

Grievance policy

The corporate culture of the Lindner Group is characterized by clear responsibility, mutual respect and trust.

Lawful conduct and ethical behavior are an integral part of our business activities, our daily cooperation and an important prerequisite for securing our corporate success in the long term.

Purpose

The purpose of the whistleblower procedure is to uncover and clarify violations of the law as well as operational grievances.

The aim is to prevent damage to the company. Violations of laws and rules damage the company; misconduct by individuals is at the expense of the entire workforce. Integrity and compliance with laws and regulations form the basis for Lindner's good reputation and for the trust of our customers and business partners.

At the same time, compliance has an impact on sustainable business success.

Accessibility

The whistleblower system is accessible to any person via our homepage.

<https://www.lindner-group.com/en/company/compliance/>

It can be used at any time and is always free of charge.

The whistleblower system enables all employees, customers, suppliers and business partners to report risks and violations of laws and regulations, anonymously on request.

Confidentiality of the complaints

The identity of the whistleblower and the content of the report will be treated as strictly confidential and will never be disclosed to third parties. By request, the whistleblower can also submit the report anonymously.

All notices received will be handled in accordance with the General Data Protection Regulation.

Protection from disadvantage or punishment

We ensure confidential handling of the notices and data received. This is the basis for adequate and effective protection against disadvantage or punishment. If you experience disadvantage or punishment as a result of a submitted tip, we will do our utmost to protect you within the frame of our legal influence.

In contrast, we reserve the right to initiate an investigation of disciplinary and/or civil or criminal action in the event of knowingly false reports or suspicions.

Feedback to the whistleblower

The whistleblower receives an acknowledgement of receipt and, after three months at the latest, written feedback with planned or already initiated preventive or remedial measures.

Type of hints

The whistleblower system enables anyone to report risks and violations or reasonable suspicion of violations of human rights and environmental regulations.

Violations or reasonable suspicion of violations of other legal provisions (corruption, fraud, bribery, anti-competitive practices, embezzlement, theft, etc) as well as violations of internal company directives or the Code of Ethics may also be reported.

In the "Other" category, the whistleblower can also report confidentially to Internal Auditing. Internal Audit classifies the report and forwards it to the relevant department if necessary.

Principles in the pursuit of leads

The Lindner Group's Internal Audit department is responsible for processing the information.

Depending on the information provided and the incident, the department concerned (Environmental Protection Officer, Data Protection Officer, Human Rights Officer, Human Resources Department, etc.) is consulted.

Information must be clarified immediately and comprehensively by Internal Auditing in order to take sufficient account of statutory deadlines and to be able to provide the whistleblower with prompt feedback.