. Possible measures are

- Initiation of corrective measures
- Dialogue with the affected suppliers or business partners
- Training and awareness-raising measures for affected actors in the supply chain
- Enhanced monitoring or audit process

7. Feedback to the complainants

Once the investigation has been completed, the company will inform the complainant of the results and the measures taken. If complete feedback is not possible (e.g. due to the anonymity of the complaint), the company will provide general information on the procedure and the measures taken.

8. Documentation and reporting

The company documents all complaints and the measures taken and provides information on the implementation of this procedure on request. Annual reporting as part of the company's transparency report provides information on the number of complaints received and the measures taken.

9. Entry into force and updating

These Complaints Procedure Rules enter into force on 15 April 2025 and will be regularly reviewed and updated as necessary.

Nettetal, 15.04.2025

CTX Thermal Solutions GmbH

Jens Mirau
Managing Director