

## 1. Welcome to the homepage about the Volkswagen Group Whistleblower System

Complying with statutory regulations and internal rules has top priority at Volkswagen Group. We can only avoid damage to our company, our employees and business partners if rules and standards are respected. Consequently, misconduct must be recognized swiftly, processed and immediately remedied.

That calls for vigilance on the part of everyone along with a willingness to draw attention to possible serious regulatory violations on the basis of reasonable suspicion. We also value information of this nature from business partners, customers and other third parties. **Reports to the Investigation Office can made at any time and in any language.**

The Whistleblower System guarantees the greatest possible protection for whistleblowers and persons implicated. Any investigation is only initiated after very careful examination of the facts and reasonable suspicion of a regulatory violation. There will be strict confidentiality and secrecy throughout the investigation process. Information will be reviewed fairly, promptly and in a sensitive manner.

## 2. 24/7 Hotline

You can make a report using the information toll-free number. If your local telephone provider does not support the toll-free service, you can call at a chargeable number.

Toll-free: 001 010 800 444 46300 (from Japan territory.)

Chargeable number: +49-5361-946300.

## 3. BKMS Reporting Channel

You have the option of using an internet-based communication platform to contact the Investigation Office, exchange documents and conduct a dialog with the lawyers via a separate mailbox. This system is confidential and protected. whistleblowers can decide for themselves whether they wish to give their names. If you would like to send a confidential report to the lawyers in the Investigation Office, you can use the secure reporting channel to submit a report.

### BKMS Link:

Please align to your preferred language.

<http://www.bkms-system.com/vw>

### Important Notice:

Even if your preferred language is not offered in the reporting channel, you can use any language to submit your report. You can also contact the Investigation Office in any language via email or postal mail.

### Email:

[io@volkswagen.de](mailto:io@volkswagen.de)

Please bear in mind that if you send an email, there is a possibility that personal and traceable data such as the IP address may indirectly be transmitted. That information could potentially provide clues as to your identity. This also applies to email accounts which have been set up specifically for whistleblowing purposes.

**Postal address:**

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

**4. Ombudspersons of the Volkswagen Group**

“Ombudsperson” is a term taken from the Swedish word for mediator or legal representative. Dr. Rainer Buchert and Thomas Rohrbach, the external ombudspersons appointed by the Volkswagen Group, act as special counsel to accept reports of potential statutory or internal violation of regulations or any other kind of harmful conduct in the Group, and to review these with respect to plausibility and substantiability. They consult with the whistleblower if necessary and if the identity of the whistleblower is known. Finally, they forward all the information that has been agreed with the whistleblower to the Investigation Office for further processing.

All information is treated as confidential and it is the whistleblower who decides whether he or she wishes to protect his or her identity vis-à-vis the Volkswagen Group. The ombudspersons appointed by the group ensure that reports from whistleblowers who do not wish to be identified by the group company are forwarded to the Investigation Office anonymously.

Ombudsperson	Email	Telephone	Address
Dr. Rainer Buchert	<a href="mailto:dr-buchert@dr-buchert.de">dr-buchert@dr-buchert.de</a>	+49-69-71033330 or +49-6105-921355	Bleidenstrasse 1, 60311 Frankfurt am Main Germany
Mr. Thomas Rohrbach	<a href="mailto:rohrbach@ra-rohrbach.de">rohrbach@ra-rohrbach.de</a>	+49-69-65300356	Widgaesschen 4, 60599 Frankfurt am Main Germany

**5. Contact at PAIG-Japan**

You can contact Japan local compliance officer by email and telephone for consultation about our group whistleblower system or possible incident you have become aware.

Compliance & Legal

Email: [compliance@paig.co.jp](mailto:compliance@paig.co.jp)

Telephone: +81-(0)3-5752-1770