

Rules of procedure for complaints management

These are the applicable rules of procedure for complaints management of the Genoverband and its affiliated network partners.

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Area of application

There are no restrictions on reporting violations or risks via the Cooperative Association's complaints system. All types of potential and actual offenses or impacts resulting from the actions of the Genoverband or its network partners can be reported.

Complaints channels

The Genoverband and its network partner have various channels through which information or complaints can be submitted to ensure accessibility.

The following channels can be used:

- By name or anonymously via the AWADO RAG's "whistleblower system 360". The system can be accessed via the following link (see also homepage and intranet):
<https://169321.integrityline.com>
- By telephone to the Compliance Officer or the AWADO RAG lawyers of trust during normal business hours:
 - Danijela Lemke
In person/confidential
Compliance Officer
Phone: +49 (0) 511 9574 5266
 - AWADO Rechtsanwaltsgesellschaft mbH
Phone: +49 69 6978-3295
Mobile: +491605081558

- Written notification to the Compliance Officer or the AWADO RAG lawyers of trust (email or letter) at any time at
 - Danijela Lemke
Personal/Confidential
Compliance Officer
Raiffeisenstrasse 12
24768 Rendsburg
 - AWADO Rechtsanwaltsgesellschaft mbH
Wilhelm-Haas-Platz
63263 Neu-Isenburg
whistleblowing@genoverband.de
- Arrangement of a personal meeting with the Compliance Officer or the lawyers of trust A-WADO RAG

Course of the complaints procedure

The exact course of the complaints procedure, including the expected timing of the individual procedural steps and information on when and how the whistleblower will be informed of the progress, is explained at the following link:

[interne_untersuchung_durchfuehren_whistleblowing_a43s.pdf \(genossenschaftsverband.de\)](#)

During the procedure, the receipt of tips is documented and continuous contact is maintained with the whistleblower. Once the tip-off has been received, the facts of the case are discussed with the whistleblower. The whistleblower has the option of settling the dispute amicably.

Contact persons and responsibilities

All positions involved in the process:

- act independently
- are independent of instructions,
- are bound to secrecy
- are appropriately trained
- and have the time resources to implement the process.

In addition, the structural requirements for impartial action are implemented, including, for example, protection against dismissal of persons in the process. The departments responsible for implementing the procedure within the Genoverband are:

- Risk management
- AWADO RAG
- Selected committee on the need for special investigation
- Management
- Contact persons in selected specialist departments

The interfaces between the individual departments are precisely defined in the process flow, under:

[interne_untersuchung_durchfuehren_whistleblowing_a43s.pdf \(genossenschaftsverband.de\)](#)

During the process, a contact person will be named to the person providing the information. For general questions, you can find the contact person here:

Danijela Lemke
Compliance Officer
Raiffeisenstraße 12
24768 Rendsburg

Tel.: +49 (0) 511 9574 5266

E-Mail: whistleblowing@genoverband.de

Protective measures

Protective measures are taken to ensure the safety of the person providing the information and all components of the information. These are carried out according to the principles described.

Anonymity

The identity of the whistleblower is protected. Disclosure to other bodies does not take place as a matter of principle.

Confidentiality requirement

Information is passed on and persons are involved in accordance with the need-to-know principle and therefore only if this is necessary to clarify the facts.

Training in working with whistleblowers

When working with whistleblowers, it is ensured that statutory regulations are taken into account. All persons involved are trained on how to proceed with the necessary sensitivity when investigating the facts. This also includes treating the persons who are the subject of the report with respect and fairness.

Independence of the reporting office

The Reporting Office is an organizationally independent body. External third parties (law firms, experts, etc.) may also be involved in individual cases to ensure independence and objectivity.

Accessibility

The needs of the target groups are taken into account by providing clear and concise information in the relevant languages. In the whistleblower system 365, the whistleblower has the option of selecting a language. Comprehensive information on complaints management is publicly available on the website of the Genossenschaftsverband - Verband der Regionen e. V. in the languages relevant to the stakeholders of the Genoverband: German and English