

NON-COMPLIANCE POLICY

The RETAILPRAXIS Code of Conduct (RP CoC) is monitored and measured by regular audits, initiated by the compliance officer and/or the nominated compliance head of the corporated agency. Independent institute audits (BSCI, Intertek, TÜV Süd, SGS), especially for chemical testings assist the monitoring process. Failures are any divergencies to the topics, described in detail in the RP CoC and will be handled as non-compliance acts. The RETAILPRAXIS non-compliance policy is run for all supply chain partners and include definitely all corporated agencies.

RETAILPRAXIS GmbH expects from their supply chain partners a close collaboration in any case of non-compliance:

- Prompt information to the compliance officer and/or agents compliance head.
- Proposal concept to overcome the failure, incl. detailed action plan.

The supply chain partner acknowledges the following sanctions, if the a. m. collaboration fails, means if he does not fulfil the agreed requirements out of the RP CoC:

- Warning letter
- Deduction on cost price dependant on failure.
- Cancellation of parts of running orders.
- Cancellation of complete running orders.
- Limited stop of productions for future corporations.
- Permanent stop of all productions for future corporations.
- Immediate stop of all running productions and all future corporations.

All a. m. sanctions are due to a case-by-case evaluation by the compliance officer and/or agents compliance head. The main target is to fulfill the RP CoC and /or the clients CoC and to ensure a correct and reliable delivery of the current orders.

Retailpraxis reserves the right to cease trading with any supply chain partner, which is found to violate this Code of Conduct.

Please direct all enquires, complaints and suggestions regarding this code and its implementation to:

Supply chain partner hotline: +4921156647674

E-mail: service@retailpraxis.com

Contact: Andreas Puchert, Compliance officer, +4915114743937

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