

## Complaints management

September 2025/ Version 1.0

### Possibility to complain

ETERNA Mode GmbH has set up a “reporting channel” for information about violations.

The reporting channel aims to offer our employees and stakeholders the opportunity to anonymously report violations of laws or internal company guidelines. This ensures that whistleblowers are protected from possible reprisals by the company. ETERNA Mode GmbH thus offers these individuals a legal basis for exposing wrongdoing.

Information from whistleblowers can make a significant contribution to uncovering or preventing legal violations.

It is important to us to ensure a clear and transparent process for the submission and processing of complaints in order to continuously improve cooperation. Reports are always treated confidentially and can also be submitted anonymously - where possible - via the reporting channels listed below

We have established the following mechanisms for submitting information to us:

#### By e-mail:

[csr@eterna.de](mailto:csr@eterna.de)

#### via QR code:



#### Homepage whistleblower system:

<https://app.whistle-report.com/report/255c9d69-73f3-47af-8922-5df1b270afbf>

# ET ERNA

## **Requirements for suppliers:**

We expect all our suppliers to sign our Supplier Code of Conduct and to comply with and communicate with it throughout the supply chain. In accordance with our Supplier Code of Conduct, we require our suppliers to implement and operate an effective internal whistleblowing system in line with the UN Guiding Principles on Business and Human Rights. Information about our whistleblowing mechanism and the associated channels must be made available to our suppliers.