

Human rights - Our positioning

Our commitment to respecting human rights

As an internationally active family-owned company, Miele stands like few other companies for high-quality domestic and commercial appliances and is renowned for reliable and durable products. Respectful and responsible treatment of employees and suppliers are among the company's firmly held values. Respect for human rights is a matter of course for Miele in all business activities and an essential characteristic of its corporate culture. Miele therefore commits to respecting human rights, to fair and safe working conditions, and to responsible and legally compliant conduct in its own business area and in the supply chain.

This Policy Statement is part of the Miele Responsible Business Framework (MRBF). The Framework comprises our commitments and expectations for responsible business conduct in our own business area and towards business partners worldwide. The core of the MRBF is the Miele Responsible Business Policy, which forms the binding internal standard for responsible business conduct at Miele. The principles, requirements and governance processes described therein apply to all Miele-group companies over which Miele & Cie. KG or Miele Beteiligungs-GmbH directly or indirectly exercise control or determining influence. For suppliers, the Miele Supplier Code of Conduct, as another component of the MRBF, sets out the corresponding binding expectations and requirements.

Standards and requirements

The MRBF is based on international standards, in particular the International Bill of Human Rights, the ILO Declaration on Fundamental Principles and Rights at Work and the ILO core labour standards, the UN Guiding Principles on Business and Human Rights, the OECD Guidelines for Multinational Enterprises, the principles of the UN Global Compact, the UN Convention on the Rights of the Child, and the human rights-related and environment-related requirements of the LkSG.

Miele expects employees, managers and its direct and indirect suppliers along the entire value chain to respect human rights, avoid risks and cooperate in the implementation of appropriate preventive and remedial measures. This includes in particular:

- ♦ the prohibition of child labour, forced labour, slavery, human trafficking and other forms of involuntary work;
- ♦ fair, transparent and legally compliant working conditions, working hours, remuneration and social benefits;
- ♦ safe and healthy working conditions and effective measures to prevent occupational accidents and work-related illnesses;
- ♦ respect for freedom of association, the right to employee representation and collective dialogue;
- ♦ protection against discrimination, violence, harassment, intimidation, retaliation and inappropriate disciplinary measures;

- the prevention of unlawful land acquisition or unlawful deprivation of land, respect for livelihoods and the human rights-compliant use of security forces;
- compliance with the environment-related obligations under the LkSG, particularly in connection with harmful environmental changes, mercury, persistent organic pollutants and hazardous waste.

The detailed requirements are described in the Miele Responsible Business Policy, in internal rules and processes, and in the Supplier Code of Conduct.

Risk management and priority risks

Miele anchors human rights-related and environment-related due diligence obligations in a groupwide, risk-based ESG risk management system. The aim is to systematically identify, assess and prioritize potential and actual risks in its own business area and in the supply chain and to derive appropriate measures on this basis.

The risk analysis is carried out regularly, at least annually, and on an ad hoc basis, particularly in the event of significant changes in business activities, new projects or substantiated knowledge of possible violations of human rights-related or environment-related obligations. Where corresponding indications exist, indirect suppliers are also included in the risk analysis. The assessment is conducted based on standardized criteria, in particular country, sector, product and service risks, while directly taking into account the Miele Group's company-specific procurement structures and production conditions, as well as on the basis of internal and external findings, reports, self-assessments, audit results and other suitable information.

The risk analysis carried out for the 2024 financial year did not identify any priority human rights related or environment-related risks in Miele's own business area, considering the rules, procedures and control mechanisms already implemented at Miele.

Human rights-related and environment-related risks were identified, assessed and prioritized for direct suppliers. The priority risks identified in the supply chain were the risk of non-compliance with occupational health and safety requirements and harmful soil, water and air pollution. The results of the risk analysis form the basis for the risk-based continuation and further development of existing preventive and control measures.

Preventive and remedial measures

Miele derives preventive measures from the results of the risk analysis. In its own business area, these include targeted training and awareness-raising measures, the integration of requirements into relevant processes, and existing management systems and certifications, such as ISO 45001 for occupational health and safety and ISO 14001 for environmental management.

In the supply chain, the Supplier Code of Conduct is a key preventive measure. It describes the expectations placed on suppliers with regard to human and labour rights, the environment, integrity, responsible supply chains and due diligence obligations and is integrated into cooperation with relevant suppliers on a risk-based basis.

De-pending on the risk situation, dialogue formats, self-assessments, evidence, audits or other control and support measures may be used.

If elevated risks, specific indications or actual violations are identified, Miele assesses the matter, analyses the root causes and defines appropriate remedial measures. In its own business area, these measures are aimed at preventing or ending violations. In the supply chain, Miele generally works to end or minimize risks or violations together with the affected supplier, in particular through corrective action plans, evidence and follow-up assessments. Suspension or termination of the business relationship is considered as a last resort if risks or violations are not adequately addressed.

If child labour is identified, the special need to protect children requires a specific remediation plan focused on the best interests of the child. This may include the safe removal of the child from work, access to education and appropriate measures to avoid unintended negative consequences for the child and the child's family.

Complaints procedure

Miele maintains a complaints procedure through which internal and external persons worldwide can report indications of human rights-related or environment-related risks and violations as well as compliance-related concerns. Reports may be made through a whistleblower system operated by an independent third party and may also be submitted anonymously where legally permissible.

The complaints procedure is managed by an independent ombudsperson, who can be contacted as follows:

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Loebellstraße 4 D

33602 Bielefeld
Tel.: +49 521 557 333 0
Mobile: +49 151 58230321
E-mail: ombudsmann@thielvonherff.de

Reporting platform: www.report-tvh.com
Website: www.thielvonherff.de

The Ombudsperson acts as an independent attorney-at-law. They are impartial and are not subject to any instructions from the company regarding the substantive handling of reported matters. The Ombudsperson is bound by professional confidentiality. Upon request, they will protect the confidentiality of the identity of the reporting person.

Miele protects reporting persons against disadvantage or retaliation. Incoming reports are reviewed and, depending on their content, processed through established investigation and followup procedures. For reports relating to the Miele Responsible Business Policy, the Human Rights Officers responsible are involved. The procedure is governed transparently by publicly available rules of procedure, which define the exact process, timelines and responsibilities.

Governance, effectiveness and reporting

The Executive Board issues this Policy Statement and receives reports at least annually on the implementation of human rights-related and environment-related due diligence obligations, the results of the risk analysis, significant incidents and the effectiveness of the measures.

Responsibility for the development and implementation of the Miele Responsible Business Policy lies with the Human Rights Officers in Corporate Sustainability for Miele's own business area and in Procurement Excellence for the supply chain. The Miele Responsible Business Steering Committee supports the further development of the Framework and approves significant changes. The operational functions and local responsible persons implement the requirements in their respective processes and areas of responsibility.

Risk analyses, preventive and remedial measures and the complaints procedure are reviewed regularly, at least annually, and on an ad hoc basis for their effectiveness. Relevant activities and decisions are documented in a traceable manner and reported within the framework of the legal requirements. This Policy Statement is reviewed annually and on an ad hoc basis and updated as necessary.

Miele Executive Board