

What can I get from whom?

An overview.



If you are concerned about safety in the **workplace** or the quality of our **food**, the Food Safety and Occupational Health and Safety teams are the right people to contact with your questions or information.

Where people work together, friction can sometimes occur. Are you concerned about pressure, stress, or conflicts and looking for a **confidential conversation**? Then you will find a contact person among the Employee Retention Trust Officers. You can find their contact details on the **bulletin board**.

Do you suspect a criminal **offense**, a violation of your rights as an employee, human rights, or a data protection breach? Then contact the Compliance Team in confidence; this is also possible anonymously.

As a neutral and independent body, the team will investigate your experiences and observations and can initiate a formal internal investigation. When reporting to the Compliance Team, you are protected by the Whistleblower Protection Act and do not need to fear any discrimination as a result of the report. For this to work, it is important that you also handle your report discreetly, both regarding the content and the report itself.

Everything regarding your report to the Compliance Team:

How can I report something?

- Reports are possible via the Compliance Team's email address **compliance@kaufland.de**.
- Additionally, according to the Whistleblower Protection Act, you can contact various federal authorities. These include the Federal Office of Justice, the Federal Financial Supervisory Authority, the Federal Cartel Office, and the European Anti-Fraud Office. An internal report to Kaufland usually leads to significantly **faster processing** of your report.

How the Whistleblower Protection Act protects you

- Information is received exclusively by the Compliance Team, as the "internal reporting office" under the Whistleblower Protection Act is established with the Compliance Officer and their team.
- Information is – as always – treated confidentially and in accordance with applicable data protection laws.
- Only absolutely necessary persons are involved in processing, and information is only shared if it is essential for the investigation and the disclosure is legally permissible.
- Should you suspect that you are being subjected to disadvantage following your report, contact the Compliance Team.

What happens to my report?

- The Compliance Team will confirm receipt of your report within **seven days**.
- The team reviews the allegation and may contact you for further information. **Important:** This only works if you provide contact details.
- If a more in-depth clarification is required, we form an independent investigation team, with external support if necessary.
- Upon completion of the investigation, but at the latest after three months, you will receive feedback – even if the investigation has not yet been completed by then.
- Further steps will be documented in accordance with the law, from the initial report to the investigation. Information on data protection can be found in the general privacy notice for employees.

Every tip is important.