

FAQs ABOUT THE COMPLAINTS OFFICE

1. What is a complaints office and how does it work?

The complaints office is an internal whistleblowing system. The LINHARDT GmbH & Co. KG has decided to provide its employees and external whistleblowers with an internal notification channel according to HinSchG and LkSG for reporting legal violations. It is also possible to report violations of internal processes and guidelines or contractual agreements with third parties.

The complaints office will receive the information and forward it to responsible internal position or in escalation situations or in case of a conflict of interest of the primary responsible position to the compliance responsible executive board. The anonymity of the whistleblower shall be maintained. An explicit request from the whistleblower must be received before their identity would be disclosed.

2. How can I contact the complaints office?

You can contact the complaints office by phone or email. In cases linked to high liability risks or a risk of criminal activity, we recommend that your initial contact with the complaints office is by phone.

You can reach the complaints office as follows:

 **by email**

Beschwerdestelle-linhardt@sws-p.de

 **by phone**

+ 49 991-379175-299

If, in exceptional cases, the complaints office cannot take a call immediately, they will return the whistleblower's call without delay if a message is left with the complaints office or its secretary

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The complaints office can be reached at the following times: Monday to Thursday between 8 a.m. and 5 p.m, Friday from 8:00 a.m. to 1:30 p.m. Appointments may also be agreed upon outside of these office hours.

3. What happens to the information?

The complaints office will carry out an initial legal assessment of the information received. It will then forward the information, with a recommendation for action, to the responsible internal position or the executive board responsible for compliance. The anonymity of the whistleblower is guaranteed.

The whistleblower can ask the complaints office about the status of the information they have provided at any time. The complaints office must provide the whistleblower with information about the status of their case in a timely manner, if there are no restriction to forward such information due to mandatory laws.

4. I am a whistleblower – How is my anonymity safeguarded?

As a lawyer, Thomas Sedlmayr who is hosting the complaints office, must guarantee your anonymity based on his professional duties. This does not just apply vis-à-vis internal bodies such as the executive board, but also vis-à-vis external bodies such as authorities and courts. However, there is no absolute protection within the framework of permissible seizure by authorities as forwarded messages or documents may be included in the seizure. Your anonymity shall only be removed if you have given your express content.

You are also free to give information to the complaints office anonymously. This means that you can use an anonymous telephone number or email address, for example, and provide no further contact information.

5. What happens if I, as a whistleblower, provide information that ultimately turns out to be incorrect?

If the information is given in good faith, i.e. not intentionally inaccurate, then the whistleblower does not need to fear any consequences.

6. Can I also contact the complaints office if I, as a whistleblower, may have committed a criminal offence myself?

The complaints office can also be contacted if the whistleblower may him- or herself has committed a criminal offence. The complaints office can inform the whistleblower of his/her rights, but cannot provide legal representation.

7. Can the representative of the complaints office be the whistleblower's lawyer?

The representative of the complaints office cannot act as a legal representative for the whistleblower.

A whistleblower who has made him- or herself liable can mandate his or her own lawyer at any time.