

Rules of procedure of Hunkemöller's Grievance Mechanism

Why does Hunkemöller have a grievance mechanism and what kind of complaints can be submitted?

Hunkemöller is committed to operating as a sustainable business that respects, promotes, and protects human rights and the environment. We are committed to keeping the protection of human rights and the environment at the forefront of our work and ensuring fair, safe, and healthy working conditions across our global supply chain. Hunkemöller strives to follow and respect all internationally recognized human rights and our company policies and actions are developed in alignment with all recognized international human rights norms, treaties, labour standards, and environmental laws and regulations.

We have also established external sustainability policies and practices such as our [Two-Way Code of Conduct](#) which all our suppliers, agents, licensees, and other related service providers are expected to follow.

Despite the best intentions and efforts, incidents and complaints might occur across our value chain. Hunkemöller is committed to building a culture of trust and openness and to ensuring effective grievance mechanisms are in place for people to raise issues and access remedies. This grievance mechanism is an important aspect of our ongoing human rights due diligence and our strategic focus on promoting workers' voices and well-functioning industrial relations in our markets. We believe the most effective way to ensure respect for human rights, the environment, and good working conditions is to enable and empower individuals to Speak Up®.

Through this grievance mechanism, you can submit complaints regarding serious legal or ethical violations, such as but not limited to:

- Forced labour
- Bribery and corruption
- Child labour
- Discrimination, violence, and (sexual) harassment
- Disregarding freedom of association or collective bargaining
- Disregarding occupational health and safety and/or building safety
- Human rights abuses connected with environmental damages
- Theft
- Unlawful displacement of persons
- Violence on the part of security forces
- Withholding fair remuneration

This grievance mechanism is intended for any individuals, communities, and organisations negatively affected by Hunkemöller's activities and those of our suppliers, agents, licensees, and other related service providers. This system is NOT intended for Hunkemöller's employees. If you are a Hunkemöller employee, please make use of our internal whistleblower mechanism.

How are complaints handled?

We at Hunkemöller understand that there are often barriers to access for vulnerable groups which prevents reporting, therefore, Hunkemöller has partnered up with Speak Up to ensure that every complaint is received in good order and that complainants can submit complaints in their native language. Complaints can be submitted 24/7, 365 days a year and can be accessed by phone (for some countries), web browser or app (iOS and Android). The Hunkemöller Grievance Mechanism can be accessed via phone by using the Hunkemöller access code (111021) and leaving a voice message in your native language of your complaint, which will be forwarded to us. At the end of the call, a case number will be provided which is needed to follow up on the progress of the complaint. By using the web or app version (via access code 111021), complaints will also be provided a case number with which they can create a password to access their report. Voice messages in any language can also be recorded via the app. Complaints can also be submitted by post at the following address:

Sustainability/CSR Team
Koos Postemalaan 8
1217 ZC, Hilversum
The Netherlands

All complaints will be processed internally within 7 working days by Hunkemöller's General Counsel and Sustainability Manager, who will ensure that such complaints are dealt with promptly, fairly, impartially, and in accordance with other related policies and applicable legislation. Complainants will receive a confirmation of receipt within 7 working days. Hunkemöller will investigate each valid complaint and its surrounding circumstances. These investigations will involve dialogue with stakeholders and, if necessary, may involve consultation with the complainant. We will strive to complete the process of investigating the incoming complaints and identifying a resolution within 60 calendar days, and in more complex cases – within 75 calendar days of the receipt of the complaint. The complainant will be informed about every step taken with their case.

Hunkemöller is committed to building a community of trust, therefore all reports are treated confidentially, and complainants do not have to fear victimisation, retaliation, discrimination, or

disadvantage. Complainants are anonymous and a complainant's personal details will only be made available to Hunkemöller employees or agents involved in the complaint process, if the complainant wishes to share such information. No communication and procedural steps towards remediation will disclose any sensitive or personal information. We also regularly assess and review our grievance mechanism and the complaint findings to ensure effectiveness and that we are actively working towards improving human rights due diligence and existing preventive and remedial measures. Please contact corporateresponsibility@hunkemoller.com for any questions or improvement suggestions regarding the grievance mechanism. For data privacy details on Speak Up's Data Protection Statement, you can find more information [here](#).