

# Whistleblower Reporting Channel

At Kuoni Tumlare we are committed to maintaining a culture of integrity, transparency, and accountability. To support this, we provide a secure and confidential whistleblowing channel where individuals can report concerns about potential misconduct.

## How to Report a Concern

If you become aware of any unlawful, unethical, or improper conduct related to our organisation, you can report it through the following channels:

### E-mail

D-Quest Helpline (offers access to a dedicated web page for each user company)

Enables anonymous two-way communication.

Accepts Whistleblowing Reports in Japanese, English, Chinese, Korean, Spanish, Portuguese, and Indonesian.

PC site: <https://www.helpline.jp/jtbgrouph/>

Mobile site: <https://www.helpline.jp/jtbgrouph/cel/>

ID: jtbgrouph / password: codeletter

### Telephone

D-Quest Helpline

*Telephone Service for Whistleblowing Reports in Japanese.*

Hours: Weekdays from 13:00 to 21:00

Telephone number: 0120-783-805 (corporate code: 132)

*Telephone Service for Whistleblowing Reports in English, Chinese (Mandarin), and Japanese.*

Hours: English/Chinese from 13:00 to 21:00 on Tuesdays and Thursdays (Japan Standard Time)

Japanese: Weekdays from 13:00 to 21:00 (Japan Standard Time)

Telephone number: Toll-free number on the right (corporate code: 132)

\*Toll-free service is not available in some countries and regions

Alternative telephone number: 03-5296-8334 (corporate code: 132)

### List of toll-free numbers

Region	Country (Region)	International Toll Free Number	Languages Supported
North/South America	USA	1-844-816-0307	English
	Canada	1-844-261-0375	English

	Brazil	0800-892-3156	English
Europe	The Netherlands	0800-022-6454	English/Japanese
	United Kingdom	0808-234-3431	English/Japanese
	France	080-913-339	English/Japanese
	Italy	800-791377	English/Japanese
	Switzerland	0800-55-0346	English/Japanese
	Spain	900-9-581-93	English/Japanese
	Germany	0800-1818357	English/Japanese
	Hungary	06-801-099-09	English/Japanese
	Austria	0800-297-966	English/Japanese
	Czech Republic	800-722-113	English/Japanese
	Greece	00-800-161-2203-0335	English/Japanese
	Norway	8001-0055	English/Japanese
	Denmark	8025-2814	English/Japanese
	Sweden	020-79-2777	English/Japanese
	Finland	0-800-917-321	English/Japanese
	Russia	8800-707-2961	English/Japanese
Poland	0-0-800-8113-267	English/Japanese	
Asia-Pacific	Singapore	800-810-2427	English/Japanese
	Malaysia	1-800-81-7480	English/Japanese
	Thailand	001-800-814-5261	English
	Vietnam	120-81-868	English
	Indonesia	001-803-00811-356	English
	Taiwan	00801-814731	Chinese/Japanese
	India	000-800-1008-783	English/Japanese
	South Korea	00798-817-1823	Korean/Japanese
	China (Northern)	10800-813-2924	Chinese/Japanese
	China (Southern)	10800-481-3152	Chinese/Japanese
	Hong Kong	800-962-935	Chinese/Japanese
	Macau (Hong Kong)	800-962-935	Chinese/Japanese
	Australia	1-800-078-967	English
	New Zealand	0800-453-442	English
Micronesia	Guam	1-844-816-0307	English/Japanese
	Saipan	1-844-816-0307	English/Japanese

## Confidentiality and Protection

- All reports will be handled with strict confidentiality.
- Whistleblowers are protected from retaliation in accordance with applicable laws.
- Reports can be made anonymously, where permitted.

## What Can Be Reported?

You can report concerns related to:

- Fraud, corruption, or financial misconduct
- Workplace harassment or discrimination
- Data protection or privacy breaches
- Environmental or safety violations
- Any other serious ethical or legal concerns

## How We Handle Reports

- You will receive confirmation of your report (if contact details are provided) within seven days.
- Our internal team will review and investigate the matter with due diligence.
- We will provide follow-up updates where appropriate and in compliance with confidentiality requirements.

## Request a Copy of Our Whistleblower Policy

For more details on our whistleblower protection measures and reporting procedures, you may request a copy of our full **Whistleblower Policy** by contacting us at:

[compliance-officer@kuonitumlare.com](mailto:compliance-officer@kuonitumlare.com)

If you have any questions or need further guidance, please reach out to our compliance team.