

Ladies and Gentlemen,

I am pleased to inform you today of the appointment of an Ombudsman for C&A Europe. The function of the ombudsman is, among others, to receive all information from our suppliers and business partners concerning actual or possible

1. violations of the law
2. criminal offences
3. violations of the C&A Supplier Code

and are related to C&A. This also includes possible cases of sexual harassment, insult, bullying or discrimination as well as unfair business practices, corruption or bribery.

The Ombudsman can be contacted by all C&A countries in Europe, the C&A head offices in Düsseldorf and Brussels as well as by all suppliers and business partners.



I am very pleased that we have found in **Mr. Andreas von Máriássy** an ombudsman who has been successfully performing this demanding task for many years for large, well-known companies and who brings with him many years of experience and extensive knowledge in the field.

As an external attorney, Andreas von Máriássy is obliged to maintain absolute secrecy with the whistleblowers. If necessary, he will first discuss the matter raised with the whistleblower and agree on possible courses of action. He will then forward the matter confidentially - and if desired also with the name of the whistleblower - to the C&A Chief Legal Officer Christoph Hammer in his function as C&A Compliance Officer, or directly to me for further handling.

The ombudsman is NOT responsible for issues that are typically resolved by your respective contacts at C&A, such as questions about supplier contracts, delivery and payment modalities or questions

regarding the content of the services and deliveries provided. The ombudsman is not a mediator or arbitrator and does not make any decisions regarding the cases brought to his attention.

The C&A suppliers and business partners who have previously used the exclusively internally organised C&A Fairness Channel can continue to do so as an alternative.

Information for Attorney Andreas von Máriássy can be provided either in German, English or French. Mr. von Máriássy can be contacted at the e-mail address C-A-Ombudsmann@rae13.de or via his

office telephone number +49-89-23 66 79 0. Calls outside normal office hours are forwarded to his answering machine and called up by him regularly.

I am convinced that, with the Ombudsman for C&A Europe, we are making another important contribution to transparent and lawful corporate governance that reflects a responsible corporate culture. Finally, my request to you: please contact our Ombudsman if you have any indications, information or knowledge of unfair business practices, violations of the law, criminal offences or violations of our Supplier Code - even if you only have questions or are uncertain in your assessment.

Many thanks and best regards,

Alain Caparros

CEO C&A Europe