

Complaints Procedure

We have established our own grievance mechanisms, which are available to employees, suppliers and all external whistleblowers. Our external reporting system, Atlas Copco SpeakUp, can be used to report possible violations of the Atlas Copco Group's principles of sustainability in the supply chain.

1. scope of the complaints procedure

The complaints procedure allows to report complaints and information regarding human rights and/or environmental risks and infringements within our supply chain. It is available to both internal and external parties. The purpose of the complaints procedure is to identify potential human rights violations and/or environmental impacts at an early stage and to initiate preventive measures and to find a remedy in time.

2. submission of the complaint

You can submit complaints via our SpeakUp! platform. You can find the contact details on our website. We have set up this platform for the submission and complete processing of complaints. The platform allows the submission of complaints in German and English, by name and anonymously.

Complaints can be submitted via SpeakUp! 24 hours a day, seven days a week. The portal can be reached by phone or via an Internet browser.

SpeakUp! informs us about the submission of a new complaint by e-mail containing a link to your complaint in the SpeakUp! platform. Your complaint will exclusively be processed online within the SpeakUp! Platform. The processing of your complaint takes place exclusively online within the SpeakUp! platform. A local download of your complaint in our company network or on the computer of the person processing the same is not intended.

We will acknowledge receipt of your complaint and let you know when to expect a response.

Atlas Copco Group

Atlas Copco Holding
GmbH
Langemarckstr. 35
45141 Essen
Germany

Visitors address:
Langemarckstr. 35
Essen

Telephone: 0201 21 77 0
www.atlascopco.de

Reg. No. HRB 7550
Amtsgericht Essen

The use of the SpeakUp! Platform allows us to collect and process all complaints in a secure environment. This enables us to manage cases efficiently.

We assure the anonymity of your complaint. If you do not submit your complaint anonymously, we assure you that we will comply with the legal requirements for protecting your identity.

3. Examination on filing of the complaint

Next step is to investigate your complaint, which also takes place in SpeakUp!

Our Supply Chain Management is responsible for the complaints procedure.

In case we are unable to remedy your complaint or if the subject of your notice or complaint does not fall within falls outside the scope of the complaints procedure, we will let you know.

The examination on filing of your complaint usually takes two weeks.

If the initial examination is delayed and takes longer, we will inform you of about the delay and the expected date of completion of the examination.

4. clarification of the facts

We will review the facts described in your complaint internally. This includes asking questions and, if necessary, asking you to cooperate in the course of the clarification of this issue. The information does not leave the SpeakUp! Platform, in particular it is not stored locally at AtlasCopco.

The clarification of the facts usually takes two to four weeks, depending on the complexity of the issue. We will inform you about any delay and the expected date of conclusion of the examination.

Atlas Copco Group

Atlas Copco Holding
GmbH
Langemarckstr. 35
45141 Essen
Germany

Visitors address:
Langemarckstr. 35
Essen

Telephone: 0201 21 77 0
www.atlascopco.de

Reg. No. HRB 7550
Amtsgericht Essen

5. development of a solution

After clarifying the facts, we examine them, if necessary, also from a technical and legal point of view.

As a result, we develop a proposal for remedial action.

We strive for a quick technical and legal examination and the development of corrective measures. The duration depends on the complexity of the case, but will generally take no more than four weeks. We will inform you about any delay and the expected date of completion.

6. remedial measures

We will implement and monitor the concerted remedial measures. If feasible and originally requested, we will discuss the result with you.

Remedial action may include, for example, appropriate legal action, involvement of authorities, or changes in workflows and business processes.

7. effectiveness audit

The effectiveness of the complaints procedure is reviewed annually as well as on an ad hoc basis and is adjusted as necessary.

We also check the effectiveness of the solutions and remedial measures regularly. If you wish, we will also remain in contact with you.

8. Confidentiality

Atlas Copco Group

Atlas Copco Holding
GmbH
Langemarckstr. 35
45141 Essen
Germany

Visitors address:
Langemarckstr. 35
Essen

Telephone: 0201 21 77 0
www.atlascopco.de

Reg. No. HRB 7550
Amtsgericht Essen

9. We ensure effective protection against discrimination or punishment based on a complaint within the framework of legal requirements. Anonymous processing is possible on request.

Should it be possible to draw conclusions about your person in the course of the complaints procedure (e.g. due to personal contact or the content of your concrete descriptions), we will ensure the protection of your person against disadvantages by means of the following measures:

- Handling of the complaint by trained and impartial employees. This means that they are always independent and not bound by instructions. The entrusted persons are bound to secrecy.
- No obligation for whistleblowers to cooperate/communicate.
- It is also possible to submit and pass through the complaints procedure completely anonymously.

Atlas Copco Group

Atlas Copco Holding
GmbH
Langemarckstr. 35
45141 Essen
Germany

Visitors address:
Langemarckstr. 35
Essen

Telephone: 0201 21 77 0
www.atlascopco.de

Reg. No. HRB 7550
Amtsgericht Essen