

## **Complaints Procedure within the meaning of § 8 (2) LkSG**

### **Establishment and purpose**

We are aware that, despite the greatest care, risks and violations can occur within the supply chain. We have therefore established a complaints procedure.

The complaints procedure makes it possible to draw attention to human rights and environmental risks as well as to violations of human rights or environmental obligations that have arisen as a result of the business activities of our company in its own business area or of a direct or indirect supplier.

### **Who can submit a report / complaint?**

Any person or organization can submit a report or complaint.

### **Where can the report or complaint be submitted?**

A report can be submitted at any time to the following email address:

[supplychain-compliance@kaeser.com](mailto:supplychain-compliance@kaeser.com)

The contact details can also be found on our website (complaints office).

Our Compliance department is responsible for monitoring and reviewing the reports/complaints.

### **How are incoming reports and complaints processed?**

The Complaints Office receives the reports and complaints and discusses the facts of the case with the person making the report if necessary. The reporting person always receives a confirmation of receipt. If necessary, the complaints office, with the involvement of the relevant specialist department, checks whether there may be a breach of duty within the meaning of the Supply Chain Due Diligence Act (LkSG). If this is the case, a proposed solution for further action is drawn up, which in particular includes preventive and / or remedial measures. If a report/complaint turns out to be false or if there is insufficient evidence, this is documented accordingly and the process is completed.

The processing time is variable, but the aim is to process the matter quickly.

The whistleblower can obtain information about the current status of the complaint from the complaints office at any time.

### **How is the reporting person protected?**

The protection of the reporting person is guaranteed by the confidential treatment of their identity. The contact details are stored and used in accordance with the applicable data protection regulations. The same applies if the data is to be transmitted to other departments. Act of retaliation against a person who has made a report or complaint in good faith will not be tolerated.