

Update Speak Up Line

Description: New provider for the whistleblower hotline

At TUI our commitment to Integrity and Compliance is a cornerstone of our success. Integrity, to us, means doing the right thing even when no one is watching. If you suspect a potential violation of laws, regulations, policies or infringements of the principles of the Integrity Passport, feel free to raise your concern. As a first step, please consider addressing the matter with the person whose conduct you are concerned about. If you feel this is not possible, you may want to talk to your line manager, your contact person in HR and or Legal Department or with the Integrity & Compliance team.

In case you want to stay anonymous TUI has implemented the Speak Up line, where your report will be handled confidentially.

We are happy to announce that we will change the provider of the whistleblower hotline to improve the procedure for reporting concerns.

Most important aspects:

- 1.** The process of handling reports raised via TUI's Speak Up line has not changed.
- 2.** We remain ensuring confidentiality and offer the option to report anonymously.
- 3.** If you report a potential violation in good faith, we will keep this confidential and protect your identity. Whether or not the content of your report turns out to be valid, you will not be subject to retaliatory or disciplinary action or to other adverse consequences.

What are the advantages?

The new TUI Speak Up line offers more possibilities on channels via which you can raise a concern.

In addition to provide all information in writing through mobile devices and web, you can also contact the Speak Up line via phone and talk to trained contact persons, who will guide you through a structured interview process to capture all information needed.

To raise a concern you may want to use the below links:

- **Via web:** using this [link](#).
- **Via phone:** our system supports multiple languages to ensure everyone can report concerns in their preferred language. Select the country and use the pointed phone number by using this [link](#).

- **Mobile Accessibility:** You can now make reports directly from your mobile device, providing convenience and flexibility by scanning the QR Code or using this [link](#).



When will the change become effective?

Starting from 21 October, our updated system will be available and should be used for all new reports. It's important to mention that for ongoing reports the former system will be open until 31 October. If this applies to you, please have a look at your case in the former system [here](#). We have sent a message with instructions on how to access your case in our new system.

If you have any doubts or need more information regarding the use of the new Speak Up line please feel free to reach out to the Integrity & Compliance team at compliance@tui.com