

RULES OF PROCEDURE FOR THE COMPLAINT'S PROCEDURE IN ACCORDANCE WITH THE SUPPLY CHAIN DUE DILIGENCE ACT

Tadano Europe Holdings GmbH, Tadano Demag GmbH, Tadano Faun GmbH

1. Scope of application

The supply chain complaints procedure is set up to enable any person to report human rights or environmental risks and violations in Tadano's supply chain.

2. Complaint channels

Any person who wishes to report risks or indications in the areas of human rights and the environment can do so to an external organisation.

Complaints offices are (i) the Compliance Office for internal complaints and (ii) an external company specialising in complaints for all reports. Reports can be made in written, verbal or electronic form in various languages. The relevant contact details are published.

3. Anonymous complaints

Complainants are offered the option to report anonymously. Complainants can choose whether they wish to report anonymously or not. At the request of the complainant, a personal interview will be conducted.

4. Confidentiality

The complaints channels are set up and operated in such a way that the identity of the complainant always remains confidential and unauthorised employees do not have access to them. All internal communication at Tadano will be on a need-to-know basis only and the complainant's personal data will be anonymised as far as possible.

5. Deadlines

The complainant will receive an acknowledgement of receipt within 7 days of receipt of the complaint and a follow-up and status report on the measures taken within 3 months of the report.

6. Responsibilities

The Compliance Office is responsible for processing the complaint. It may involve other employees in an investigation or delegate an investigation to them, particularly in the area of purchasing and/or the Human Rights Officer. These employees are not bound by instructions when conducting an investigation or taking remedial action. An external specialist, consultant or lawyer can also be called in for extensive processes.

7. Course of the complaint's procedure

Confirmation of receipt

The complainant receives a confirmation of receipt. They can log into a corresponding system (platform or telephone) at any time and edit the status of the process.

Examination

The first step is to check whether there is a risk or violation and the extent of Tadano's influence to remedy this violation or to minimise or eliminate the risk. If further information is required, it is obtained.

Solution

As far as possible and as far as the offence or risk allows, a joint solution will be sought with the complainant.

Remedial measures

If a human rights or environmental risk or a corresponding violation is identified in the course of the investigations, appropriate remedial measures are taken.

Conclusion

The complainant is informed of the conclusion of the procedure and receives a summary of the measures taken. The complainant can provide feedback on this.

Review of the procedure

Tadano reviews the effectiveness of the complaint's procedure annually and on an ad hoc basis. Adjustments are made if necessary.