

# Innovative by nature

**Whistleblowing for (potential) suppliers**

**Tell us – the Lenzing whistleblowing system**

# Whistleblowing – Raising Serious Concerns

We all want to uphold the high standards of Lenzing and you as a (potential) supplier. Violations of eg our Global Code of Business Conduct, Supplier Code of Conduct, or Anti Bribery and Corruption Directive, which you can find on our website and / or in the tender documents, weaken the trust and reputation we have built together with our shareholders, customers, you as our (potential) supplier, and other stakeholders.

Failure to follow the rules can put your colleagues, our mutual business, and ultimately you at risk. This is why you need to raise a concern immediately if you become aware of a possible serious violation.

By pointing out concerns, you help us address potential problems before they have an adverse financial, reputational, or legal impact. This is how we address problems at an early stage and keep trust within Lenzing, with you, and with our stakeholders.

# Why have a whistleblowing system?

## What is it good for?

- Have a reliable contact point for reporting
- Establish a clear and a predefined way of how to investigate matters and continuously improve the organization based on the outcome
- Protect you as our (potential) supplier and your employee from possible conflicts of loyalties

## What is it not intended for?

- The system is not to be used merely to express general displeasure with your relationship as a (potential) supplier

# How to report?

## How to generally report breaches of the Code?

- Inform your contact within our **Purchasing Department**. If this is not possible, inform another **person within Lenzing that you trust**.

## How to report serious breaches of the Code concerning (criminal) offences?

- Report (only) **serious breaches** of the rules concerning **(criminal) offences**
- For example: bribery and corruption, conflicts of interest, data privacy, environment, health and safety
- Through the electronic whistleblower system “tell us”
  - Secure, encrypted, internet-based system is available 24/7 in multiple languages
  - Technically operated by Business Keeper AG
  - Data security is constantly certified by independent experts
  - <https://www.bkms-system.net/lenzing>

# How does it work?

How does the electronic whistleblower system “tell us”, which is only to be used to report serious breaches of the Code concerning (criminal) offences, work?

## Whistleblower



- reports risks and irregularities
- receives feedback and answers questions

## BKMS® System

(individual client application)

- guarantees technical security
- protects reports from third party access



## Examiner

- process reports
- conducts the (anonymous) dialogue



## Business Keeper AG

- technical supervision of the system
- no feasibility to access the client's reports

# Further information

- You are to share serious concerns you have in good faith immediately and can do so without fear of retribution. That's how you can contribute to combat and avoid breaches and continuously improve Lenzing and your relationship with us.
- We will not tolerate intimidation or retaliation against anyone making a good faith report.
- We will also not tolerate abuses of the system, especially making a report not in good faith
- Don't be shy: have a look at the system, click through the menus / intake forms, but **do not hit submit**. Unless you are extremely serious and really mean it.
- Ensure that all your team members dealing with Lenzing matters are aware of this option

# Whistleblowing - At a glance!

## Whistleblowing for (potential) suppliers:

- Generally, report **breaches** of the Code by informing **our Purchasing Department**
- Only report **serious breaches** of the Code concerning (criminal) offences (eg bribery and corruption, conflicts of interest, data privacy, environment, health and safety) through the electronic **whistleblower system “tell us”**

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