

Complaint procedure SIG Group

1. Introduction

Integrity is one of SIG's core values. Ethical conduct and compliance with fair business practices are fundamental to our responsible corporate culture, are crucial for compliance with applicable laws and regulations, and are essential to protecting our reputation and maintaining the trust of our stakeholders. We encourage people to speak up if they have questions or concerns, without fear of retaliation. It is therefore important to us to present our complaint procedure in a simple and transparent manner.

Our Integrity & Compliance Hotline is one of the channels through which reports or complaint can be submitted. This reporting channel is available to all SIG employees as well as to external parties such as investors, suppliers, customers, or other business partners.

2. What you can report

Via the reporting channel, you can submit reports or complaints regarding possible misconduct, violations of internal policies, our Code of Conduct, legal requirements, or internationally recognized principles. You may also report concerns relating to human rights or environmental rights in connection with our own business operations or the business activities of our suppliers.

3. How to report a concern

Our Integrity & Compliance Hotline is available 24 hours a day. You can submit a report in German, English, or many local languages via a web-based form or by telephone. If you wish, you may also submit a report anonymously (unless prohibited by local law).

Please provide a detailed description of the issue or concern (who, what, where, when, and how). Where possible, please include supporting evidence, such as copies of documents or the names of witnesses. The more precise and comprehensive the information in your report, the better we can investigate the matter and take appropriate action.

When submitting a report, you will receive an individual case number. You will need this number to follow up on your original report or to submit additional information. Please check the status of your report regularly, as we may have further questions or require additional information for clarification.

4. How we assess reports

SIG's Group Legal & Compliance function, under the leadership of our Chief Compliance Officer, leads every investigation. We investigate all reported concerns.

We generally acknowledge receipt of a report within one week. Where necessary, we may request additional information or evidence. Based on the results of the investigation, we will take appropriate measures. These may include disciplinary actions, the implementation of process improvements, or other remedial measures. We strive to handle your concern

promptly; however, the duration of the review depends on the specific circumstances and may take from a few days to several months. We aim to provide you with feedback on the status of the case after three months.

5. Confidentiality

The complaint procedure is confidential to SIG, except in cases where we are required by law or regulation to disclose certain information to law enforcement authorities or government agencies.

6. No retaliation

SIG promotes openness and the reporting of issues or concerns in good faith. SIG does not tolerate retaliation of any kind in connection with such reports.

These Rules of Procedure apply to all SIG companies. The appropriateness and effectiveness of the complaint procedure are reviewed annually as well as on an ad hoc basis.

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