

RL-CO-01.
Whistleblower/Complaints Office

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Contents

1.	Purpose.....	3
2.	Scope of application.....	3
3.	Responsibilities.....	3
4.	Process description.....	4
5.	Measures taken in the event of violations.....	5
6.	Subject to change.....	5
7.	Supplementary documents.....	6

1. Purpose

Our whistleblowing system is designed to help us identify incidences of misconduct and compliance violations. It allows suspected legal violations within the company or its supply chain to be reported while protecting the individual reporting them.

Our whistleblowing system is intended to give people the opportunity to report actual or potential problems relating to compliance, human rights or environmental law that arise either in our supply chains or in the context of our own business activities.

This policy explains the process of submitting and processing reports. It describes how the complaint process can be accessed, who is responsible for the complaint process, how the complaint process works, and what measures are taken to protect the person making the report.

2. Scope of application

Our reporting system can generally be used to report compliance violations, in particular human rights violations and violations of environmental law.

The Whistleblower Office is not a general complaints office. It only handles reports of compliance violations, as well as other legal violations and violations of internal company policies.

3. Responsibilities

The department with central responsibility for the complaints mechanism is:

Bijou Brigitte modische Accessoires AG
Compliance
Poppenbütteler Bogen 1
D-22399 Hamburg.

4. Process description

Submitting reports and making complaints

The whistleblower has various options for giving hints and making complaints. On the one hand there is the possibility of using our digital reporting system. This allows to submit reports in writing or via voice message.

The reporting system can be accessed in the "Compliance" section under the following link on Bijou Brigitte's corporate website:

<https://group.bijou-brigitte.com/investor-relations/corporate-governance/>

Reports can be submitted in German or English, as the whistleblower prefers. They can be submitted 24/7. The confidentiality and protection of the whistleblowers' personal data is always guaranteed by the secure inbox.

The secure inbox allows whistleblowers to stay in touch with our company even after they have submitted their report. It goes without saying that use of the system is free of charge for whistleblowers.

Alternatively, reports concerning potential compliance violations, can be sent by mail to

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D-22399 Hamburg.

or directly to the internal compliance mailbox. The compliance mailbox is generally emptied once a week and can be found in building 1 (mailroom) at our corporate headquarter in Hamburg.

How reports are processed

All incoming reports are handled based on a structured process that is described below.

Communication regarding the entire digital reporting process uses a secure inbox to ensure confidentiality at all times.

Receipt of the report: Once the report has been received, whistleblowers are sent a confirmation of receipt, generally within seven days of receipt of the report.

Investigation of the report: The content of the report is then investigated. Questions may arise during this phase and are clarified in dialogue with the whistleblower. The next steps to

be taken are defined depending on the content of the report. If the complaint is rejected, the whistleblower is notified accordingly.

Clarification of the matter: If the investigation is continued, the matter is discussed with the whistleblower and investigated further.

Reaching a solution: A proposal to resolve the matter is developed.

Remedial action: Remedial action may be required in order to resolve problems that have been reported, which is then implemented and followed-up upon.

Review and conclusion:

The time required to complete the process depends, to a considerable degree, on the issue concerned and can range from a few days or weeks to several months. We generally strive to ensure that the process is as efficient as possible in finding a satisfactory solution. We also always strive to keep the whistleblower informed of any measures implemented and the next steps to be taken. As a result, we recommend that whistleblowers using the digital reporting system log in on a regular basis and check the case they have reported to see if any new messages are waiting for them.

Protection against disadvantages or penalties

Retaliation for making a complaint or submitting a report will not be tolerated in our company. We ensure that whistleblowers do not suffer any disadvantages or penalties as a result of their decision to submit a report.

If the whistleblower is employed by a supplier, we will likewise keep the identity of the reporting person secret and ensure confidentiality.

5. Measures taken in the event of violations

Violations of this policy can be reported to Compliance, Internal Audit or the Management Board.

6. Subject to change

This policy is subject to regular reviews and is updated as and when required.

7. Supplementary documents

- EQS Privacy Policy

Modification history

Status	Created by	Description of modification
Month Year		