

# Compliance Helpline

Being compliant with laws and internal rules is very important to the companies in Werhahn Group. Therefore, anyone with information regarding a compliance-relevant matter may contact the Compliance Helpline of the Werhahn Group companies.

However, the compliance helpline is not a channel for any general customer or other complaints. Please exclusively contact the customer service department of the respective Werhahn Group company for such complaints.

The following options are available to you for submitting a notification (in the language of your choice):

- Via the protected and encrypted Compliance Helpline portal <https://helpline-werhahn.de>
- By telephone on **00800 17 17 17 17** (free of charge)
- By e-mail directly to the external ombudsperson: [kohler@helpline-werhahn.de](mailto:kohler@helpline-werhahn.de)



You may also contact at any time a trusted person in the respective company, such as the compliance officer.

**Ilja Papas**  
Compliance officer business line  
Zwilling Kitchenware  
Tel: +49 151 2031 6298



[helpline-werhahn.de](https://helpline-werhahn.de)



**00800 17 17 17 17**  
**011800 17 17 17 17** from Canada  
**000800 0490030** from India  
**810 800 17 17 17 17** from Russia  
**00800 491 17 17 17 17** from Turkey  
**0800 503998** from Ukraine  
**1 833 209 6531** from USA



[kohler@helpline-werhahn.de](mailto:kohler@helpline-werhahn.de)



The Compliance Helpline is monitored by the external ombudsperson **Prof. Dr. Eva Kohler**. She is the first and exclusive receiver of any notifications. She will only pass on a notification to the relevant compliance officer of the respective Werhahn company for in-depth investigation or for the initiation of necessary subsequent measures after her preliminary examination. The confidentiality of your identity will be maintained as required by law. You may also submit your notification **anonymously**.

Please ensure that your information is **as specific as possible**. Please let us know how you can be contacted in the event of any questions.

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Please let us know if you do not know the full circumstances or are unsure whether the observed behaviour represents a compliance-relevant matter.

We ask you to use the options to submit information responsibly. Knowingly or grossly negligent false information may, under certain circumstances, give rise to personal liability.

We guarantee that you will **not suffer any disadvantages** from the companies of the Werhahn Group as a result of your notification to the Compliance Helpline which was to the best of your knowledge.

You can find our rules of procedure and privacy policy in the Compliance Helpline portal at <https://helpline-werhahn.de>