

## Mondelēz International HelpLine Numbers

March 22, 2013

There are many ways to report a concern or suspected misconduct, including discussing it with your supervisor, your supervisor's supervisor, another member of management, a company lawyer, your Human Resources representative, or your Regional Compliance Officer. You also may contact the Integrity HelpLine – for example, when you are unsure where to go, are uncomfortable reporting the issue elsewhere, have raised your concern with the contacts above and have not been satisfied with the response, or wish to report the issue anonymously. The HelpLine is a secure service operated by a third-party for Mondelēz International 24 hours a day, 365 days a year. Language interpreters are available if needed. The HelpLine operator will report your call to the company's Compliance & Integrity Department so it can be properly addressed. Dialing instructions and the HelpLine numbers by country are provided below.

**Note for Mobile Phone Users:** *Calls to the HelpLine from mobile phones may result in your local phone provider charging you for the air time for the call. Also, there may be some local or in-country restrictions on toll-free calls placed from mobile phones.*

**\*Important:** Mondelēz International employees from Denmark, Finland, Norway and Sweden should [click here](#) before making reports using The Integrity HelpLine.

### HelpLine Calling Instructions From Countries That Require Access Codes:

1. Dial the appropriate AT&T Direct Access Code listed below. You will hear an English-language message or a series of prompt tones.
2. Dial the HelpLine number listed next to the Access Number you dialed. (Do not press "0" or "1" before entering the number.)
3. After dialing, you will hear a message in that country's official language.
4. You will hear a series of language options to choose from.
5. After you select a language, you will hear a longer message in your selected language. After the message you will be put on hold. Do not hang up; the system is locating an interpreter/interview specialist, who will listen to your concern.

Region	Country	AT&T Direct Access Code(s)	HelpLine Number
AP	Australia	Telstra: 1-800-881-011 Optus: 1-800-551-155	866-334-9336
AP	China	Southern, Mandarin Operator: 108-10 Southern: 108-11 Northern, Mandarin Operator: 108-710 Northern: 108-888	866-335-8170
AP	Hong Kong	Hong Kong: 800-96-1111 Hong Kong: 800-93-2266	866-335-8170
AP	India	000-117	866-334-9336

AP	Indonesia	001-801-10 Not available from cellular phones. Use public phones allowing international access.	866-335-8172
AP	Japan	KDDI: 00-539-111 Softbank Telecom: 00-663-5111 NTT: 0034-811-001	866-334-9336
AP	Malaysia	1-800-80-0011	866-335-8170
AP	New Zealand	000-911	866-334-9336
AP	Philippines	PLDT: 1010-5511-00 Globe, Philcom, Digitel, Smart: 105-11 Tagalog Operator: 105-12	866-335-8172
AP	Singapore	StarHub: 800-001-0001 SingTel: 800-011-1111	866-335-8170
AP	South Korea	Reverse Charge Calls/Collect Calls: 503-726-2432 or Integrity WebLine <a href="http://www.mdlzethics.com">http://www.mdlzethics.com</a> to report online	
AP	Taiwan	00-801-102-880	866-335-8170
AP	Thailand	Thailand: 1-800-0001-33 Thailand: 001-999-111-11	866-335-8172
AP	Vietnam	1-201-0288	866-335-8172
EEMEA	Algeria	Reverse Charge Calls/Collect Calls: 503-726-2432 or Integrity WebLine <a href="http://www.mdlzethics.com">http://www.mdlzethics.com</a> to report online	
EEMEA	Azerbaijan	Reverse Charge Calls/Collect Calls: 503-726-2432 or Integrity WebLine <a href="http://www.mdlzethics.com">http://www.mdlzethics.com</a> to report online	
EEMEA	Bahrain	Bahrain (U.S. Military Bases): 800-000-00 Bahrain: 800-00-001 Bahrain (Cellular): 800-000-05	866-336-3890
EEMEA	Belarus	8^800-101 ^ indicates a second dialing tone. Dial 8, wait for second dial tone, and then dial the rest of the numbers.	800-387-0316
EEMEA	Botswana	Reverse Charge Calls/Collect Calls: 503-726-2432 or Integrity WebLine <a href="http://www.mdlzethics.com">http://www.mdlzethics.com</a> to report online	
EEMEA	Egypt	Cairo: 2510-0200 Egypt: 02-2510-0200	800-390-3614
EEMEA	Georgia	Reverse Charge Calls/Collect Calls: 503-726-2432 or Integrity WebLine <a href="http://www.mdlzethics.com">http://www.mdlzethics.com</a> to report online	
EEMEA	Ghana	Reverse Charge Calls/Collect Calls: 503-726-2432 or Integrity WebLine <a href="http://www.mdlzethics.com">http://www.mdlzethics.com</a> to report online	
EEMEA	Israel	Reverse Charge Calls/Collect Calls: 503-726-2432 or Integrity WebLine <a href="http://www.mdlzethics.com">http://www.mdlzethics.com</a> to report online	

EEMEA	Kazakhstan	8^800-121-4321 ^ indicates a second dialing tone. Dial 8, wait for second dial tone, and then dial the rest of the numbers.	866-337-7762
EEMEA	Kenya	Reverse Charge Calls/Collect Calls: 503-726-2432 or Integrity WebLine <a href="http://www.mdlzethics.com">http://www.mdlzethics.com</a> to report online	
EEMEA	Lebanon	01-426-801	800-376-5851
EEMEA	Mauritius	01-120	866-336-9646
EEMEA	Morocco	002-11-0011	800-376-5851
EEMEA	Namibia	Reverse Charge Calls/Collect Calls: 503-726-2432 or Integrity WebLine <a href="http://www.mdlzethics.com">http://www.mdlzethics.com</a> to report online	
EEMEA	Nigeria	Dial extension "1234" from facility telephones to directly link to Reverse Charge Calls/Collect Calls: 503-726-2432 or Integrity WebLine <a href="http://www.mdlzethics.com">http://www.mdlzethics.com</a> to report online	
EEMEA	Pakistan	00-800-01-001 Not available from cellular phones	866-491-0016
EEMEA	Russia	Within Moscow and St. Petersburg: 363-2400 All Other Cities: 8^495-363-2400 or 8^812-363-2400 or 8^10-800-110-1011 ^ indicates a second dialing tone. Dial 8, wait for second dial tone, and then dial the rest of the numbers.	800-387-0316
EEMEA	Saudi Arabia	1-800-10	800-390-3614
EEMEA	South Africa	0-800-99-0123	866-334-9336
EEMEA	Swaziland	Reverse Charge Calls/Collect Calls: 503-726-2432 or Integrity WebLine <a href="http://www.mdlzethics.com">http://www.mdlzethics.com</a> to report online	
EEMEA	Turkey	0811-288-0001	866-336-3890
EEMEA	Ukraine	0^00-11 ^ indicates a second dialing tone. Dial 0, wait for second dial tone, and then dial the rest of the numbers.	800-390-3612
EEMEA	United Arab Emirates	UAE: 8000-021 UAE (U.S. Military Bases): 8000-051 UAE (U.S. Military Bases): 8000-061	800-390-3614
LA	Argentina	ALA Spanish: 0-800-288-5288 Argentina-Telecom: 0-800-555-4288 Telefonica: 0-800-222-1288	877-261-2567
LA	Bolivia	Bolivia: 800-101-110 Bolivia (Spanish Operator): 800-101-111	800-380-5907
LA	Brazil	0-800-888-8288 0-800-890-0288	877-261-2567

LA	Chile	Chile (AT&T): 171-00-311 Chile (AT&T Spanish Operator): 171-00-312 Chile AT&T: 800-225-288 Chile (Telefonica): 800-800-288 Chile (ENTEL): 800-360-311 Chile (ENTEL Spanish Operator): 800-360-312 Chile (Easter Island): 800-800-311 Chile (Easter Island Spanish): 800-800-312	877-261-2567
LA	Colombia	Colombia: 01-800-911-0010 Colombia Spanish Operator: 01-800-911-0011	877-261-2567
LA	Costa Rica	0-800-011-4114	877-261-2567
LA	Dominican Republic	1-800-225-5288 Spanish Operator: 11-22 1-800-872-2881	877-261-2567
LA	Ecuador	1-800-225-528 Andinatel: 1-999-119	800-380-5907
LA	El Salvador	Spanish Operator: 800-1785	800-380-5907
LA	Guatemala	999-9190	877-261-2567
LA	Honduras	Spanish Operator: 800-0123	800-380-5907
LA	Jamaica	1-800-872-2881 872 (card calls from select hotels and dedicated phones) #1 (collect calling from public phones)	866-334-9336
LA	Mexico	001-800-462-4240 Spanish Operator: 001-800-658-5454 01-800-288-2872 Por Cobrar Spanish: 01-800-112-2020	877-261-2567
LA	Nicaragua	Spanish Operator: 1-800-0164 1-800-0174	800-380-5907
LA	Panama	Panama: 800-0109 Spanish Operator: 800-2288	877-261-2567
LA	Peru	Spanish Operator: 0-800-50-000 Telephonica: 0-800-50-288 Americatel: 0-800-70-088	800-380-5907
LA	Puerto Rico	<i>Toll-free</i>	877-781-2421
LA	Trinidad and Tobago	1-800-872-2881	866-334-9336
LA	Uruguay	000-410	877-261-2567
LA	Venezuela	0-800-225-5288 Spanish Operator: 0-800-552-6288	877-261-2567
MEU	Austria	0-800-200-288	800-380-5962
MEU	Belgium	0-800-100-10	866-336-9646
MEU	Bulgaria	00-800-0010	800-381-6402

MEU	Croatia	0800-220-111	866-337-7762
MEU	Czech Republic	<i>Toll-free</i>	800-400-188
MEU	Denmark*	800-100-10	866-339-9707
MEU	Estonia	800-12001	866-338-3546
MEU	Finland*	0-800-11-0015	866-339-9707
MEU	France	France (France Telecom): 0-800-99-0011 Paris Only: 0-800-99-0111 France: 0-800-99-1011 France: 0-800-99-1111 France: 0-800-99-1211 France (Telecom Development):0805-701-288	866-336-9646
MEU	Germany	0-800-225-5288	866-339-9465
MEU	Greece	00-800-1311	866-337-7762
MEU	Hungary	06-800-011-11	866-338-3546
MEU	Ireland	Ireland (UIFN): 00-800-222-55288 Ireland (Northern): 0-800-89-0011 Ireland: 1-800-550-000	866-334-9336
MEU	Italy	800-172-444	800-481-4352
MEU	Latvia	8000-2288	800-381-6403
MEU	Lithuania	<i>Toll-free</i>	8 800 01417
MEU	Luxembourg	800-201-11	866-339-9465
MEU	Netherlands (Holland)	0800-022-9111	866-336-9646
MEU	Norway*	Norway: 800-190-11	866-339-9707
MEU	Poland	0-0-800-111-1111	866-338-3546
MEU	Portugal	800-800-128	866-340-4581
MEU	Romania	Romtelecom: 0808-03-4288	800-381-6404
MEU	Serbia	Reverse Charge Calls/Collect Calls: 503-726-2432 or Integrity WebLine <a href="http://www.mdlzethics.com">http://www.mdlzethics.com</a> to report online	
MEU	Slovakia	0-800-000-101	800-381-6405
MEU	Slovenia	Reverse Charge Calls/Collect Calls: 503-726-2432 or Integrity WebLine <a href="http://www.mdlzethics.com">http://www.mdlzethics.com</a> to report online	
MEU	Spain	900-99-0011	866-340-4581
MEU	Sweden*	020-799-111	866-339-9707
MEU	Switzerland	0-800-890011	866-339-9465
MEU	United Kingdom	UK (C&W): 0-500-89-0011 UK (British Telecom): 0-800-89-0011	866-334-9336
NA	Canada	<i>Toll-free</i>	877-781-7305
NA	United States	<i>Toll-free</i>	877-781-2421