



How to report an environmental or human rights related issue in our supply chain.

Information and instructions about our complaints procedure

Status: 12/2022

Version: 1

Purpose and scope.

Aim of our complaints procedure is to enable reporting about all types of environmental or human rights related issues. These can be either caused within our own business area, or by actions of our suppliers and pre-suppliers. The procedure is receptive for all complaints and indications, regardless of whether a violation of obligations has already occurred, or if it could occur (risk). Hereby we intend to end or lower existing violations, and to prevent emerging ones. Complaints can be about:

- Child labor of all kinds
- Forced labor and slavery of all kinds
- Occupational safety and health obligations
- Missing freedom of association
- Unequal treatment
- Inadequate wages
- Environmental pollution of any kind
- Unlawful displacement
- Use of mercury and mercury compounds
- Production and use of banned chemicals
- Not environmentally sound handling, collecting, storage and disposal of waste
- Export and import of hazardous waste
- And other environmental or human rights related findings

The reporting person does not have to be personally affected by the reported matter. The procedure is available for every person having knowledge about violations or risks. This includes our and our supplier's employees as well as externals.

As our own business area, we define every activity carried out by or within our division Samvardhana MotherSON Peguform (SMP) and all of its subsidiaries worldwide.

For complaints in other fields, such as ethical or legal incompliance, please refer to our group-level whistleblower policy: <https://www.motherSON.com/performance/samil-investors/corporate-governance>

Channels.

In order to provide high accessibility, we established several channels through which our human right officer can receive complaints and indications:



Online

Link to our online complaints area:

<https://www.smp-automotive.com/en/humanrightscomplaint>



By E-Mail

E-Mail address of our human rights officer:

humanrightscomplaint.smp@motherSON.com



By Mail

Address of our human rights officer:

SMP Deutschland GmbH
Schlossmattenstr. 18
79268 Bötzingen
Germany

How we process your complaint or indication.

To ensure that your matter is appropriately addressed, we strictly follow a seven-step approach in which our human rights officer continuously operates as your confidant.



Internal responsibility.

The complaints procedure is monitored by our internal human rights officer. The human rights officer is the confident point of contact for reporting persons. In case of external complaints, the human rights officer briefs and requests measures from the Global Director Supplier Quality Management. In case of complaints within the own business unit, internal stakeholders will be briefed and requested for applicable measures tracking the progress of measures as well as keeping the reporting person informed about the complaint progress.

How we protect your privacy.

To protect you from any discrimination or punishment as a consequence of your complaint or indication, we strictly ensure steady segregation of the complaints procedure and the resulting measures. This means, that only our human rights officer will be in direct contact to you. All personal information that allows conclusions to be drawn about you and your identity (especially name, contact details, physical appearance, function) will be strictly treated as highly confidential and only be known by the human rights officer. Your personal information will not be forwarded at any time, neither internally nor externally.

Additionally, you have the option of filing a complaint or indication without leaving any of your personal information. Please note, that in this case we will not be able to actively report to you about the latest progress of your complaint.

Human Rights Officer

SMP Deutschland GmbH