

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

I. Scope of application

These terms of use apply for all shareholders of Klöckner & Co SE using the Klöckner & Co SE Online Service at 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 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 always 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 despatch 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 on +49 203-307 22 90 (Mon–Fri 9:00 a.m.– 5:00 p.m. CEST) (except public holidays North Rhine-Westphalia), by e-mail at hv-service.kloeckner@adeus.de or in writing at 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 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. 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 shares

If you have disposed of all your Klöckner & Co 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 shares you will receive 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 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.

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. 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 beginning of voting at the Annual General Meeting. 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 Annual General Meeting Online Service will be considered first.

3. Authorization of the persons appointed by Klöckner & Co SE

You can authorize the persons appointed by Klöckner & Co SE to vote on your behalf in the Online Service.

The persons appointed 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 granted 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 beginning of voting at the Annual General Meeting. Proxies and instructions issued outside the Online Service can also be changed via the Online Service. Please note that the persons appointed 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 persons appointed to vote on your behalf represent you anonymously, i.e. without giving your name.

If you have authorized and instructed a person appointed 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 Annual General Meeting Online Service will be considered first.

4. 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 Annual General Meeting Online Service will be considered first.

The authorized intermediary, shareholders' association respectively proxy advisor is exclusively responsible for exercising the voting right. Please note that these proxies may also exercise voting rights at the General Meeting only via absentee voting or by authorizing persons appointed by the Company to vote on their behalf at the General Meeting. If you have registered in time, these proxies can still exercise the voting right for you via the Online Service on the basis of your power of attorney and, if applicable, your instructions until the beginning of the voting in the Annual General Meeting.

A power of attorney to a representative is not possible via this online service. Please use the registration form that was sent to you by post as part of the invitation to the Annual General Meeting (unless you receive your invitation solely by email). You can also download the form from www.kloeckner.com/de/investoren/hauptversammlung.html.

Change of authorized representative 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 up to the beginning of the voting. The most recently granted authorization has priority. Previously granted authorizations are considered as having been revoked and are no longer taken into consideration.

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, authorizing the persons appointed 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 +49 203-307 22 90 (except public holidays North Rhine-Westphalia).

Please make sure you close the Online Service properly. Properly closing the program prevents unauthorized parties from being able to see or manipulate your entries during your absence.

VI. Submission of questions to the Management Board of Klöckner & Co SE in advance of the Virtual Annual General Meeting

Pursuant to Section 1 (2) sentence 1 no. 3 and sentence 2 of the Act Concerning Measures Under the Law of Companies, Cooperative Societies, Associations, Foundations and Commonhold Property to Combat the Effects of the COVID-19 pandemic (shareholders have the right to ask questions by means of electronic communication. Questions may be submitted by means of electronic communication one day prior to the Virtual Annual General Meeting at the latest. Shareholders who have registered to participate in the Virtual Annual General Meeting as well as their proxies may submit their questions solely via our Online Service for the Virtual Annual General Meeting in German language at www.kloeckner.com/en/investors/annual-general-meeting/online-service.html to the Company until the end of the day on Monday, May 10, 2021 (midnight CEST). The Management Board decides how it answers to questions at its due and free discretion; in particular, it may combine multiple questions.

As a matter of principle, the questioners remain anonymous. If you submit a question via the Online Service and explicitly wish your name to be mentioned, please state this explicitly when submitting the question.

If, after submitting a question, you wish to withdraw it, or if, after explicitly requesting that your name be mentioned in connection with a question submission, you wish to withdraw such request, please notify the Klöckner & Co Investor Line at +49 203-307 22 90 (Mon-Fri 9:00-17:00) (excluding public holidays in North Rhine-Westphalia) or by e-mail hv-service.kloeckner@adeus.de.

VII. 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 on +49 203-307 22 90 (Mon– Fri 9:00 a.m.–5:00 p.m. CEST) (except public holidays North Rhine-Westphalia), by e-mail at hv-service.kloeckner@adeus.de or in writing at Klöckner & Co SE, c/o ADEUS Aktienregister-Service-GmbH, Postfach 57 03 64, 22772 Hamburg.

VIII. Information on data protection

The security and protection of your personal data are of the utmost priority for us. We guarantee these with secure data communication methods which are in line with the latest state of the art.

In connection with using the Online Service your data is only stored, processed and used for the following purposes:

- Registration for e-mail delivery of the invitation to the General Meeting
- Registration for the General Meeting
- Voting via the online absentee voting system
- Granting authorization and instructions to the persons appointed by Klöckner & Co SE to vote on your behalf, or to an intermediary, shareholders' association or proxy advisor participating in the Online Service
- Submitting questions to the Board of Management of Klöckner & Co SE ahead of the General Meeting
- Identification when calling up the video transmission of the General Meeting for shareholders
- Declaration of objection against resolutions of the General Meeting
- Updating your address details in the shares register
- Issuing of a proof of the vote count.

Your data will only be stored by us to the extent and for the duration set out in the statutory provisions, in particular in order to meet obligations to provide proof in terms of German stock corporation law.

Further information on data protection for shareholders of Klöckner & Co SE can be found at www.kloeckner.com/en/investors/annual-general-meeting.html.

IX. 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.