

# Non-Compliance Reporting Process

## An overview of the process

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### Scope of application

Please see below for the contact address for reporting non-compliance to ensure that all of the principles stated in our Code of Conduct are adhered to and that we can identify any deviations or violations.

This address is available to all business partners and employees to inform us about violations of human rights, environmental and social standards, or other aspects of the Code of Conduct.

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### Contact details

- [compliance@zinkpower.com](mailto:compliance@zinkpower.com)
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## **Protection of informers**

We will ensure that any reports will reach the managing partners of the Kopf Holding company, Willi Kopf, Martin Kopf and Christine Marin; that they will be treated confidentially and will be diligently followed up. Individuals reporting a violation to the above address will never be subject to any discrimination.

Any personal details provided are subject to the data protection regulations and will be removed from the system in line with the retention periods.

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## **The steps involved in the reporting process**

- 1) Receipt of report: The person submitting the report will be notified that their report has been logged in the system.
- 2) Verification of the report: The information provided will be reviewed to ascertain whether the reported incident falls within the scope of the system and whether there is sufficient information available. If needed, additional information may be requested. This phase also involves defining the next steps and responsibilities. If a reported incident falls outside the scope of the system, the person having made the report will be notified accordingly.
- 3) Ascertainment of facts: The facts of the case will be analysed by taking into account all available information. The person having submitted the report will be notified of the results of this analysis.
- 4) Development of a solution: If the reported incident is found to constitute a violation, the person having reported the incident will be asked to help develop a solution.
- 5) Remedial measures: The solutions developed will be implemented as remedial measures and monitored by the relevant designated Kopf Group personnel.
- 6) Review and closure: The outcome of the remedial action taken will be evaluated together with the person having reported the incident to make sure that the case can be closed.