

Rules of procedure for the complaints procedure under the Supply Chain Due Diligence Act (LkSG)

Scope of the procedure

Testo SE & Co. KGaA and its affiliated companies (hereinafter referred to as "Testo") are aware of their responsibility towards the environment and society. The protection and respect of every human being and the environment have the highest priority for Testo and are an indispensable part of our corporate responsibility. Nevertheless, the misconduct of individuals cannot be ruled out and the impairment of human rights or the environment cannot be prevented in every case. If such impairments occur, a contact point is needed to receive specific reports from observers or those affected.

To this end, Testo has set up a complaints procedure in accordance with Section 8 LkSG. This procedure enables individuals to report human rights and environmental risks and violations of human rights or environmental obligations arising from Testo's own business activities or those of a direct or indirect supplier. These rules of procedure describe the principles for processing reports of potential grievances in our own business area and supply chains. The complaints procedure is accessible to all potential stakeholders within and outside the company's own business area, such as Testo employees or employees of Testo's direct and indirect suppliers.

The complaints procedure serves to receive and process information on potential grievances, it does not serve to process any performance-related customer concerns or customer complaints. Such concerns should be addressed to the contact person responsible for supporting the respective customer.

Initiation & course of the procedure

The Compliance Team of Testo SE & Co. KGaA. is responsible for the implementation of the complaints procedure. The Compliance Team can be contacted as follows:

- **Website:** <https://www.testo.com/de-DE/unternehmen/compliance> or <https://www.testo.com/compliance>
- **E-Mail:** compliance@testo.de
- **Post:** Testo SE & Co. KGaA, Compliance Team, Celsiusstr. 2, D-79822 Titisee-Neustadt, Germany
- **Personal:** By prior appointment via the aforementioned reporting channels

Indications of human rights and environmental risks as well as violations of human rights or environmental obligations can be reported by name or anonymously.

If a report is received via the above-mentioned reporting channel, receipt of the report is confirmed to the informant. The complaints office examines whether there are human rights or environmental risks or whether human rights or environmental obligations have been violated. In order for a report to be processed and investigated appropriately, it is important that the incident is described as specifically as possible. If the information you provide is not sufficient, you will be asked to provide further information using existing contact details. If, despite exhausting all contact options, no sufficient information for further processing can be determined, the case will be closed.

As part of an internal investigation, the Complaints Office shall follow up the tip-off in compliance with the applicable laws and internal rules and taking into account the interests of all parties involved. The informant can contact the complaints office at any time to find out about the status of the matter. The actual duration of the procedure depends on the subject matter of the notification and may vary accordingly. In any case, Testo will endeavour to provide you with feedback on the follow-up measures initiated or planned no later than three months after receipt of the report. The rights of those affected must be protected when providing feedback. The informant will be informed of the outcome of the investigation at the latest once it has been completed, to the extent permitted by law. Investigations under the complaints procedure should be completed within a reasonable timeframe.

All activities within the framework of the complaints procedure are carried out in accordance with the applicable laws. All information is investigated objectively, reliably and with the necessary care. The legal assessment of the facts under investigation is the responsibility of the complaints office. The determination of suitable measures to eliminate and prevent misconduct in Testo's own business area or at direct or indirect suppliers is carried out by the company. Measures may include, for example, appropriate steps under civil or labour law or the involvement of an authority. Changes to work and business processes as well as organizational and conduct regulations may also be considered.

Independent processing and confidentiality

The complaints office entrusted by Testo with the implementation of the complaints procedure (Testo Compliance Team) guarantees an impartial procedure, as it is independent and not bound by instructions. The complaints office and any other employees involved in the complaints procedure will treat the information they receive as confidential. The identity of the person providing the information will not be disclosed, insofar as this is desired and legally possible. The identity of the persons who are the subject of a report and the other persons named in the report are also protected. It is guaranteed that no person entrusted with the process will investigate or otherwise determine the identity or IP address of reporting persons.

The identity of an informant who intentionally or through gross negligence reports incorrect information about violations is not protected.

Protection of informants against discrimination or punishment

Discrimination, intimidation, hostility or other retaliatory measures against informants are not permitted, will not be tolerated and will be sanctioned to the extent permitted by law, up to and including termination of the respective employment relationship (in the company's own business area) or termination of the business relationship (in the case of suppliers).

The same applies to the impairment or obstruction of investigations, in particular the influencing of witnesses and the suppression or manipulation of documents or other evidence.

The complaints office must be contacted immediately if there are indications of such measures.

Informants and persons who cooperate in investigations to the best of their knowledge and belief are protected by the company against discrimination and reprisals to the best of the company's ability.

However, the complaints procedure may not be used to make false accusations. If an investigation reveals that a complaint has no basis whatsoever and has been made solely to deliberately and gratuitously harm someone else or to discredit that person (abuse), Testo may respond appropriately. In particular, Testo reserves the right to take legal action both for its own protection and for the protection of its employees. This also includes disciplinary measures if the abuse is committed by a Testo employee.

Data protection

In principle, reports from informants are possible without providing personal data. However, informants can voluntarily disclose personal data as part of the complaints process, in particular information about their identity, first and last name, country of residence, telephone number or e-mail address. Compliance with statutory retention and deletion obligations and data protection regulations is ensured.

Costs

The complaints procedure itself is free of charge for informants. Costs incurred in connection with the complaints procedure (such as the costs of legal advice) will not be reimbursed.

Effectiveness of the complaints procedure

The effectiveness of the complaints procedure is reviewed once a year and on an ad hoc basis, particularly if we have to reckon with a significantly increased risk situation in our own business area or at a direct supplier.