

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 Kuwy. 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 Kuwy 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.

What kind of report do you want to submit?

A complaint about products or services to our customer service:

For complaints or feedback about the services of Kuwy or our business partners, please contact Kuwy's Customer Care at grievance.officer@kuwy.in

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

A report of potential misconduct to our Whistleblower System

The Whistleblower System offers various channels for reporting potential misconduct by Kuwy 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

The Investigation Office of Kuwy can be reached via E-mail:

io@volkswagen.de

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

Making a report to our Whistleblower System – 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 io@volkswagen.de.

Ombudspersons

Kuwy 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 Reporting Channel

You have the option of using a web-based communication platform [SpeakUP-Link*] 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:

You can find instructions on how to make reports online, by app or by phone here.

- **Volkswagen Financial Services:** <https://goto.speakup.report/vwfs>

SpeakUp App

You can also download the SpeakUp App “SpeakUp” by People Intouch (personal devices only) to access the secure reporting system. To download the app, you can scan the following QR code:



Through this app, you can submit your report in writing or leave a voice message (also anonymously). You will need the organization code [Insert Code]. Alternatively, you can scan the following QR code: Insert QR code for respective entity

Log back in to see our team's reply or answer further questions.

Organization code:

- **Volkswagen Financial Services:** **122322**

Do you have further questions or do you need a local contact?

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

Furthermore, our local Compliance Officer/responsible function can also be addressed in all matters of the Whistleblower System via kuwycompliance@kuwy.in