

# **Rules of Procedure**

**of**

**Condor Flugdienst GmbH**

**and its subsidiaries**

**for complaints concerning human rights and  
environmental risks and breaches of duty**

**Neu-Isenburg, 12.12.2022**

## Preamble

Condor Flugdienst GmbH and its subsidiaries ("Condor") has adopted the following rules of procedure for complaints received regarding human rights and environmental risks as well as breaches of duty.

### 1. Introduction

It is the aim of the Code of Procedure to describe rules and processes for reporting, investigating and clarifying human rights and environmental risks or violations in the supply chain. Complaints can be submitted by employees, business partners and other whistleblowers. This also includes complaints about risks and violations that may have resulted from actions by subcontractors of our suppliers.

Condor encourages everyone to report observed risks or breaches of due diligence in the company's supply chain on human rights and environmental issues.

The effectiveness of this procedure is monitored regularly and reviewed at least once a year.

### 2. What Type of Complaints are Covered?

Areas where human rights and environmental risks or violations ("incidents") may be reported include:

- Child labor
- Slavery and forced labor
- Torture
- Illegal land confiscation
- Violations of occupational safety and related health hazards
- Withholding of adequate wages
- Violations of the right to form trade unions or employee representatives
- Unequal treatment on the basis of national or ethnic origin, health status, disability, sexual orientation, age, gender, political opinion, religion or belief, etc.
- Causing harmful soil or water pollution
- Failure to handle, collect, store or dispose hazardous waste in an environmentally sound manner.

### 3. How Can I Submit Complaints?

Whistleblowers have the choice between different ways to report incidents:

#### 3.1. Electronic Reporting System Condor SafeSpace

Under the [link: https://safespace.condor.com/](https://safespace.condor.com/), our web-based whistleblowing system, it is possible to submit reports on various topics, including human rights and environmental issues. It is possible to get in touch with a contact person and submit reports via a secure system - either anonymously or by name. The system can be accessed from any internet connection

and is available in German and English. Further details will be provided during the reporting process.

### **3.2. Alternative Complaint Channels**

Alternatively, complaints may be submitted as follows:

#### **3.2.1 E-Mail**

codeofconduct@condor.com

#### **3.2.2 Phone**

The following telephone number is available during business hours: +49 (0) 6107 939-7632

#### **3.2.3 Mail**

By mail to the Human Rights Officer as follows:

Condor Flugdienst GmbH  
Human Rights Officer  
Private and confidential, do not open  
An der Gehespitz 50  
63263 Neu-Isenburg  
Germany

## **4. Processing of Reports**

Reports to the above-mentioned channels will be forwarded to the person entrusted by Condor with the implementation of the procedure and documented by . The persons entrusted with this task guarantee impartiality and are bound to secrecy within the framework of the legal provisions.

If the whistleblower has provided a means of contact, receipt of the report will be confirmed to the whistleblower within seven days. In this case, the person in charge of the procedure will also contact the whistleblower to discuss the facts of the case. The person in charge of the procedure shall then check the relevance and validity of the report, request further information from the whistleblower if necessary and maintain contact with the whistleblower. If necessary, after clarification of the facts, Condor will take appropriate remedial action regarding the incident. The person entrusted with the implementation of the procedure shall provide the whistleblower with feedback on the matter within a reasonable period of time not exceeding three months.

Reports are treated confidentially within the framework of the legal provisions. In addition to the persons entrusted with the procedure, Condor may, if necessary, involve other functions within or outside the company (e.g. departments for internal advice on specific topics, business partners for information, lawyers for legal advice).

Whistleblowers acting in good faith are protected from disadvantage or punishment within the framework of the legal provisions.

**In summary**, the complaint procedure is as follows:



## 5. Contact

If you have any further questions, please contact the Human Rights Officer in accordance with section 3.2.

Stand: 12.12.2022

Condor Flugdienst GmbH  
An der Gehespitz 50  
63263 Neu-Isenburg