This document is a convenience translation of the German original. In case of discrepancy between the English and German versions, the German version shall prevail.

Terms and conditions of use for the Online Service for shareholders of Klöckner & Co SE

I. Scope of application

These terms and conditions of use apply for all shareholders of Klöckner & Co SE using the Klöckner & Co SE Online Service at https://www.kloeckner.com/en/investors/annual-general-meeting/online-service.html. This includes, inter alia, registration for the e-mail delivery of the invitation to the General Meeting of Klöckner & Co SE, registration for the General Meeting of Klöckner & Co SE and request for admission cards as well as exercising the right to vote via the Online Service.

II. E-mail delivery

1. Registration for and participation in e-mail delivery

We require your express consent so that we can send you your invitation to the General Meeting of Klöckner & Co SE by e-mail. You can give this consent via the Online Service by registering for the e-mail delivery of the invitation to the General Meeting. We generally send e-mails unencrypted.

Registrations of minors can only be made by their legal representatives or other persons authorized to represent them within their power of authorization. With the registration you confirm to Klöckner & Co SE that you are acting on behalf of the minor with the necessary power of representation.

Around seven weeks before each General Meeting, we determine for which of the persons registered for e-mail delivery shares are entered in the share register of Klöckner & Co SE in order to prepare the dispatch of the invitations. If you register before this time, you will for the first time have the invitation to the General Meeting sent to the e-mail address you have given for the General Meeting of Klöckner & Co SE following your registration. Later registrations can only be taken into account for the following General Meeting.

Please let us know if you have not received your invitation to the General Meeting electronically, even though you registered for this in good time. For this, please contact the Klöckner & Co Investor Line at +49 (0)211 88245-468 (Mon – Fri 9:00 a.m. – 5:00 p.m. (CEST)) (except public holidays in North Rhine-Westphalia), by e-mail at hv-service.kloeckner@adeus.de or in writing at Hauptversammlung Klöckner & Co SE, c/o ADEUS Aktienregister-Service-GmbH, Postfach 57 03 64, 22772 Hamburg.

Klöckner & Co SE reserves the right to decide on whether and which electronic methods of despatch will be offered.

2. Providing the registration data

E-mail address

Please indicate as the delivery address an e-mail address which you regularly use. If, after sending the invitation to the General Meeting, we receive a technical notification that the e-mail was not delivered, we will send you the invitation by post again. Every shareholder is responsible for ensuring that the selected e-mail address is functional and that incoming e-mails can be read. Should your e-mail address change, please inform us via the Online Service.

Access password

To register for e-mail delivery of the invitation to the General Meeting you must determine a personal access password. Please keep this safe from access by third parties. In future, it can be used not only to amend your registration details but also to use the Online Service for shareholders of Klöckner & Co SE.

3. Amending your registration details

The Online Service for shareholders is available throughout the year at https://www.kloeckner.com/en/investors/annual-general-meeting/online-service.html. Via the Online Service you can change your e-mail address and your access password.

4. Withdrawal of your consent

You can withdraw your consent to e-mail delivery of the invitation to the General Meeting via the Online Service at any time with effect for the future. You will then receive the invitation by post again. However, if withdrawal takes place after the technical preparations for sending out the invitations to the General Meeting have already started, we can only take your withdrawal in account for the subsequent General Meeting. In this case, we will endeavour to also send you the invitation to the General Meeting by post.

5. Disposal of your Klöckner & Co SE shares

If you have disposed of all your Klöckner & Co SE shares between two General Meetings at any time and then acquire Klöckner & Co SE shares again up to approximately seven weeks before the next General Meeting of Klöckner & Co SE, the consent you provided to participate in the e-mail delivery of the invitation to the General Meeting will continue to apply.

Around seven weeks before each General Meeting, we determine for which of the persons registered for e-mail delivery shares are listed in the share register of Klöckner & Co SE in order to prepare the despatch of the invitations. If at this point no shares are listed in the share register in your name, your consent is cancelled automatically. If you subsequently acquire Klöckner & Co SE shares you will receive within the statutory period the invitation to General Meetings of Klöckner & Co SE by post unless you re-register for e-mail delivery.

III. Registration for the General Meeting, request for admission cards and exercising voting rights

1. Online registration for the General Meeting

Registration for the General Meeting via the Online Service is possible up to the end of the registration period. Up to that time, you may use the Online Service to order admission cards for yourself or a proxy holder chosen by you, to cast your vote by online absentee ballot, or to authorize the proxy holders nominated by Klöckner & Co SE, intermediaries, shareholders' associations or proxy advisors participating in the Online Service to vote on your behalf, and to provide voting instructions on the items of the agenda.

If you have received several invitations with different shareholder numbers, please register online for the General Meeting separately for each of these shareholder numbers.

We recommend that you make early use of the Online Service to register for the General Meeting so that in the event of any technical problems you can still register by post or fax in good time before the end of the registration period.

2. Requests for Admission Cards

Requests for admission cards via the Online Service are possible up to the end of the registration period.

If you wish to authorize a proxy holder via the Online Service, you can order an admission card for a proxy holder of your choice.

Any authorization received by us for the proxy holders nominated by Klöckner & Co SE, or an intermediary, shareholders' association or proxy advisor participating in the Online Service to vote on your behalf will, in case of a later request for an admission card not be exercised, i.e. the proxy holders nominated by Klöckner & Co SE, the intermediary, the shareholders' association or proxy advisor will not represent the votes deriving from the authorization due to the higher ranking admission card request. Any votes already cast using the absentee ballot system will not be taken into account.

If you have ordered an admission card (for yourself or a proxy holder) - either via the Online Service or by other means – you will still have the possibility via the Online Service to cast your votes via online absentee ballot system or to authorize the proxy holders nominated by Klöckner & Co SE, or an intermediary, shareholders' association or proxy advisor participating in the Online Service, until 8:00 a.m. (CEST) on the day of the General Meeting. In this case the admission card(s) will be deactivated.

Next to having the admission card mailed to you by post, the Online Service also provides the option of printing the admission card by yourself or to have it sent to you electronically via e-mail to your smartphone. Self-printing and electronic transfer will not be available in case you authorize a person of your choice via the Online Service.

If you order your admission card via the Online Service and choose to have it sent via e-mail, the e-mail address used at registration for receiving the invitation to General Meetings by electronic means will be used and preset as the respective delivery address. You do, however, have the option to provide a different e-mail address for the electronic transfer of your admission card instead.

For the e-mail transfer of your admission card, please provide a valid e-mail address. Other electronic address forms are not available for this service.

3. Voting via the online absentee ballot system

In the Online Service you can cast your votes via the online absentee ballot system (online absentee ballot).

If you have registered in time, you can still submit and change your absentee ballot via the Online Service until the day of the General Meeting, 8:00 a.m. (CEST). Absentee ballots cast outside the Online Service can also be changed via the Online Service.

If you have cast an absentee ballot via the Online Service and also in a different manner, your last cast vote takes priority. In the event that the Company receives conflicting communications by different channels and it is not apparent which is most recent, then communications transmitted via our Online Service will be considered first.

4. Authorization of the proxy holders nominated by Klöckner & Co SE

You can authorize the proxy holders nominated by Klöckner & Co SE to vote on your behalf in the Online Service.

The proxy holders nominated by Klöckner & Co SE to vote on your behalf are neutral and exercise the right to vote solely on the basis of the instructions given by you. If an individual vote takes place on an agenda item (e.g. discharge of the members of the supervisory board) an instruction initially granted for the entire agenda item applies accordingly for each individual sub-point.

If you have registered in time, you can still grant and change proxies and instructions via the Online Service until the day of the General Meeting, 8:00 a.m. (CEST). Proxies and instructions issued outside the Online Service can also be changed via the Online Service. Please note that the proxy holders nominated by Klöckner & Co SE to vote on your behalf do not accept instructions to submit questions or applications and to raise objections to resolutions of the General Meeting. The proxy holders nominated by Klöckner & Co SE to vote on your behalf represent you anonymously, i.e. without giving your name.

If you have authorized and instructed the proxy holders nominated by Klöckner & Co SE to vote on your behalf both via the Online Service and in any other way, your most recently given instructions take priority. In the event that the Company receives conflicting communications by different channels and it is not apparent which is most recent, then communications transmitted via our General Meeting Online Service will be considered first.

5. Authorization of intermediaries, shareholders' associations and proxy advisors via the Online Service

Granting of authorizations and instructions

In the Online Service you can authorize intermediaries, shareholders' associations and proxy advisors participating in the Online Service.

If you have authorized and instructed an intermediary, shareholders' association or proxy advisor both via the Online Service and in any other way, your most recent authorization and instructions take priority. In the event that the Company receives conflicting communications by different channels and it is not apparent which is most recent, then communications transmitted via our General Meeting Online Service will be considered first.

The authorized intermediary, shareholders' association respectively proxy advisor is exclusively responsible for exercising the voting right.

If you wish to authorize intermediaries, shareholders' associations or proxy advisors that do not participate in the Online Service, you may use the request for an admission card for a person of your choice for this.

Change of authorized proxy holder and withdrawal of authorization

If you have authorized an intermediary, shareholders' association or proxy advisor which participates in the Online Service, instead of granting authorization to that intermediary, shareholders' association or proxy advisor, you may grant authorization via the Online Service to another intermediary, shareholders' association or proxy advisor participating in the Online Service or to the proxy holders nominated by Klöckner & Co SE or vote via online absentee ballot until the day of the General Meeting, 8:00 a.m. (CEST). The most recently granted authorization or declaration has priority. Previously granted authorizations are considered as having been revoked and are no longer taken into consideration. In case different authorizations or declarations are received and it is not clear which was last cast, the authorizations respectively declarations via the Online Service will be considered first.

Simply withdrawing an authorization (i.e. without granting a new authorization) is only possible in the form set out in the Invitation to the General Meeting. The Online Service is not available for this.

IV. Associations of persons / legal entities

Please note that in the case of associations of persons (e.g. married couples, communities of heirs), partnerships or legal entities entered in the share register, the person carrying out registering or amending the registration details, casting absentee votes, requesting admission cards, authorizing the proxy holders nominated by Klöckner & Co SE to vote on their behalf or intermediaries, shareholders' associations or proxy advisors participating in the Online Service as well as giving or amending instructions must be authorized to do so by all members of the association of persons, respectively the partnership / legal entity, or have the necessary legal power to represent the association of persons / partnership / legal entity. As a user of the Online Service, you confirm to Klöckner & Co SE that you are authorized in the required manner.

V. Duty of care of the user

Please do not make your shareholder number and your access password available to unauthorized persons so that no third party can utilise your access.

If misuse is suspected you should have your access blocked by calling the Klöckner & Co Investor Line which is available to you from 9:00 a.m. to 17:00 p.m. CEST from Monday to Friday on the telephone number +49 (0)211 88245-468 (except public holidays in North Rhine-Westphalia).

Please ensure that you log out of the online service properly by clicking the “Logout” button. Logging out of the Online Service properly prevents unauthorized persons from viewing or manipulating your entries during your absence.

VI. Stability and availability / Exclusion of liability

The technical and organisational measures taken by us to guarantee the proper functioning of our internet services and data security are in line with the most modern standards. Nevertheless, the availability, functioning, stability and reliability of the internet service can be subject to fluctuations and disruption. Klöckner & Co SE has no influence on the availability, functioning, stability and reliability of the telecommunications network and the internet services as well as the network elements of third parties. Therefore, Klöckner & Co SE cannot guarantee and assume liability for the availability, functioning, stability and reliability of the telecommunications network and the internet services and network elements of third parties as well as for access to our internet service at all times. Furthermore, Klöckner & Co SE assumes no responsibility for faults and defects in the hardware and software used for the Online Service, including faults of service provider companies except for cases of intent or gross negligence. If safety considerations make this appear imperative, we reserve the right to suspend or shut down our internet services without further announcement. In the event of technical problems, please contact the Klöckner & Co Investor Line at +49 (0)211 88245-468 (Mon – Fri 9:00 a.m. – 5:00 p.m. (CEST)) (except public holidays in North Rhine-Westphalia), by e-mail at hv-service.kloeckner@adeus.de or in writing at Hauptversammlung Klöckner & Co SE, c/o ADEUS Aktienregister-Service-GmbH, Postfach 57 03 64, 22772 Hamburg.

VII. Information on data protection

As data controller, Klöckner & Co SE processes your personal data in connection with using the Online Service. Your personal data is processed solely for the following purposes:

- Registration for e-mail delivery of the invitation to the General Meeting and participation in the price draw
- Registration for the General Meeting and request of admission cards
- Voting via the online absentee voting system
- Granting authorization and instructions to the proxy holders nominated by Klöckner & Co SE to vote on your behalf, or to an intermediary, shareholders' association or proxy advisor participating in the Online Service
- Identification when calling up the video transmission of the General Meeting for shareholders
- Updating your address details in the share register
- Issuing of a proof of the vote count

Detailed information on how your personal data is processed and your rights to access, rectification, objection, withdrawal, erasure, restriction of processing, complaints and data portability, can be found in the data privacy notice at: https://www.kloeckner.com/en/investors/annual-general-meeting.html.

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VIII. Amendments to the terms and conditions of use

We reserve the right to amend these terms and conditions of use at any time. The terms and conditions of use are adopted or amended particularly if we wish to technically expand the Online Service or take into consideration amended

legal regulations, especially under German Stock Corporation Law. The option to view the currently applicable terms and conditions of use will be displayed each time you access the Online Service. By accessing the Online Service, you explicitly accept the terms and conditions of use in the currently applicable version.