

Guideline: Raising Concerns regarding human rights and environmental rights

LIXIL/GROHE is fully committed to upholding the highest standards of human rights and environmental protection, ethical conduct and responsible business practices throughout our operations and supply chain. We actively align our practices with the requirements of international and national laws and principles to ensure responsible and sustainable business conduct. Please read our [Policy Statement](#) and [Code of Conduct](#).

As part of LIXIL, to whose portfolio GROHE has belonged since 2014, the brand relies on the already established "Speak Up!" complaints system. In accordance with the EU Whistleblowing Directive and German Supply Chain Due Diligence Act ("GSCDDA"), potential wrong doings and human rights or environmental risks or violations within the company and supply chain can be reported here. All reports are treated confidentially in accordance with the General Data Protection Regulation and forwarded to the responsible department within the company. In the event of violations, LIXIL/GROHE will initiate appropriate measures. This guideline explains how the "Speak Up" complaint system works and your rights when raising a concern.

Who Can Raise a Concern?

Anyone affected or who has knowledge of an actual or potential violation of human or environmental rights can raise a concern.

What Can You Report?

Concerns about potential or actual violations of human rights or environmental damage linked to LIXIL/GROHE's business activities or its supply chain. This can include:

- Child labor or forced labor
- Unsafe working conditions
- Environmental pollution
- Discrimination
- Other human rights abuses

How to Raise a Concern:

You can use the "Speak Up!" complaints system: www.lixil.ethicspoint.com.

Which is:

- Available in many languages
- Available 24/7, anywhere in the world
- Either by telephone or online
- Anonymous reporting available.

In addition, LIXIL/GROHE Employees may raise the concern to their supervisor, human resources, or regional compliance managers.

Your Rights and Protections:

Confidentiality: All concerns are treated with utmost confidentiality.

Non-Retaliation: The GSCDDA and EU Whistleblowing Directive prohibit retaliation against individuals who raise concerns in good faith. This means you should not be fired, demoted, or otherwise penalized for reporting a concern.

What Happens After You Report?

Notification: Once a report is received via the Speak Up! system, it will be assigned to the relevant regional compliance team. The system notifies the regional compliance team that a report was made.

Acknowledgment: LIXIL/GROHE will provide you with the acknowledgement of receipt of your concern within seven days.

Review: The regional compliance team will determine what kind of concern the report is.

Investigation: The regional compliance team will carry out a thorough investigation on the reported matter and provide feedback within a reasonable timeframe to the concern raiser, not exceeding three months from the acknowledgment of receipt.

Action: If allegations are confirmed, the necessary disciplinary and remediation plan will be implemented.

Feedback: You should be informed about the results of the investigation and any actions taken. Once the investigation is complete, the regional compliance team will contact the concern raiser that the case is closed.

Contact: Contact is made through several channels. The regional compliance team can contact you via the Speak Up! system, email, phone call and/or online meeting solutions. Additionally, face to face meetings can be conducted.

Important Considerations:

Document Evidence: If possible, gather any relevant documents or information that supports your concern.

Seek Support: If you feel unsure or need assistance, consider contacting a workers' rights organization, union, or legal advisor.

Anonymous Reporting: If you choose to remain anonymous, once you make a report, you will be assigned a report key and set a password. Please keep both somewhere safe and at hand. Log in often to view the feedback from the regional compliance teams.

Remember: Your voice matters. By raising concerns, you play a vital role in protecting human rights and the environment along supply chains.

Im Falle von Missverständnissen gilt die deutsche Version: "Leitfaden: Meldung von Bedenken hinsichtlich dem Schutz von Menschen- und Umweltrechten".