

# The Volkswagen Group Whistleblowing System

## 1. Our Whistleblower System

Complying with statutory regulations and internal rules, and the principles laid down in our Code of Conduct and the Code of Conduct for Business Partners, has top priority at Volkswagen Group UK. 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. Therefore, we entrusted the Central Investigation Office to operate an independent, impartial and confidential Whistleblower System on our behalf.

A key pillar of our 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.

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

### How do we process your report?

The qualified and experienced colleagues at the Investigation Office examine every report for potential misconduct by a Volkswagen Group employee thoroughly and follow it up systematically. First, you will get a confirmation of receipt. The Investigation Office then assesses your report. This includes gathering facts particularly from the whistleblower. Only if this initial evaluation shows grounds for suspicion of a violation an investigation by a dedicated Investigating Unit will be started. Afterwards, the results of the investigation will be assessed by the 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 Investigation Office - as well as reports requiring otherwise immediate action. The Investigation Office will inform the responsible departments, who will process the issue accordingly. This particularly includes taking the necessary measures to minimize or end violations and/or risks.

More information on the respective procedural principles can be found [here](#).

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

## 2. What kind of report do you want to submit?

### a) A complaint about products or services to our customer service

For complaints or feedback about vehicles and services of Volkswagen Group UK or our business partners (e.g. car dealerships, workshops), please contact Volkswagen Group UK Customer Care: **0800 0497 104**

Please understand that we will not be able to forward your request or take any action for reasons of responsibility.

### b) A report of potential misconduct to our Whistleblower System

The Whistleblower System offers various channels for reporting potential misconduct by Volkswagen Group UK employees, violations of the Code of Conduct for Business Partners or serious risks and violations of human rights and environment in our Supply Chain.

- **E-Mail address**

The Investigation Office of Volkswagen Group UK can be reached via E-mail (in any language): **io@volkswagen.de**

For customer complaints, please contact the channels listed under "A complaint about products or services to our customer service".

- **Postal address / in person**

Central Investigation Office  
Postal address:  
Volkswagen AG, Central Investigation Office  
Mailbox 1717  
Berliner Ring 2  
38436 Wolfsburg, Germany

- **In person:**

Please make an appointment in advance by writing an E-mail to <mailto:io@volkswagen.de>.

- **Ombudspersons of Volkswagen Group**

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

If you want to get in contact with the Ombudsperson you can find their contact details here: <https://www.ombudsmen-of-volkswagen.com/>

- **Online Platform**

You have the option of using a [web-based communication platform](#) to contact the Investigation Office in more than 65 languages. This system is confidential and technically secured and allows you to submit reports anonymously.

You can access the online reporting channel through the following link:  
<https://goto.speakup.report/volkswagen>

You can find detailed instructions on how to make reports online, by app or by phone [here](#).

- **Voice Intake by phone**

You can leave us a voice message by phone 24 hours a day, 7 days a week.

After entering the phone number (specific to the country you are in), you will be prompted to enter the organisation code. Then, you can submit your report as a voice recording. Only a written transcript will be received by the Investigation Office. Dial back in to listen to the reply or further questions by our team.

1. Please call **0800 0224118**
2. Have the organisational code **122203** ready

ATTENTION: If you are outside of the United Kingdom, you can select a phone number for the country or region you are in from the list at the end of this document.

After entering the telephone number and the organisational code, a report can be given as a voice recording via Voice Intake. Only a written transcript will be received by the Investigation Office. Dial back in to listen to the reply or further questions by our team.

- **SpeakUp App**

You can also download the Speak Up App "SpeakUp - Listen for a change " by People Intouch (personal devices only) to access the secure reporting system. Through this app, you can submit your report in writing or leave a voice message (also anonymously). You will need the organisation code 122203. Log back in to see our team's reply or answer further questions. To download the app, you can also scan the QR code:



### 3. Do you have any questions?

Questions or suggestions for improvement concerning the Whistleblower System can also be addressed to the Investigation Office.

Furthermore, our local Compliance Officer can also be addressed in all matters of the Whistleblower System via [Compliance@vwg.co.uk](mailto:Compliance@vwg.co.uk).

# Volkswagen Group: Speak up via phone

You can leave us a voice message by phone 24 hours a day, 7 days a week.

1. Select a phone number from the following list for your country or region
2. Have the organisational code "122203" ready

After entering the telephone number and the organizational code, a report can be given as a voice recording via Voice Intake. Only a written transcript will be received by the Investigation Office. Dial back in to listen to the reply or further questions by our team.

| Country                         | Phone instructions                                       |
|---------------------------------|--|
| Albania                         | Number: +355 4 530 1801 Call charged at local rate       |
| Algeria                         | Number: +213 983 29 93 38<br>Call charged at local rate  |
| Angola                          | Number: +244 226 425 610<br>Call charged at local rate   |
| Anguilla                        | Freephone: 1833 422 2005                                 |
| Antigua and Barbuda             | Freephone: 1833 422 2006                                 |
| Argentina                       | Number: +54 11 2039 7280<br>Call charged at local rate   |
| Australia                       | Number: +61 2 8284 6262 Call charged at local rate       |
| Austria                         | Freephone: 0800 909 683                                  |
| Bahamas                         | Freephone: 1833 422 2007                                 |
| Bahrain                         | Number: +973 1650 1936                                   |
| Bangladesh                      | Freephone: +880 (0) 9610 998462                          |
| Barbados                        | Number: +1 (246) 623 9631<br>Call charged at local rate  |
| Belarus                         | Freephone: 8 820 0491 0089                               |
| Belgium                         | Freephone: 0800 89 326                                   |
| Belize                          | Freephone: 1800 0130 076                                 |
| Benin                           | Number: +229 20 90 0380 Call charged at local rate       |
| Bermuda                         | Freephone: 1833 422 2008                                 |
| Bhutan                          | Freephone: +975 2 379 003                                |
| Bolivia, Plurinational State of | Freephone: 800 105 122                                   |
| Bosnia and Herzegovina          | Number: +387 70 330 093 Call charged at local rate       |
| Botswana                        | Freephone: 800 786 1103                                  |
| Brazil                          | Number: +55 (11) 4700 8838<br>Call charged at local rate |
| Brunei Darussalam               | Freephone: 801 4657                                      |
| Bulgaria                        | Freephone: 800 210 0645                                  |

| Country            | Phone instructions  |
|--------------------|---|
| Burkina Faso       | Number: +226 25 30 09 82 Call charged at local rate   |
| Cambodia           | Freephone: 1800 209 867   |
| Cameroon           | Freephone: +237 6 57 10 31 12   |
| Canada             | Number: +1 (514) 395 0496<br>Call charged at local rate                                       |
| Cayman Islands     | Number: +1 (345) 769 5580<br>Call charged at local rate                                       |
| Chile              | Number: +56 22 483 5917 Call charged at local rate  |
| China              | Country wide number with no supplier restriction:<br>400 120 1842 Call charged at local rate. |
| China              | Freephone (Via China United Network):<br>1080 0852 2221                                       |
| China              | Freephone (via China Telecom): 1080 0152 3042   |
| Colombia           | Number: +57 601 242 1247<br>Call charged at local rate  |
| Costa Rica         | Number: +506 4036 0350 Call charged at local rate   |
| Côte d'Ivoire      | Freephone: +225 05 66 77 0918   |
| Croatia            | Freephone: 0800 7745  |
| Cyprus             | Freephone: 800 91142  |
| Czechia            | Freephone: 800 050 833  |
| Denmark            | Number: +45 43 31 09 61 Call charged at local rate  |
| Dominica           | Freephone: 1833 422 1998  |
| Dominican Republic | Number: +1 (829) 947 1996<br>Call charged at local rate                                       |
| Ecuador            | Freephone: 1800 001 432   |
| Egypt              | Freephone: 0800 000 0083  |
| El Salvador        | Number: +503 2230 4752 Call charged at local rate   |
| Estonia            | Number: +372 609 3008 Call charged at local rate  |
| Ethiopia           | Freephone: 800 86 1919  |
| Fiji               | Freephone: 008 002 650  |
| Finland            | Freephone: 0800 392 912   |
| France             | Freephone: 080 554 3753   |
| French Guiana      | Freephone: 0800 99 1448   |
| French Polynesia   | Freephone: 0800 91 4886   |
| Georgia            | Freephone: 1800 008 013   |
| Germany            | Freephone: 0800 1818 952  |
| Ghana              | Number: +233 59 699 3553<br>Call charged at local rate  |
| Greece             | Freephone: 0080 0441 45924<br>Can only be connected by Cosmote mobile and OTE<br>landline     |
| Grenada            | Number: +1 (473) 230 0333<br>Call charged at local rate                                       |
| Guam               | Freephone: 1833 809 6777  |

| Country                  | Phone instructions  |
|--------------------------|---|
| Guatemala                | Number: +502 2302 8459 Call charged at local rate                           |
| Honduras                 | Freephone: 800 2791 6139  |
| Hong Kong                | Number: +852 3019 4193 Call charged at local rate                           |
| Hungary                  | Freephone: 06 809 845 89  |
| Iceland                  | Number: +354 415 0349 Call charged at local rate                            |
| India                    | Freephone: 0008 0005 03159  |
| Indonesia                | Number: +62 21 8063 0074<br>Call charged at local rate                      |
| Ireland                  | Freephone: 1800 800 636   |
| Israel                   | Number: +972 3374 1225 Call charged at local rate                           |
| Italy                    | Freephone: 800 147 694  |
| Jamaica                  | Number: +1 (876) 677 9125<br>Call charged at local rate                     |
| Japan                    | Number: +81 3 6627 0734 Call charged at local rate                          |
| Jordan                   | Freephone: 0800 23801 No mobile access                                      |
| Kazakhstan               | Number: (+7) 877 2735 74582<br>Call charged at local rate; No mobile access |
| Kenya                    | Number: +254 20 765 0957<br>Call charged at local rate                      |
| Korea, the Republic of   | Number: +82 2 3700 5146 Call charged at local rate                          |
| Kuwait                   | Freephone: +965 2205 5730   |
| Latvia                   | Freephone: 800 05929  |
| Lebanon                  | Freephone: first dial 01-426-801 and then<br>833 816 0913                   |
| Lithuania                | Freephone: 8800 30366   |
| Luxembourg               | Number: +352 342 080 8982<br>Call charged at local rate                     |
| Malaysia                 | Number: +60 3 7724 3136 Call charged at local rate                          |
| Malta                    | Freephone: 8006 5144  |
| Martinique               | Freephone: 0800 90 1651   |
| Mauritius                | Number: +230 5 297 0999 Call charged at local rate                          |
| Mexico                   | Number: +52 55 4780 6198<br>Call charged at local rate                      |
| Moldova, the Republic of | Freephone: 080 060 016  |
| Morocco                  | Number: +212 5 30 14 41 08<br>Call charged at local rate                    |
| Myanmar                  | Freephone: 0800 800 8062  |
| Namibia                  | Freephone: +264 83 380 0103   |
| Nepal                    | Freephone: 1800 001 0186  |
| Netherlands              | Number: +31 10 700 75 03 Call charged at local rate                         |
| New Zealand              | Number: +64 9 913 5892 Call charged at local rate                           |
| Nicaragua                | Number: +505 7513 7610 Call charged at local rate                           |
| Nigeria                  | Freephone: 070 8060 1221  |
| North Macedonia          | Number: +389 2551 3216 Call charged at local rate                           |

**VOLKSWAGEN GROUP**  
**UNITED KINGDOM**

| Country                          | Phone instructions   |
|----------------------------------|--|
| Norway                           | Number: +47 24 14 06 01 Call charged at local rate                         |
| Oman                             | Freephone: 8007 4161   |
| Pakistan                         | Freephone: 0080 0900 44437   |
| Panama                           | Number: +507 308 4480 Call charged at local rate                           |
| Papua New Guinea                 | Freephone: 0008 61322  |
| Paraguay                         | Freephone: 0098 0044 10266 No mobile access                                |
| Peru                             | Freephone: 0800 74535  |
| Philippines                      | Freephone: 1800 8394 8474<br>Can only be connected by Globe Telecom device |
| Poland                           | Freephone: 800012953   |
| Portugal                         | Freephone: 800 831 302   |
| Puerto Rico                      | Number: +1 (787) 200 7305<br>Call charged at local rate                    |
| Qatar                            | Freephone: 00800 101 094   |
| Réunion                          | Freephone: 1800 916 980  |
| Romania                          | Freephone: 0800 400 653  |
| Russian Federation               | Freephone: 8 (800) 100 69 94   |
| Saudi Arabia                     | Freephone: 800 850 1433  |
| Serbia                           | Number: +381 10 520 043 Call charged at local rate                         |
| Seychelles                       | Freephone: 800 131   |
| Singapore                        | Number: +65 6403 7051 Call charged at local rate                           |
| Slovakia                         | Freephone: 0800 113 418  |
| Slovenia                         | Freephone: 0800 83115  |
| South Africa                     | Number: +27 (21) 427 7937<br>Call charged at local rate                    |
| Spain                            | Number: +34 900 031 156 Call charged at local rate                         |
| Sri Lanka                        | Number: +94 (72) 091 0370<br>Call charged at local rate                    |
| Sudan                            | Freephone: +249 15 655 9883  |
| Suriname                         | Freephone: 833 816 0919  |
| Sweden                           | Freephone: 020 160 4703  |
| Switzerland                      | Freephone: 080 000 5691  |
| Taiwan, Province of China        | Number: +886 2 7743 8912<br>Call charged at local rate                     |
| Tanzania, the United Republic of | Freephone: 0800 11 1020  |
| Thailand                         | Number: +66 2 844 9693 Call charged at local rate                          |
| Trinidad and Tobago              | Number: +1 (868) 224 1869<br>Call charged at local rate                    |
| Tunisia                          | Number: +216 31 300 338 Call charged at local rate                         |
| Turkey                           | Freephone: 0080 04488 28602  |
| Turks and Caicos Islands         | Freephone: 1833 462 1355   |
| Uganda                           | Number: +256 41 423 8162<br>Call charged at local rate                     |

**VOLKSWAGEN GROUP**  
**UNITED KINGDOM**

| Country                           | Phone instructions                                      |
|-----------------------------------|---|
| Ukraine                           | Freephone: 0800 801 205                                 |
| United Arab Emirates              | Freephone: 800 0444 0408                                |
| United Kingdom                    | Freephone: 080 0022 4118                                |
| United States of America          | Number: +1 (669) 288 7154<br>Call charged at local rate |
| Uruguay                           | Freephone: 0004 1598 5762                               |
| Venezuela, Bolivarian Republic of | Number: +58 212 335 7722<br>Call charged at local rate  |
| Viet Nam                          | Number: +84 1900 3271 Call charged at local rate        |
| Virgin Islands (British)          | Freephone: 1833 462 1356                                |
| Virgin Islands (U.S.)             | Freephone: 1833 724 6398                                |
| Zimbabwe                          | Freephone: +263 867 742 2010                            |