

– Guideline – Ways of reporting

Whistleblower system of the SHS Group

The whistleblower system of the SHS Group enables you to report infringements of laws or policies (please see the "FAQ - Whistleblower system" for an exact list of eligible issues). You have four reporting channels available for this, as briefly detailed in this guideline:

- in writing by e-mail or land mail
- by telephone
- personal contact

You can find all the required addresses and telephone numbers at the end of this guideline.

You can also make your report anonymously, of course – please send it by land mail in this case. But please also note that it may be very helpful for investigating the reported issue if you can be contacted in case of further questions. All the reports and information provided by you will be treated strictly confidential by the trust center.

The function of the SHS trust center is executed by the members of the Compliance Committee, supported by the Compliance Analyst.

If the issue must be dealt with without delay, e.g. in cases of imminent danger, we would recommend you to make your report by telephone, as measures can be initiated most quickly this way.

Please make sure that you describe the reported issue as precisely as possible in the formulation of your concern – the more information is provided, the easier will the investigation be. You can base this on the five questions below:

- **Who?** – Who is involved in the reported circumstances?
- **What?** – What exactly happened?
- **When?** – When did this happen? How long has the problem been in existence already?
- **How?** – How did the reported circumstances come about?
- **Where?** – Where exactly did the incident happen?

Please also let us know if there are one or several persons who should not be contacted in the processing of your report under any circumstances.

In writing by e-mail or land mail

A written report using the report template is the preferred method for whistle-blowing. You can find the form in our company's internal Intranet as well as publicly accessible online under the category "Compliance".

Please fill in the template electronically if possible. This will help to avoid misunderstandings arising from misread handwriting. Then you can forward the completed form by e-mail or print it out and send it by land mail.

If you cannot access the report template, you can also mail or e-mail your report to one of the contact persons in another form.

By telephone

If you wish, you can also contact the contact persons on the telephone. During this telephone call, your interlocutor will endeavour to obtain all the information required to investigate the report expediently.

Personal contact

If you would like to talk about your warnings or concerns in a personal meeting the trust center is available for this. You can make an appointment on the telephone or in writing.

Contact

E-mail: Vertrauensstelle@stahl-holding-saar.de

Telephone: +800 44693473 (Mon - Fri: 8 a.m. - 6 p.m. and by appointment)

Internal postal address: Vertrauensstelle Compliance – Gebäude E22

External postal address: SHS-Stahl-Holding-Saar GmbH & Co. KGaA
Vertrauensstelle Compliance – Gebäude E22
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66763 Dillingen/Saar