



Whistleblower system

Subject of the notice - What can I report?

You can report any suspicion of an actual or potential violation of laws, such as antitrust law, corruption or violations of internal regulations such as the Code of Conduct. In accordance with the Supply Chain Due Diligence Act, this also applies to violations of human rights or environmental obligations and human rights and environmental risks.

The suspicion may be directed against individual Villeroy & Boch employees as well as in connection with a Villeroy & Boch business or a Villeroy & Boch supplier.

Please only submit complaints or reports if you are convinced of the accuracy of the facts stated therein.

If you have any complaints about your orders or your customer experience at Villeroy & Boch, please use our customer support instead: info@villeroy-boch.com

Procedure - How will my complaints be processed?

All incoming reports are received by the Villeroy & Boch Compliance Department as the company's central reporting centre and reviewed in accordance with the dual control principle. The employees in this department are impartial and subject to a strict duty of confidentiality.

After submitting a complaint, whistleblowers receive an acknowledgement of receipt within 3 working days. The team reviews the information and initiates appropriate measures to rectify any justified violations. Within three months of receiving the report, the team will inform the whistleblower of the current status of the matter.

If you have not reported anonymously, the company may contact you to clarify any outstanding issues and, if necessary, discuss your complaint in accordance with the provisions of the German Supply Chain Due Diligence Act (LkSG).

Confidentiality - Will my identity be treated confidentially?

All information will of course be treated confidentially and can also be given without mentioning your name.

Whistleblower protection - How am I protected as a whistleblower?

The protection of whistleblowers plays a central role in the process at Villeroy & Boch. We protect people who submit information in good faith. If there is any suspicion of retaliation or discrimination as a result of a complaint, we recommend that you inform us immediately via the reporting channels mentioned. All plausible allegations of retaliation will be carefully investigated and substantiated allegations may be penalised as a compliance violation.