

## **Eberspächer on social media**

The Eberspächer Group is one of the world's leading system developers and suppliers to the automotive industry. With its three divisions – Exhaust Technology, Climate Control Systems, and Automotive Controls – the company is a valued innovation partner and pacesetter for automotive manufacturers worldwide.

**“Respectful cooperation is important to us.”**

### **Our netiquette:**

We look forward to lively discussions. A really good discussion can develop only through tolerance and openness. Please observe the following netiquette when writing on the Internet, bearing in mind that there is also a human being on the other side.

Treat people like you yourself would like to be treated – also online. This includes respectful cooperation and tolerance of other opinions.

Therefore, write your comments in a friendly and factual style.

### **Also, we do not tolerate any ...**

- Illegal content
- Hate and incitement, i.e., no racist, sexist, homophobic, transphobic, xenophobic, extremist, fundamentalist or rabble-rousing comments.
- Solicitation to violence and threats (against people, institutions and companies)
- Insults
- Pornographic or suggestive content
- Breaches of third-party rights (especially copyrights)
- Donation appeals, spam and commercial advertising
- Calls to campaigns, rallies and demonstrations

### **Please do not post ...**

- Personal data
- Foreign-language posts. Only comments in German and English can be reviewed by the Social Media Team.
- Comments that are not at all related to the post's topic
- Links to websites. In particular links, which contain one or more of the points listed above
- Digression from the topic or repeated posting of arguments

## **Do you have any questions?**

We at Eberspächer generally respond within 24 hours during our business hours (Monday to Friday). If a question turns out to be trickier, we point out that it may take a while longer for us to reply.

## **This is how we respond to violations ...**

We as Eberspächer are always seeking dialog, as transparency is important to us. We will therefore also state why comments were removed.

Healthy dialog is the basis of our social media presence. However, discussions can at times become heated, especially on social networks, and may sometimes be unfair or even offensive.

## **The following rules therefore apply at Eberspächer:**

### **Moderate, delete, hide**

If the violations are borderline, we will firstly name the violation in a comment and make reference to the netiquette.

If the content is illegal, we will refer to the aforementioned points in the netiquette in a personal message (if possible) and will delete the comment immediately in the case of a clear violation. Furthermore, the user will be blocked or locked out. We will publicly point out to other users under the corresponding post that we consider healthy dialog to be important and we will refer to the netiquette.

Our Eberspächer social media team looks forward to getting in touch with you.

**Contact:** GLOBAL-SocialMedia@eberspaecher.com