



LOGISTIK • INFORMATION • TRANSPORT

Procedural Rules for the Complaint Procedure under the Supply Chain Due Diligence Act (§ 8 LkSG)

The L.I.T. AG is committed worldwide to preventing, minimizing and, as far as possible, eliminating negative impacts on the observance of human rights within our business activities.

As a logistics service provider operating throughout Europe, we are convinced that we have a great responsibility towards society and towards our partners, customers and employees. In order to make an active contribution to a sustainable and fair global economy, economic success and social responsibility should always be in harmony. It is therefore part of our corporate culture to assume joint responsibility for sustainability along the (international) supply chains.

Our business activities are based on ethical and legal standards so that all actions on behalf of the L.I.T. AG are in line with our corporate philosophy and the values for which the group stands. These are set out in our Code of Conduct.

The L.I.T. AG has established a procedure for reporting potential violations and abuses of human rights or possible environmental risks (in accordance with LkSG § 2 para. 2 and 3). The complaints procedure is accessible via the L.I.T. AG website and is referred to as the "Complaints Procedure".

We are open to any kind of feedback and take complaints received very seriously. They may contain important and valuable information and can provide suggestions for positive developments. The establishment of the complaints procedure therefore serves as an early warning system through which problems are identified and ideally resolved in order to prevent human and environmental rights violations and avoid the associated costs and reputational damage.

This internal company process description defines the procedures and regulations for reporting, receiving, following up and submitting reports and information on violations. These apply to employees within the L.I.T. AG or employees who carry out work on its behalf, including subcontractors, temporary workers and agency workers.

Who can provide a complaint?

These rules of procedure apply to all persons or groups of persons ("whistleblowers") who report information on human rights or environmental risks as well as violations of human rights or environmental obligations in accordance with § 2 LkSG, which concern the economic activities of the L.I.T. AG or one of the direct and indirect service providers in the supply chain within the meaning of § 8 LkSG ("complaint").

How can a complaint be given?

The L.I.T. AG's complaints procedure is accessible via the website (<https://www.lit.de/beschwerdeformular/>). Employees can still access the complaints form via the intranet. Alternatively, complaints can be submitted via the email address beschwerden@lit.de.



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How do we deal with complaints?

- 1) The complaints procedure is initiated upon receipt of a complaint. The complainant will receive confirmation of receipt and any follow-up questions about the facts within 7 days.
- 2) First, the complaint received is checked for plausibility to determine whether it falls within the scope of the complaints procedure. After acceptance, the complaint is forwarded to the responsible departments of the L.I.T. AG.
- 3) Once the complaint has been accepted, objective and comprehensive clarification measures are carried out in compliance with the legal and internal requirements and regulations, as well as in compliance with the rights of all parties involved in the procedure. For this purpose, contact may be made with service providers to assist with the clarification, for example if it is necessary to request documents.

The L.I.T. AG may commission third parties to conduct investigations who are bound to objectivity and confidentiality by contract or for professional reasons. The Reporting Office can offer an amicable settlement procedure.

Whistleblowers will be informed at least every three months about the status of their complaint, the next steps and the timeline. The whistleblower can also find out the status of the procedure via the channels used for reporting.

- 4) Whistleblowers will be informed of the conclusion of the procedure and its outcome.

Confidentiality

Confidentiality is always maintained throughout the entire procedure. This means that access to data that could directly or indirectly reveal the identity of the whistleblower is strictly limited. The people involved in investigating and processing the cases act independently. This means that they are impartial, make their decisions free from instructions and are not subject to any dependencies in the processing of cases. The corresponding confidentiality and independence clauses have been discussed with the persons involved and implemented.

Are whistleblowers protected?

The L.I.T. AG protects whistleblowers by

- 1) all complaints that contain, for example, personal data and other information that allow conclusions to be drawn about the identity of the whistleblower are treated confidentially. This also applies after the procedure has been completed.
- 2) the responsible offices that process complaints and reports are only staffed by a small group of independent, specially trained employees who are obliged to maintain confidentiality.



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3) whistleblowers who report concerns in good faith, do not have to fear any disadvantageous measures and are protected by Kuehne+Nagel and the applicable laws.

Effectiveness of the complaints procedure

The effectiveness of the complaints procedure is reviewed internally twice a year or on an ad hoc basis. The effectiveness is reviewed by the Human Rights Officers of the L.I.T. AG.

Release and implementation

This version was released on 25.10.2024 and enters into force on 25.10.2024.

Zentrale

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