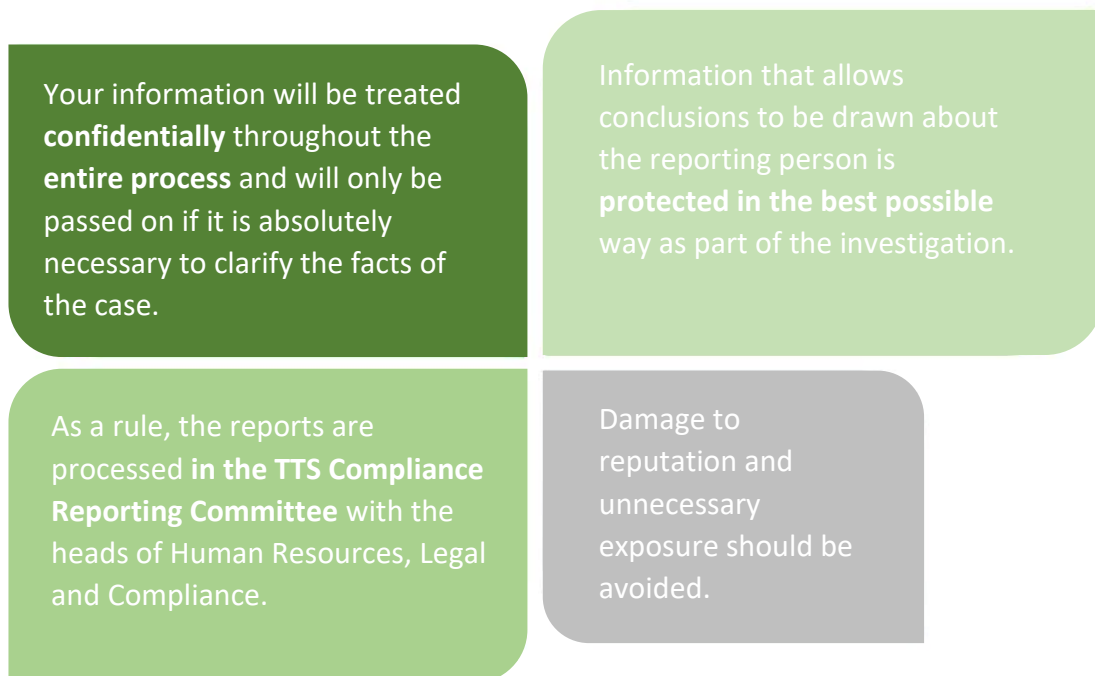


Complaints management TTS Tooltechnic Systems Ag & Co. KG

General information and key procedural principles

The TTS complaints procedure is explained and presented step by step below. The complaints procedure is intended to give people the opportunity to draw attention to human rights and environmental risks and to report violations of human rights and environmental obligations. Consequently, the complaints procedure is aimed in particular at people who have become victims of human rights violations or environmental offences in connection with our activities. Persons who are aware of such a violation should also be given the opportunity to report the incident.

In the TTS complaints procedure, great importance is attached to confidentiality and protecting the whistleblower from reprisals. As a result, there is no need to fear disadvantages or penalties as a result of a complaint. Figure 1 below clearly summarises the relevant principles of the TTS complaints procedure.



Picture 1: Principles of the TTS complaints procedure

Terms

- Complaints management: Complaints management comprises the process of recording, investigating, resolving and processing complaints in order to achieve a satisfactory solution.
- Complainant: The complainant is the person or organisation that submits a complaint or claim to the company. It is the party that is confronted with a problem, dissatisfaction or concern and communicates this to the company.

Complaints management procedure



1. *Complaint registration:* The first step is to register the complaint with us. The complaint can be submitted via the following channels:

- E-Mail: compliance@tts-company.com
- Telefon: +49 7024 804 20888 (This is an answering machine that can be reached at any time. The complaint can be left as a voice message.)
- Brief: TTS Tooltechnic Systems AG & Co. KG
z.H. Compliance Officer (HV-Z)
Confidential/Vertraulich
Wertstraße 20
73240 Wendlingen
Germany

In the interest of the most effective and appropriate processing possible, we request that the complaint is formulated precisely and in detail and contains all important information about the complaint. This also includes the date of the incident and other explanatory documents. Contact details can help us to gain an even better understanding of the facts by giving us the opportunity to ask questions of the whistleblower (= complainant).



2. *Receipt of complaints:* As soon as a complaint is received, it is forwarded to the complaints officer as quickly as possible. This responsible person is always impartial and professionally trained and will maintain the confidentiality of the information. As soon as the complaint is received, the complainant is informed that the complaint has been received and is now being processed. The whistleblower will also receive information on how to proceed and information on their rights with regard to protection against unfavourable measures or penalties. All data and information is treated as strictly confidential.



3. *Complaint investigation:* The complaint is now thoroughly investigated to determine whether the complaint falls within the scope of the procedure. If the complaint is rejected, the complainant will be informed of the reasons. If the complaint falls within the scope of the procedure, contact is made with the complainant, if possible, in order to gain an even better understanding of the facts of the case. In addition, further investigations are carried out in parallel if necessary.



4. *Solution finding:* Once the complaint has been investigated, the next step is to develop a proposal for an amicable settlement, an appropriate remedy or appropriate preventive and/or other measures, depending on the individual case. The complainant will then be informed immediately of the conclusion of the procedure and the result, provided he or she can be contacted. The complainant will receive initial feedback within three months of confirmation of receipt at the latest. In addition, if possible, the whistleblower will be provided with final information on the subject of the complaint within six months of the confirmation of receipt.



5. *Implementation of the solution:* Once an appropriate solution has been found, all necessary measures are taken to eliminate the problem. The implementation of these measures is monitored and checked for effectiveness. If no human rights or environmental obligations have been jeopardised or violated in our own business area or at suppliers, the investigations are concluded and the case closed.



Documentation: All steps of the complaints procedure are documented. The documentation includes the recording of the complaint, the investigation, the resolution and the communication with the complainant. The documentation enables us as a company to track the progress of the complaint, recognise developments and trends and make improvements in complaint management.



7. *Controls and continuous improvement:* In order to review the effectiveness of the procedure and identify opportunities for improvement, regular checks are carried out on complaints management. A continuous improvement process in complaints management is to be implemented on the basis of these analyses. In addition, the findings are also analysed to improve risk management, risk analysis and the processes for preventive and corrective measures.

Data protection notice

We take the protection of your personal data seriously. As part of the complaints procedure, we collect, store and process your personal information in accordance with the applicable data protection regulations.

Contact us

If you have any questions about these rules of procedure/the complaints procedure, please contact our Compliance Officer:

Phone: +49 (0)7024 804 24540

Email: compliance@tts-company.com

Complaint management process flow chart at TTS

