

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

Information and instructions about our complaint's procedure
Scope: Region Germany

Adopted by the Board of Directors of SMP Deutschland GmbH
Version: 2 / Release Date: 01 September, 2026

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Table of Contents

1. **Purpose and scope** 3

2. Channels 3

3. How we process your complaint or indication..... 4

4. Internal responsibility 5

5. How we protect your privacy 5

1. Purpose and scope

Aim of our complaint's 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 to 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 Modules & Polymer Division and all of its subsidiaries worldwide.

For this kind of complaints and in in other fields, such as ethical or legal incompliance, please refer to our group-level Whistleblower Policy: [Whistle-blower-Policy.pdf](#). The Group Whistleblower Policy constitutes the governing framework for the complaints procedure. In the event of any inconsistency, the provisions of the Group Whistleblower Policy shall prevail.

2. Channels

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

Link to our online complaints area: [EthicsPoint – Motherson](#)

QR-Code to our online complaints area:

Address of the responsible Whistleblower Committee:
Chairman´s Office Europe & North Africa
Am Germanenring 3
63486 Bruchköbel



If you wish to contact us by telephone, you may either use the country-specific toll-free hotline numbers listed in the Whistleblower Policy or contact our Ombudsman. The automated hotline with recording functionality can be reached at +1 800 121 6441.

Written complaints may be submitted to the Ombudsman's Office at whistleblower.mssl@tari.co.in or to the Chairman of the SAMIL Audit Committee at ChairmanSAMILAuditCommittee@motherson.com.

You may also contact the Whistleblower Management Team or your local Human Resources department. Further details can be found in the Whistleblower Policy.

3. How we process your complaint or indication

To ensure that your concern is handled appropriately, reports submitted via EthicsPoint are reviewed by the Whistleblower Committee of the regional Chairman's Office and, where necessary, forwarded to the function responsible for further handling.



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4. Internal responsibility

The Management of the company, as well as the governing bodies of the relevant business divisions, are responsible for ensuring the implementation of and compliance with the measures set out in this policy statement. The whistleblower committees of the regional Chairman's Offices are handling our complaints procedure.

If the complaint falls within the remit of our internal Human Rights Officer and has been submitted to them, they will be involved where necessary and will assist in clarifying the facts of the matter and monitoring its further processing.

In the case of external complaints relating to the supply chain, the Whistleblower Committee will, where necessary, inform the relevant function within the Procurement department and request that it take appropriate action. The conduct of risk analyses, as well as the implementation of measures derived from them, is managed by the Supplier Sustainability Management department. Measures relating to our suppliers and sub-suppliers are implemented jointly by the Supplier Sustainability Management and Procurement departments. The implementation of measures within our own business division is the responsibility of the relevant unit.

5. How we protect your privacy

To protect you from any discrimination or retaliation as a result of your complaint or report, we ensure a strict separation between the complaint process and the resulting actions. All personal information that could identify you (your name, contact details, appearance, and position) will be treated as strictly confidential and will be known only to the Whistleblower Committee and the Human Rights Officer. Your personal data will not be disclosed internally or externally except where such disclosure is required under the provisions of the Whistleblower Policy, and the involvement of third parties is unavoidable.

You also have the option to submit a complaint or report without providing your personal data. Even in this case, we can make sure that you are kept informed about the status of your complaint and that your anonymity is protected at all times.

SMP Deutschland GmbH
Human Rights Officer