

THE ONLINE REPORTING SYSTEM AT LIDL

The online reporting system BKMS® operated by the Business Keeper AG is a communication platform to provide you with the means to report Compliance violations worldwide 24 hours per day, 7 days a week.

What is a Compliance violation?

Any attempt or action to violate applicable laws or internal policies is considered a Compliance violation, be it committed by third parties or by our employees in the performance of their duties.

Examples of such violations are:

- corruption
- competition and antitrust violations
- breaches of personal data protection regulations
- violations of accounting, finance and tax laws

What is BKMS®?

The BKMS® System operated by the Business Keeper AG is a web-based communication application to report Compliance violations using an internet-enabled terminal device. As a whistleblower, you will be guided through a structured reporting process consisting of free text fields and selection boxes.

What are the advantages of BKMS®?

Why we choose the BKMS® System:

Anonymity

As a whistleblower, you can choose between reporting your concern anonymously or revealing your identity. You are given the opportunity to set up a post box allowing for constant dialogue or answering further queries. This enables information exchange between you and the Compliance Officer of Lidl, while respecting your anonymity.

Personal data protection

To protect your personal data, compliance with European and national personal data protection regulations is of utmost importance. By guaranteeing anonymity, we let you decide how much and what sort of information you wish to reveal.

Data security

Only the authorised recipient of the report can access submitted reports.

- The servers used by the Business Keeper AG are located in a high security centre in accordance with European personal data protection regulations.
- The used safety module was certified by a publicly appointed and duly sworn expert.
- The BKMS® System will be exposed to penetration tests on a regular basis.
- A certified encryption method protects stored data against access by unauthorized third parties.

Internationality

The online reporting system is available in all countries in which Lidl operates in the market and in the respective languages. As a result, reluctance to report a violation is reduced, language barriers are overcome, and misunderstandings are avoided.

How can I access BKMS®?

Our online reporting system is available at <https://www.lidl.com.mt/Compliance> or directly through the following link:

<https://www.bkms-system.net/bkwebanon/report/clientInfo?cin=12lidl12&c=mt&language=eng>.

We are confident that whistleblowers will use the online reporting system responsibly. It must not be abused to denounce other people. Thus, we would like to ask you to only submit information you consider correct to the best of your knowledge and belief.

Contact details

Lidl Malta Ltd.

Compliance Officer

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E-mail: compliance@lidl.com.mt

Should you have additional questions, please do not hesitate to contact our Compliance Officer during normal office hours.

