

Rules of procedure for the complaint procedure under the Supply Chain Due Diligence Act (LkSG)

Ferrero is a global leader in the confectionery sector, for which respect for human rights, environmental protection, compliance with all applicable legal provisions and compliance with strict internal rules of conduct are essential principles. The fulfilment of due diligence obligations within the meaning of the LkSG therefore has the highest priority for Ferrero. Ferrero considers transparency in this area to be essential for identifying human rights and environmental risks and violations at an early stage. After all, effective remedial and preventive measures can only be taken—and damage prevented—if a risk or violation is known.

Our effective complaints procedure, the Ferrero Integrity Helpline, can be used to provide information on human rights and environmental risks and violations. The Ferrero Integrity Helpline can be used by both internal and external individuals to contact Ferrero.

The complaint procedure is described below. The effectiveness of the procedure is reviewed by Ferrero annually and on an ad hoc basis and adjusted if necessary.

1. What kind of complaints or reports can the Ferrero Integrity Helpline be used for?

The Ferrero Integrity Helpline can be used to report all indications of possible violations of the law and/or regulations, including human rights or environmental risks or violations affecting the company's own business area or the entire supply chain. However, the Integrity Helpline, is not suitable for any complaints about Ferrero products or services by customers. In these cases, please contact our Consumer Service.

2. Which complaint channels can be used for the information or complaints?

All external individuals as well as internal employees can submit their reports or complaints 24 hours a day, 365 days a year in over 80 languages via the following channels:

- In writing via the Ferrero Integrity Helpline
- By phone via the Ferrero Integrity Helpline

The whistleblower has the option of choosing a local or central processing of the report. Employees can also contact their supervisors, the works council or the local compliance contact persons directly.

In addition, there is the possibility of a personal meeting if the whistleblower or complaining person wishes to have one.

3. How does Ferrero deal with your report or complaint?

All information or complaints will be treated confidentially. The confidentiality of the identity of the whistleblower is maintained throughout the process, and the protection of personal

data is ensured. Ferrero uses an independent, impartial and confidential service provider (EQS) for the Ferrero Integrity Helpline. The external service provider does not process the content of the complaints. The whistleblower has the option of reporting anonymously. All Ferrero employees involved in the process of reporting via the Integrity Helpline are bound to secrecy, act impartially and are independent.

4. How are you protected as a whistleblower?

For Ferrero, the protection of a whistleblower is of great importance. In our Code of Ethics, we make it clear that we will not tolerate discrimination against a person who reports actual or suspected misconduct in good faith. Adverse treatment includes dismissal, disciplinary action, threats, or other adverse treatment related to the expression of a concern. If you believe that you are experiencing or fear such adverse treatment, you should immediately report your concerns to the Ferrero Integrity Helpline.

5. How does the complaint procedure work?

a. Receipt of the complaint or report

The complaint or report from an internal or external whistleblower is received by Ferrero's external service provider EQS, anonymously if desired. Ferrero receives an automated message about the receipt of a report. The whistleblower will receive an acknowledgement of receipt via the Ferrero Integrity Helpline within 7 days of receipt of the report/complaint at the latest.

b. Examination of the complaint or report

The competent authority examines the information in order to determine whether there is sufficient information to examine and investigate the facts communicated. If you have opened a secure mailbox by creating your own password, Ferrero can communicate with you in the password-protected area. If you wish, all communication with Ferrero will remain anonymous.

Ferrero stores the status of the report or question, or whether further information is required for the audit, on the Ferrero Integrity Helpline in the password-protected area. As a whistleblower, you can check the status of your report or question on the Ferrero Integrity Helpline website using the randomly assigned case ID and password that you received/set when submitting the report or question or, if you wish, will be notified by email. If further information is required or a discussion of the facts with the whistleblower seems possible and useful, a corresponding request will be made in writing via the password-protected area or, if indicated by the whistleblower, by e-mail by the competent authority of Ferrero. If you have chosen anonymous reporting, please log in to your mailbox at intervals. If there is insufficient information and it is not possible to contact the person, the case will be archived.

c. Clarification of the facts

The competent authority examines the facts of the case to determine whether there are human rights and environmental risks or violations of human rights-related or environmental obligations in its own business area or at suppliers.

If, in the case of a central report, the competent authority concludes that there are human rights or environmental risks or violations of human rights-related or environmental obligations that affect suppliers or the business area of the local company, it shall transmit the notification or complaint to the competent authority in compliance with the principle of confidentiality and data protection. Complaints and information relating to the LkSG will be forwarded to the responsible department at Ferrero Germany for processing. Conversely, the local competent authority will send a report/complaint to the competent authority of the Ferrero Group if it is concerned, in compliance with the principle of confidentiality and data protection.

d. Development of a solution

The competent authority shall develop a solution for further action (in particular prevention and remedial measures) if it comes to the conclusion that there is a human rights and/or environmental risk or a violation of human rights-related or environmental obligations in its own business area or at suppliers. As far as possible and sensible, the whistleblower is involved.

e. Remedial action

The defined remedial measures are implemented, documented and controlled. Ferrero is committed to implementing remedial measures in a timely manner. This will be possible at different speeds from case to case. Where possible and legally permitted, feedback will be given to the whistleblower within three months of acknowledging receipt of the complaint/report.