

Central whistleblower system of the Volkswagen Group

Complying with statutory regulations and internal rules, and the principles laid down in our code of conduct Our code and the Code of Conduct for Business Partners, has top priority at HoppyGo. 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 the Central 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 the Central whistleblower system. Retaliation of whistleblowers and all persons who contribute to investigations at HoppyGo 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 Central 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 Central 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 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 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*

What kind of report do you want to submit?

A complaint about products or services to our customer service

For complaints or feedback about vehicles and services of Škoda Auto or our business

telephone number 800 600 000 or e-mail address infoline@skoda-auto.cz. Thank you for your understanding that the Central whistleblower system is not primarily meant for questions or complaints of the customers.

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 the Central whistleblower system

The Central whistleblower system offers various channels for reporting potential misconduct by HoppyGo 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**

The Central investigation office of the Volkswagen Group 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**".

- **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**

The Volkswagen Group has appointed external lawyers to act as Ombudspersons. They advise on the Central whistleblower system or ensure that reports from whistleblowers are forwarded anonymously to the Central 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](#) to contact the Central 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> (relevant for Volkswagen entities incl. HoppyGo).

- **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 800 050 833 (for the Czech Republic), 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 Central investigation office. Dial back in to listen to the reply or further questions by our team.

Have the corresponding organizational code **122203** ready (relevant for Volkswagen entities incl. HoppyGo).

- **Speak Up 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 organization code **122203** (relevant for Volkswagen entities incl. HoppyGo). Log back in to see our team's reply or answer further questions.

To download the app, you can also scan the QR code:



QR code for entering the organization code into the already downloaded app (see above):



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

Questions or suggestions for improvement concerning the Central whistleblower system can also be addressed to the Central investigation office.

Furthermore, our local Chief Integrity & Compliance Officer can also be addressed in all matters of the Central whistleblower system via compliance@skoda-auto.cz.

External Reporting Channel of the Czech Republic

The Central whistleblower system is not used for submitting reports under Czech Act No. 171/2023 Coll., on the protection of whistleblowers. The data provided within the report submitted via the Central whistleblower system will be then directly shared with the Volkswagen Group.

In case of interest, whistleblowers might report violations under the above-mentioned law on the protection of whistleblowers via an external reporting channel established by the Ministry of Justice of the Czech Republic. You can find the external reporting channel here: <https://oznamovatel.justice.cz/>.