

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 International Finance NV. 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 International Finance NV 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 or our business partners (e.g. car dealerships, workshops), please contact Customer Care:

info@volkswagen.nl

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 International Finance NV employees, violations of the Code of Conduct for Business Partners or serious risks and violations of human rights and environment in our Supply Chain. However, this does not affect the statutory right to contact designated authorities as described below.

- E-Mail address

The Investigation Office of Volkswagen International Finance NV 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

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In person:

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

- Ombudspersons of Volkswagen Group

Volkswagen International Finance NV 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 organization 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 +31 10 700 75 03 call charged at local rate

2. Have the organizational code 122203 ready

ATTENTION: If you are outside of The Netherlands, you can select a phone number from [this](#) list for the country or region you are in.

VOLKSWAGEN INTERNATIONAL FINANCE N.V.
PALEISSTRAAT 1
1012 RB AMSTERDAM

COMMISSARISSEN:
BJÖRN BÄTGE
DR. MARCUS HELLMANN
BJOERN REINECKE

KAMER VAN KOOPHANDEL AMSTERDAM
DOSSIERNUMMER: 331 48825
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EMAIL: CONTACT.VIF@VOLKSWAGEN.DE

DIRECTEUR:
CHRISTOPHER NORROD

VOLKSWAGEN INTERNATIONAL FINANCE

NAAMLOZE VENNOOTSCHAP

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.

Further instructions can be found here.

- 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 122203. Alternatively, you can scan the following QR code:



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

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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/responsible function can also be addressed in all matters of the Whistleblower System via compliance.vif@volkswagen.de.

4. External Reporting Channel of Netherlands

The government of the Netherlands has defined designated authorities, that also accept reports on misconduct as external reporting channels. The external reporting channel/s is/are: <https://www.huisvoorklokkenluiders.nl/>.