

## **Volkswagen Group Whistleblowing System.**

Complying with statutory regulations, internal rules and the principles laid down in our Code of Conduct has top priority at Volkswagen. The success of our company is based on Integrity and Compliance. To meet these standards it is important to learn of potential employee or supplier misconduct and to put a stop to it. That is why the Central Investigation Office operates an independent, impartial and confidential Whistleblower System.

A key pillar of the Whistleblower System is the principle of procedural fairness. It also guarantees the greatest possible protection for whistleblowers, persons implicated and employees contributing to the investigation of reported misconduct.

The Whistleblower System includes anonymous reporting and communication. We will not take any steps to identify anonymous whistleblowers who do not misuse our Whistleblower System. Retaliation of whistleblowers and all persons who contribute to investigations will not be tolerated. Persons implicated are presumed innocent until the violation is proven. Investigations will be conducted with the utmost confidentiality and information will be processed in a fair, fast and protected process.

## What can I report?

Any suspicions of potential serious regulatory violations based on reasonable suspicion can be reported using the Whistleblower System, this includes any potential violations of the Code of Conduct for Business Partners by suppliers, including serious risks and violations of human rights and environment by direct or indirect suppliers.

The Whistleblower System does not process customer complaints, if you have any queries relating to your contract or other services from Volkswagen Financial Services you can contact Customer Service via [query@vwfs.com](mailto:query@vwfs.com) or +353(0)12118391.

# What do I include in a report?

It is important to make sure that the information contained in the report is as accurate as possible so that it can be properly processed and investigated. It is helpful if your report answers the following five questions:

- Who?
- What?
- When?
- As?
- Where?

Make sure that the descriptions in your report can be easily understood by people who are not experts in your field. It would be helpful if you were available to answer other questions if you are willing to do so but wish to remain anonymous to the company. Please contact the ombudspersons to make your report.

# Where do I submit a report?

The Whistleblower System offers various channels to report potential employee misconduct.

## 24/7 Hotline.

You can make a report at any time using the international toll-free number: **+8001818952** (Organizational Code:122322).

If your local operator does not support the free service, you can use the toll number: **+49531212899786**.

Depending on the country you are calling from, the free international hotline may not be available as some telephone network service providers do not support the service. If so, use the toll number offered or your country specific number.

<b>Country</b>	<b>Toll free number</b>	<b>Local number</b>
Brazil	0800-5912743	021-23911381
Mexico	001-800-4610242	0155-71000355
Slovak Republic	0800-002576	02-33325602
USA	833-6571574	908-2198092
South Africa	0800-994983	021-1003533
Malaysia	1-800-819523	0154-600099
Argentina	0800-6662992	011-52528632
Germany	0800 444 46300	05361-946300

## **Volkswagen Central Investigation Office.**

E-mail: io@volkswagen.de  
Address: Central Investigation Office of the Volkswagen AG at Central Investigation Office  
Box 1717, 38436  
Wolfsburg (downtown)  
Germany.

## **Volkswagen Financial Services AG.**

E-mail: indication@vwfs.com  
Telephone: +49-531-212-899786  
Postal address: Contact Point Whistleblower System GH-GI,  
Gifhorner Straße 57 38112  
Braunschweig  
Germany.

## **Volkswagen Financial Services Ireland.**

E-mail: joseph.rochford@vwfs.com  
Address: Block C  
Liffey Valley Office Campus  
Dublin 22  
Ireland  
D22CF60.

## SpeakUp App

Scan the QR code and download the app

“SpeakUp / Listen for a change” by People Intouch (personal devices only). Enter the organizational code 122322, then speak or type your message for us.



## Ombudspersons of the Volkswagen Group

The Volkswagen Group has appointed external lawyers to act as Ombudspersons. They advise on the Whistleblower System and ensure that reports from whistleblowers are forwarded anonymously to the Investigation Office if desired.

If you wish to make a report to the Ombudsperson, you can find contact details here: <https://www.ombudsmen-of-volkswagen.com/>

## How do we process your report?

The qualified and experienced colleagues at the Central Investigation Office examine every report for potential misconduct by a Volkswagen employee thoroughly and follow it up systematically. First, you will get a confirmation of receipt, the Central Investigation Office will then assess your report. This assessment includes gathering facts from the whistleblower. If this initial assessment shows grounds for suspicion of a violation, an investigation will be opened and a dedicated Investigating Unit will be appointed. The results of the investigation will be assessed by the Central Investigation Office and appropriate measures will be recommended. Information about the status\* and the outcome of the procedure will be given to you without undue delay.

Potential violations of the Code of Conduct for Business Partners by suppliers, including serious risks and violations of human rights and environment by direct and indirect suppliers, can also be reported to the Central Investigation Office - as well as reports requiring otherwise immediate action. The Central Investigation Office will inform the responsible departments who will process the issue accordingly. This includes taking necessary measures to minimise or end violations and/or risks.

Find more information on the procedural principles of the Volkswagen Group Complaints Procedure [here](#).

*\* The processing time varies depending on the subject of the procedure.*

## Protected Disclosures (Whistleblowing): List of prescribed persons.

Reporting directly to a prescribed person rather than through Volkswagen is also an option. If you chose to report this way you must make sure that you contact the right person or body for your issue. For example, if you are reporting a breach of data protection law, you should contact the Data Protection Commission.

More information including a list of prescribed persons you can make a protected disclosure to and a description of the matters you can report to them is available in the link below.

[gov.ie](http://www.gov.ie) - [Protected Disclosures \(Whistleblowing\): List of prescribed persons \(www.gov.ie\)](http://www.gov.ie)

## Feedback.

If you were interviewed as part of an investigation, you can provide feedback on the process to the -

- Ombudsperson as a body independent
- Staff at the Central Investigation Office
- Local Compliance Officer [joseph.rochford@vwfs.com](mailto:joseph.rochford@vwfs.com)