

Rules of Procedure for Appeal Proceedings

in accordance with Section 8 of the Supply Chain Due Diligence Act (LkSG) and the Whistleblower Protection Act (HinSchG)

Foreword

Compliance with legal regulations as well as internal compliance policies is a top priority at KRONES. As a market and technology leader, KRONES is committed to complying with human - and labour rights along the entire value chain.

A central complaints procedure makes it possible to draw KRONES' attention to human rights and environmental risks as well as violations of human rights-related or environmental obligations.

How the complaints procedure works in the Krones Group is set out in these Rules of Appeal Procedure and is explained to you below.

Note: For reasons of better readability and without the intention of discrimination, only the masculine form is used in the text. This refers to all genders.

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1. Compliance Violations

Violations must be detected at an early stage in order to initiate appropriate countermeasures. For this reason, all stakeholders of KRONES along the entire value chain are required to immediately report any observations of irregularities that give rise to suspicion of a compliance violation.

Possible compliance violations can include:

- Violations in the area of corruption or conflicts of interest
- Economic offences in the area of fraud, embezzlement, theft or embezzlement
- Economic offences in the area of money laundering
- Competition offences, antitrust violations, anti-competitive agreements
- Violations of data protection regulations, espionage, information theft
- Violations of export and foreign trade regulations
- Violations of human rights (including child labor, discrimination, harmful soil modification, water pollution, or deprivation of land)
- Climate and environmental behaviour (including Minamata Convention, Stockholm Convention, POPs Convention)
- Etc.

2. Reporting channels for potential violations

Both internal and external reporting channels are available for reporting possible violations.

Internally, information can be transmitted by telephone or in person to employees in the Corporate Governance department, by e-mail to compliance@krones.com or via the [Krones Integrity whistleblower system](#). There, special emphasis is placed on the security of the system, which is operated by the external service provider BKMS®. Certifications and standardizations ensure the highest level of access and data protection, encryption of content and a secure connection.

In addition, the governance officers are available worldwide in person or by email.

All reports made via the KRONES Integrity whistleblower system can also be made anonymously, provided that local laws do not prevent this. Each clue is treated with the same priority. It therefore does not matter whether the tip is anonymous or by name. The same applies to reports by e-mail via anonymously set up e-mail addresses.

External reporting offices are the central reporting office of the Federal Office of Justice and the external reporting offices with special responsibilities of the Federal Financial Supervisory Authority and the Federal Cartel Office.

3. Processing process of submitted reports

In principle, anyone can be a whistleblower, regardless of whether they are employed by Krones or not.

After a whistleblower has submitted a tip, CG Compliance will acknowledge receipt of the report after seven days at the latest via the channel through which the report was received. CG Compliance then checks and checks the plausibility of the information and, if necessary, initiates an investigation. During this time, CG Compliance remains in contact with the whistleblower. In principle, the highest level of discretion and sensitive handling of the data is guaranteed. During the examination of the complaint and the clarification of the facts, the confidentiality of the identity of the whistleblower is guaranteed at all times.

If further information is required, CG Compliance will get back to the whistleblower. This can also be done for anonymous whistleblowers in the Krones Integrity System via the mailbox. Once the investigation has been completed, CG Compliance will take appropriate follow-up measures and provide feedback to the whistleblower within three months of receipt of the confirmation.

4. Protection of the whistleblower

In principle, reprisals against a whistleblower are prohibited! This also applies to the threat and attempt at reprisals.

Reprisals are reactions to a report. This refers to acts or omissions in connection with the professional activity that cause the whistleblower an unjustified disadvantage, e.g. dismissal, transfer, denied promotion, but also damage to reputation or bullying.

Put simply, this means that whistleblowers will not suffer any unjustified disadvantage in response to your report.

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This document is the translation of the German document “Beschwerdeverfahrensordnung, v1.1, Juni 2024“. The German version of this document is the essential one.