

我们的举报系统

遵守法律法规、内部规章，以及我们的Code of Conduct 和 Code of Conduct for Suppliers and Business Partners 中规定的原则是MAN Energy Solutions的首要任务。为满足这些标准，了解潜在的员工或供应商的不当行为并加以制止非常重要。因此，我们委托Volkswagen AG的Central Investigation Office代表我们运营一个中立、公正和保密的举报系统。

我们举报人制度的一个关键支柱是程序公平的原则。它确保对举报人、被举报人和对调查不当行为做出贡献的员工提供最大程度的保护。

这也包括提供匿名举报和沟通的机会。我们保证不会采取任何措施来识别不滥用举报系统的匿名举报人。对举报人及所有为调查做出贡献的人员的报复行为将不被容忍。被举报人在违规行为得到证实之前应被视为无辜。调查将在最大程度保密的条件下进行。相关信息将以公平、迅速和受保护的方式处理。

我们如何处理您的举报？

Central Investigation Office中具备资质且经验丰富的同事会全面、系统地审查每一份关于Volkswagen Group员工潜在不当行为的举报。首先，您将收到确认收悉的通知。然后，Central Investigation Office将评估您的举报。过程中将包括收集事实，特别是从举报人那里收集事实。只有在初步评估显示存在涉嫌违规的情况下，才会由专门调查组启动调查。之后，Central Investigation Office 将评估调查结果，并建议采取适当的措施。有关程序的大致进展*和结论的信息将立即提供给您。

针对Code of Conduct for Suppliers and Business Partners潜在违规行为的举报，包括直接和间接供应商对人权和环境的严重风险和违反行为、以及其他需要立即采取行动的举报，也可以向Central Investigation Office提交。Central Investigation Office将通知相关部门，并由其进行相应的处理。这其中尤其包括采取必要措施以减少或终止违规行为和/或风险。

[请点击此处阅读有关相关程序原则的更多信息。](#)

*处理时间根据程序的主题而有所不同。

您想要提交哪种报告？

向我们的举报系统举报潜在的不当行为

举报系统提供多种渠道，用于报告MAN Energy Solutions员工潜在的不当行为、违反Code of Conduct for Suppliers and Business Partners 或在我们的供应链中涉及人权和环境的严重风险与违规行为。

电子邮件

MAN Energy Solutions 的 Central Investigation Office 可以通过电子邮件（任何语言）联系: io@volkswagen.de.

邮寄地址/亲临

邮寄地址:

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

亲临:

请先发送电子邮件至 io@volkswagen.de 提前预约。

监察员

Volkswagen AG 已委任外部律师担任监察员。他们为举报系统提供咨询，或根据需要确保举报人提交的报告匿名转发给Central Investigation Office.

如果您想与监察员取得联系，您可以在已下链接找到他们的联系方式：
<http://www.ombudsmen-of-volkswagen.com/>.

在线举报渠道

您可以选择使用基于网络的通讯平台，以超过65种语言联系Central Investigation Office。该系统是保密和技术安全的，允许您匿名提交报告。

您可以通过以下链接访问在线举报渠道: <https://goto.speakup.report/manes>

您可以在[此处](#)找到有关如何通过在线、应用程序或电话进行举报的说明。

24/7热线 (Voice intake by phone)

您可以随时拨打电话，留下语音留言，24小时全天候服务。在拨通特定于您所在国家或地区的电话号码后，系统会提示您输入组织代码。然后，您可以以语音录音的形式提交报告。Central Investigation Office 只会收到书面文字记录。您可以拨打相同的号码来收听Central Investigation Office的回复或进一步问题。

请从附带的列表中选择您所在国家或地区的电话号码，并准备好相应的组织代码【122259】。

应用程序 “SpeakUp – Listen for a change”

您也可以下载People Intouch的Speak Up应用程序 “SpeakUp – Listen for a change” (仅限个人设备)，以访问安全的举报系统。通过该应用程序，您可以以书面形式提交报告或留下语音留言（也可以以匿名方式提交）。您需要使用组织代码【122259】。再次登录以查看Central Investigation Office的回复或回答其他问题。您可以扫描二维码来下载该应用程序：



您还有其他问题或需要当地联系人？

您可以向Central Investigation Office提出有关举报系统的疑问或改进建议。

此外，对于举报系统所有相关的事项，您可以通过 compliance@man-es.com 联系我们的Compliance Officer。

外部报告渠道

我们鼓励通过内部报告渠道举报不当行为。然而，根据欧盟举报指令，欧盟成员国已定义（或将很快定义）指定机构，这些机构也接受不当行为的举报作为外部报告渠道。

外部报告渠道包括：

國家	名字	連結
奥地利	Externe Meldestelle des Landes Wien für EU-Rechtsverstöße	Externe Meldestelle des Landes Wien für EU-Rechtsverstöße - Verstöße melden
比利时	The Federal Ombudsman	Homepage Federaalombudsman.be
保加利亚	Bulgarian Commission for Personal Data Protection (CPDP)	КЗЛД (cpdp.bg)
克罗地亚	Ombudswoman of Croatia	Kako podnijeti pritužbu – Pučka pravobraniteljica (ombudsman.hr)
捷克共和国	Ministerstvo spravedlnosti	Chci podat oznámení – veřejnost – Oznamovatel (justice.cz)
丹麦	Den Nationale Whistleblowerordning	Welcome to the National Whistleblower Scheme
爱沙尼亚		
芬兰	Office of the Chancellor of Justice	How to make a report? Chancellor of Justice (oikeuskansleri.fi)

國家	名字	連結
法国	Agence française anticorruption (AFA) Direction générale de la concurrence, de la consommation et de la répression des fraudes (DGCCRF) Inspection générale de l'environnement et du développement durable (IGEDD)	Faire un signalement à l'Agence française anticorruption Agence française anticorruption (agence-francaise-anticorruption.gouv.fr) DGCCRF economie.gouv.fr Contact IGEDD (developpement-durable.gouv.fr)
德国	Bundesamt für Justiz	BfJ - Hinweisgeberstelle (bundesjustizamt.de)
希腊	National Transparency Authority	EAD (ead.gr)
匈牙利	The Office of the Commissioner for Fundamental Rights	How can you complain to the ombudsman? - AJBH-EN - AJBH
爱尔兰	Office of the Protected Disclosures Commissioner	OPDC - Office of the Protected Disclosures Commissioner (OPDC)
意大利	ANAC – Autorità Nazionale Anticorruzione	Whistleblowing - www.anticorruzione.it
拉脱维亚	Valsts kanceleja Vides pārraudzības valsts birojs	Zinojuma iesniegšana Trauksmesceļš.lv trauksme@vpvb.gov.lv
立陶宛	Lietuvos Respublikos generalinė prokuratūra	Functions prokuraturos.lt
卢森堡	Les autorités compétentes The Luxembourg Competition Authority The Luxembourg Equal Opportunities Centre - CET	Lanceurs d’alerte - gouvernement.lu // Le gouvernement luxembourgeois Autorité de la concurrence - Luxembourg (public.lu) Contact - CET
荷兰	Huis voor Klokkenluiders	Home Huisvoorklokkenluiders
波兰		
葡萄牙	Prosecutor General	Serviço de denúncia (pgr.pt)
罗马尼亚	Agenția Națională de Integritate (A.N.I.)	Avertizori în interes public (integritate.eu)
斯洛伐克	ÚPSVaR	Oznamovanie protispoločenskej a korupčnej činnosti > ÚPSVaR (gov.sk)
斯洛文尼亚	Ministerstvo spravedlnosti	Zaščita prijaviteljev - žvižgačev GOV.SI
西班牙	Autoridad Independiente de Protección del Informante, A.A.I.	
瑞典	Swedish Economic Crime Authority Swedish Work Environment Authority Swedish Environmental Protection Agency	Anmäl ekobrott Ekobrottsmyndigheten Contact us - Arbetsmiljöverket (av.se) Contact us - Arbetsmiljöverket (av.se)

德国的外部举报渠道

德国政府已指定一个主管机构，接受关于不当行为的举报作为外部举报渠道。外部举报渠道是联邦司法局 (Bundesamt für Justiz) ([BfJ - Hinweisgeberstelle \(bundesjustizamt.de\)](https://www.bundesjustizamt.de)).

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 organizational code "12259" 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.

<u>Country</u>	<u>Phone instructions</u>
Albania	Number: +355 4 530 1801 Call charged at local rate
Algeria	Number: +213 983 29 93 38 Call charged at local rate
Angola	Number: +244 226 425 610 Call charged at local rate
Anguilla	Freephone: 1833 422 2005
Antigua and Barbuda	Freephone: 1833 422 2006
Argentina	Number: +54 11 2039 7280 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 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 Call charged at local rate

Country	Phone instructions
Brunei Darussalam	Freephone: 801 4657
Bulgaria	Freephone: 800 210 0645
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 Call charged at local rate
Cayman Islands	Number: +1 (345) 769 5580 Call charged at local rate
Chile	Number: +56 22 483 5917 Call charged at local rate
China	Country wide number with no supplier restriction: 400 120 1842 Call charged at local rate.
China	Freephone (Via China United Network): 1080 0852 2221
China	Freephone (via China Telecom): 1080 0152 3042
Colombia	Number: +57 601 242 1247 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 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 Call charged at local rate
Greece	Freephone: 0080 0441 45924 Can only be connected by Cosmote mobile and OTE landline

Country	Phone instructions
Grenada	Number: +1 (473) 230 0333 Call charged at local rate
Guam	Freephone: 1833 809 6777
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 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 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 Call charged at local rate; No mobile access
Kenya	Number: +254 20 765 0957 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 833 816 0913
Lithuania	Freephone: 8800 30366
Luxembourg	Number: +352 342 080 8982 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 Call charged at local rate
Moldova, the Republic of	Freephone: 080 060 016
Morocco	Number: +212 5 30 14 41 08 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

Country	Phone instructions
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
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 Can only be connected by Globe Telecom device
Poland	Freephone: 800012953
Portugal	Freephone: 800 831 302
Puerto Rico	Number: +1 (787) 200 7305 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 Call charged at local rate
Spain	Number: +34 900 031 156 Call charged at local rate
Sri Lanka	Number: +94 (72) 091 0370 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 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 Call charged at local rate
Tunisia	Number: +216 31 300 338 Call charged at local rate

<u>Country</u>	<u>Phone instructions</u>
Turkey	Freephone: 0080 04488 28602
Turks and Caicos Islands	Freephone: 1833 462 1355
Uganda	Number: +256 41 423 8162 Call charged at local rate
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 Call charged at local rate
Uruguay	Freephone: 0004 1598 5762
Venezuela, Bolivarian Republic of	Number: +58 212 335 7722 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