



Guide to the whistleblower system of **AERZEN**



AERZEN
EXPECT PERFORMANCE

1. Foreword by the CEO of Aerzener Maschinenfabrik GmbH

Dear Team members,

Our culture of compliance (adherence to laws and rules) is based on a lived culture of values and on strengthening the level of personal responsibility of all team members, which goes beyond legal compliance.

This also includes the joint prevention and combating of violations that harm our company and thus, ultimately, all of us. Perhaps a team member knows about violations but does not dare to tell anyone for fear of the consequences, including retaliation. Maybe a supervisor or a colleague in the office opposite is involved. How will it be received if I point out the corrupt behaviour of a „competitor“? Will I be believed at all and will the tip-off be followed up?

To counter concerns of this nature, you can submit your tip-off here, either stating your name or doing so anonymously. The Ombudsperson will treat the information confidentially in all cases. By providing this communication channel, AERZEN offers you the opportunity to protect yourself through anonymity and at the same time to actively participate in the clarification of illegal or irregular behaviour. Confirmation of receipt and feedback is only possible if a report is not made anonymously. If you choose to provide feedback and supply your contact details, you will receive confirmation of receipt of your notice within 7 days via the same communication channel you used. Within 3 months, you will receive information on how your tip-off was handled and any measures subsequently taken.

With your help, unauthorised activities can be detected at an early stage, perpetrators identified and further damage prevented.

Whistleblowers who report a possible violation for good reason are not denunciators. They are instrumental in preserving our values, our reputation and our position in the market. Please bear in mind, however, that any information you provide about third parties can lead to decisions being taken which may have

serious consequences for the people involved. That is why we ask you only to provide us with information that is correct to the best of your knowledge.

Please note that the whistleblower system is not an emergency system. It is not to be used for general complaints about your own workplace or your treatment at work.

Thank you for your support!



Klaus-Peter Glöckner
CEO

2. Introduction

AERZEN has a whistleblowing system in place to provide a communication channel for board members, officers and other employees as well as stakeholders, such as customers, suppliers, former employees, etc. („Team Members“) to disclose or report suspected wrongdoing or violations of internal policies (e.g. the Code of Conduct) and laws.

Compliance with our Code of Conduct, all applicable legal provisions and the company's internal rules, guidelines and procedural instructions is a top priority at AERZEN and is expected of all employees. Because only if these are adhered to can we avert damage to our company, our employees and our business partners. It is your responsibility to identify suspected misconduct or violations at an early stage and report them immediately.

These guidelines describe the structure of the whistleblowing system and provide an overview of the whistleblowing process. This communication channel serves to enable the whistleblower to engage in a confidential dialogue with AERZEN.

These guidelines apply to all AERZEN employees. AERZEN also attaches great importance to corresponding advice from business partners, customers and other stakeholders, which is why this guideline is also published on the AERZEN homepage. It shall enter into force on 01.03.2023.

Reports on suspected incidents can also be made in the respective national language.

3. Design of the whistleblower system

The Ombudsperson system offers the possibility of a confidential tip-off by e-mail, telephone or in person via the following contact:



Dominik Bleckmann
compliance@dsn-group.de
+49 421 69 66 32-349

datenschutz nord GmbH
Konsul-Smidt-Str. 88
28217 Bremen, Germany

As long as the whistleblower does not disclose or wish to disclose any data concerning his/her identity, the Ombudsperson guarantees the anonymity of the whistleblower. AERZEN will not make any effort to find out the identity of the whistleblower. The lawyer performing the role of Ombudsperson is bound to secrecy by profession.



Should the identity of the whistleblower be provided, the data of the whistleblower as well as of the persons named in the notification will be used exclusively in accordance with the applicable data protection regulations for the purpose of processing the incoming notifications.

4. Process description of the whistleblowing system

4.1. Whistleblower protection

AERZEN will protect whistleblowers who provide information in good faith and do not abuse the system from unfair disadvantage, discipline or retaliation (including the use of informal pressure).

The identity of whistleblowers, if known at all, will be kept confidential, if, and as long as, the whistleblower wishes to claim such confidentiality. This protection does not apply to a whistleblower who knowingly makes false reports or does not act in good faith.

4.2. Message

The highest possible level of anonymity for the whistleblower is achieved if the report is not submitted via an electronic device provided by AERZEN, such as a smartphone, PC, etc.

Notices of alleged violations or infringements of our rules should be formulated in as much detail as possible. When describing the facts, the whistleblower should consider the following points:

1. What is the focus of the message?
(Corruption, bribery and fraud; Antitrust and competition law; Foreign trade and sanctions law; Environment, health, safety; Labour standards and human rights; Data protection; Other offences and violations)
2. In which country and business area/department did the incident occur?
3. Have you already informed someone at AERZEN?
4. Are managers involved in the incident?
5. Has any damage already been done?
6. When did the incident take place?
7. Is the incident still ongoing?
8. Are other companies or organisations involved in the incident?
9. Is there any evidence for the case described?

The whistleblower should keep in mind that attached documents may contain information about the author. After submitting a report, the whistleblower will receive feedback from the Ombudsperson, who will answer questions and provide information on the progress of the report submission.

4.3. Processing procedure („Case Management“)

4.3.1. Roles & Rights in case management

After receipt by the Ombudsperson, the report is generally processed by the Group Compliance Officer („GCO“), who acts as the first processor. In addition, the GCO is assigned a deputy (2nd processor) who takes over case processing in his absence or in the event of possible conflicts of interest.

In order to avoid potential conflicts of interest, the processing of notifications in the special cases listed below is carried out as follows:

- If the 1st processor (GCO) is involved in the notification, it will be processed by the deputy. In addition, there is ad hoc reporting to the CEO.
- If the CEO is involved in the report, it is processed by the GCO in consultation with the COO. In addition, in the event of high risk by the GCO, ad hoc reporting is made to the Chairman of the Supervisory Board.
- If the COO is involved in the report, it is processed by the GCO in consultation with the CEO. In addition, in the event of high risk by the GCO, ad hoc reporting is made to the Chairman of the Supervisory Board.

Reports can be made in various forms such as letters, e-mails, faxes, telephone calls or personal conversations.





4.3.2. Acceptance & plausibility check of the message

The accepted report is first checked for plausibility by the Ombudsperson to determine whether the reported incident is a relevant matter, i.e. that it is a report of alleged illegal or irregular conduct. Reports of animosity between colleagues or denunciation etc. are excluded from case processing.

The Ombudsperson will then inform the processor.

4.3.3. Initial analysis of the message

The initial analysis of the content of the notification is carried out by the agents with regard to the following parameters:

- Subject of the reported incident
- Time specifications
- Involved persons
- Additional information provided in the context of the notification

Should the processor conclude that there is sufficient information for suspected illegal or irregular reported conduct, an assessment of the compliance risk of the report is made.

If the contents of the message involve any of the following, it is likely to be classified as high risk:

- Corruption, bribery and fraud
- Antitrust and competition law
- Foreign trade and sanctions law
- Other offences or serious violations of laws/guidelines

In the event of the message being classified as high risk, a report is immediately submitted to the CEO, after which immediate measures (e.g. data backup, leave of absence) are initiated in consultation with the CEO.

After the initial analysis, the necessary steps to clarify the report are defined, such as carrying out the necessary audit steps, data review, interviews, analysis of accounting records, etc. As far as possible, the Ombudsperson must contact the whistleblower and inform him or her about the initiation of the investigation. If necessary, further questions can also be put to the whistleblower or the whistleblower can be asked to provide further documents.

4.3.4. Detailed analysis of the message

Within the scope of the detailed analysis of the report, the GCO first ascertains the possibility of requiring internal clarification of the reported incident and subsequently clarifies the further course of action. In the process, coordination takes place between the GCO and the CEO regarding the involvement of other departments.

If the reported incident is complex or the detailed analysis of the report requires special expertise, such as legal assessment, data protection and possible damage assessment, etc., external consultants are likely to be involved.

4.3.5. Initiation of measures

If a report of suspected illegal or irregular conduct is substantiated in the course of an investigation, the Executive Board will take necessary personnel policy or legal measures. Furthermore, the GCO develops recommendations on preventive measures to minimise any compliance risk, which are subsequently to be implemented by the ope-

rational units of AERZEN. In addition to the recommendations for action, regular communication and training by the GCO, based on identified case-based compliance risks, contribute to strengthening the compliance awareness and culture of team members.

4.4. Reporting

With regard to whistleblower activities (reports, investigations carried out, results, etc.), the GCO reports in addition to the ad-hoc reports within the framework of the regular Board meetings.

In addition, the GCO regularly reports to the AERZEN Supervisory Board on notifications, investigations carried out, results and measures to be initiated as part of the Supervisory Board meetings. The anonymity of the whistleblower, if desired, will always be respected.



5. Contact person



Herr Markus Gajek

Aerzener Maschinenfabrik GmbH

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markus.gajek@aerzen.com - www.aerzen.com

6. Annex

Catalogue of key topics for the report

1. Corruption, bribery and fraud
2. Antitrust and competition law
3. Foreign trade and sanctions law
4. Data protection
5. Environment / Health / Safety / Labour standards and human rights
6. Financial reporting
7. Other offences and violations

Description of the focal topics in detail

- Ad 1) Bribery of public officials or other business partners (e.g. offering, paying, demanding or accepting bribes or gifts, extortion, etc.), conflicts of interest, fraudulent acts (e.g. excessive payments, false accounting, etc.).
- Ad 2) Violation of competition law requirements through abuse of a dominant position (e.g. market sharing with competitors), price fixing, unfair business practices.
- Ad 3) Violation of foreign trade regulations (export controls, dual use, etc.) and entering into business relationships with sanctioned companies/persons.

- Ad 4) Violation of regulations on the protection of confidential company information as well as personal data (e.g. establishment of prohibited monitoring systems).
- Ad 5) Violation of environmental, health and safety standards, violation of applicable labour and social standards, discrimination. Bullying and harassment.
- Ad 6) Violation of internal company requirements for proper accounting and statutory accounting requirements; errors or deficiencies in auditing and reporting as well as internal and external controls.
- Ad 7) Property offences to the detriment of AERZEN or a third party (e.g. embezzlement, misappropriation, theft); money laundering; loss of or damage to company assets; damage to company reputation; violation of internal company guidelines and other instructions.

Your contact person:

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