



Compliance & Risk Management

At Kaufland, we believe it is important to avoid risks that endanger the trust of our customers and business partners. Lawful behaviour and fair competition are our most important requirements to ensure sustainable success for our customers, team members and our business. For this purpose, we have set up a compliance management system. Its core function is to inform our employees about legal risks, detect potential misconduct early and provide support to successfully navigate them.

How you can report a risk:

To report potential misconduct, there are two reporting systems at your disposal:

1. Legal & Compliance Department

If you would like to report any evidence of compliance violations, or if you have questions about compliance, please contact the Compliance team by email: compliance@kaufland.com.au

2. Online reporting system

This platform that enables you to instantly report compliance misconduct from anywhere around the world. All incoming information is processed onsite by our Compliance Managers. We rely on you to use the online reporting system responsibly. Therefore, only pass on information that you believe to be correct to the best of your knowledge. [Click here](#)

We guarantee that every message is kept **strictly confidential**.

We review all references to compliance misconduct carefully. Proven misconduct is addressed quickly, consistently and appropriately. Of course, your data will be collected, processed and used in accordance with the applicable data protection law.

Please note:

That these compliance reporting channels are for compliance related inquiries and questions only. Customer complaints and advice without compliance relevance will be forwarded to the responsible department for further action. For general complaints, expressing dissatisfaction or similar concerns, please contact Kaufland's Customer Support team by emailing: customerservice@kaufland.com.au