

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 [Ethical 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](#).

Freephone Hotlines

Country	Phone Number	Hunkemöller Access Code
Austria (Österreich)	Freephone: 0800 909 683	111021
Bangladesh (বাংলাদেশ)	Freephone: +880 (0) 9610 998462	111021
Belarus (Беларусь)	Freephone: 8 820 0491 0089	111021
Belgium (België, Belgique)	Freephone: 0800 89 326	111021
Bulgaria (България)	Freephone: 800 210 0645	111021
Cambodia (កម្ពុជា)	Freephone: 1800 209 867	111021
China (中国, 中國)	Freephone (Via China United Network): 1080 0852 2221 Freephone (via China Telecom): 1080 0152 3042	111021
Croatia (Hrvatska)	Freephone: 0800 7745	111021
Cyprus (Κύπρος, Kibris)	Freephone: 800 91142	111021
Czechia (Česká republika)	Freephone: 800 050 833	111021
Egypt (مصر)	Freephone: 0800 000 0083	111021
Finland (Suomi)	Freephone: 0800 392 912	111021
France	Freephone: 0800 1818 952	111021
Germany (Deutschland)	Freephone: 0800 1818 952	111021
Greece (Ελλάδα)	Freephone: 0080 0441 45924 Can only be connected by Cosmote mobile and OTE landline	111021
Hungary (Magyarország)	Freephone: 06 809 845 89	111021
India (भारत, بھارت, ভারত, ಭಾರತ, भारत, भारत, இந்தியா)	Freephone: 0008 0005 03159	111021
Ireland	Freephone: 1800 800 636	111021
Italy (Italia)	Freephone: 800 147 694	111021
Jordan (الأردن)	Freephone: 0800 23801 No mobile access	111021
Kuwait (الكويت)	Freephone: +965 2205 5730	111021

Latvia (Latvija)	Freephone: 800 05929	111021
Lebanon (لبنان)	Freephone: first dial 01-426-801 and then 833 816 0913	111021
Lithuania (Lietuva)	Freephone: 8800 30366	111021
Malta	Freephone: 8006 5144	111021
Myanmar (မြန်မာ)	Freephone: 0800 800 8062	111021
Oman (عُمان)	Freephone: 8007 4161	111021
Pakistan (پاکستان)	Freephone: 0080 0900 44437	111021
Poland (Polska)	Freephone: 800012953	111021
Portugal	Freephone: 800 831 302	111021
Qatar (قطر)	Freephone: 00800 101 094	111021
Romania (România)	Freephone: 0800 400 653	111021
Russian Federation (Российская Федерация)	Freephone: 8 (800) 100 69 94	111021
Saudi Arabia (المملكة العربية السعودية)	Freephone: 800 850 1433	111021
Slovakia (Slovensko)	Freephone: 0800 113 418	111021
Slovenia (Slovenija)	Freephone: 0800 83115	111021
Sweden (Sverige)	Freephone: 020 160 4703	111021
Switzerland (Schweiz, Suisse)	Freephone: 080 000 5691	111021
Türkiye	Freephone: 0080 04488 28602	111021
Ukraine (Україна)	Freephone: 0800 801 205	111021
United Arab Emirates (الإمارات العربية المتحدة)	Freephone: 800 0444 0408	111021
United Kingdom	Freephone: 080 0022 4118	111021