

Kraft Foods Integrity HelpLine Numbers

Updated as of 3/29/2010

There are many ways to report a concern or suspected misconduct, including discussing it with your Kraft Foods 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, where 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 Kraft Foods 24 hours a day, 365 days a year. The HelpLine and corresponding WebLine (www.KraftFoodsEthics.com) are available to all Kraft Foods employees and to people outside Kraft Foods who wish to report suspected misconduct by a Kraft Foods employee or concerning Kraft Foods business. Language interpreters for the HelpLine are available if needed and the WebLine is available in approximately 40 languages. 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: Calls to the HelpLine from mobile or cell 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 cell phones.

HelpLine Calling Instructions from Countries That Require Access Numbers:

1. Dial the appropriate Access Number listed below. You will hear an English-language message or a series of prompt tones.
2. Enter 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. After the message you will be put on hold for a moment. Do not hang up; the system is locating an interpreter/interview specialist, who will listen to your concern.

| Region | Country | Direct Access Code(s) | HelpLine Number |
|--------|-----------|--|-----------------|
| AP | Australia | Telstra: 1-800-881-011 Optus: 1-800-551-155 | 866-334-9336 |
| AP | China | PRC - South, Shanghai - China Telecom: 10-811 North, Beijing CNGC: 108-888 China (Southern, Mandarin Operator): 108-10 China (Northern, Mandarin Operator): 108-710 | 866-335-8170 |
| AP | Hong Kong | Hong Kong Telephone: 800-96-1111 New World Telephone: 800-93-2266 | 866-335-8170 |
| AP | India | 000-117 | 866-334-9336 |
| AP | Indonesia | 001-801-10 | 866-335-8172 |
| AP | Japan | KDDI: 00-539-111 Softbank Telecom: 00-663-5111 NTT: 0034-811-001 | 866-334-9336 |

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| AP | Malaysia | 1-800-80-0011 | 866-335-8170 |
| AP | Philippines | PLDT: 1010-5511-00 Globe, Philcom, Digitel, Smart: 105-11 Tagalog Operator: 105-12 | 866-335-8172 |
| AP | Singapore | SingTel: 800-011-1111 StarHub: 800-001-0001 | 866-335-8170 |
| AP | Taiwan | 00-801-102-880 | 866-335-8170 |
| AP | Thailand | New: 1-800-0001-33 001-999-111-11 | 866-335-8172 |
| AP | Vietnam | 1-201-0288 | 866-335-8172 |
| CEEMA | Algeria | Integrity WebLine Service Only. Visit http://www.kraftethics.com to report via online | |
| CEEMA | Bahrain | 800-00-001 | 866-336-3890 |
| CEEMA | Bulgaria | 00-800-0010 | 800-381-6402 |
| CEEMA | Croatia | 0800-220-111 | 866-337-7762 |
| CEEMA | Czech Republic | 00-800-222-55288 | 800-387-2698 |
| CEEMA | Egypt | Cairo: 2510-0200 Outside Cairo: 02-2510-0200 | 800-390-3614 |
| CEEMA | Estonia | 800-12001 | 866-338-3546 |
| CEEMA | Hungary | 06-800-011-11 | 866-338-3546 |
| CEEMA | 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 |
| CEEMA | Latvia | 8000-2288 | 800-381-6403 |
| CEEMA | Lithuania | Integrity WebLine Service Only. Visit http://www.kraftethics.com to report via online | |
| CEEMA | Morocco | 002-11-0011 | 800-376-5851 |
| CEEMA | Poland | 0-0-800-111-1111 | 866-338-3546 |
| CEEMA | Romania | 0808-03-4288 | 800-381-6404 |
| CEEMA | Russia | Within Moscow and St. Petersburg: 363-2400 Russia 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 |
| CEEMA | SaudiArabia | 1-800-10 | 800-390-3614 |
| CEEMA | Serbia | Integrity WebLine Service Only. Visit http://www.kraftethics.com to report via online | |
| CEEMA | Slovakia | 0-800-000-101 | 800-381-6405 |
| CEEMA | Slovenia | Integrity WebLine Service Only. Visit http://www.kraftethics.com to report via online | |
| CEEMA | South Africa | 0-800-99-0123 | 866-334-9336 |

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| CEEMA | Turkey | 0811-288-0001 | 866-336-3890 |
| CEEMA | UAE | 0-800-121 | 800-390-3614 |
| CEEMA | 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 |
| KFE | Austria | 0-800-200-288 | 800-380-5962 |
| KFE | Belgium | 0-800-100-10 | 866-336-9646 |
| KFE | Denmark | 800-100-10 | 866-339-9707 |
| KFE | Finland | 0-800-11-0015 | 866-339-9707 |
| KFE | France | France Telecom: 0-800-99-0011 Telecom Development: 0805-701-288 | 866-336-9646 |
| KFE | Germany | 0-800-225-5288 | 866-339-9465 |
| KFE | Greece | 00-800-1311 | 866-337-7762 |
| KFE | Ireland | 1-800-550-000 UIFN: 00-800-222-55288 | 866-334-9336 |
| KFE | Italy | 800-172-444 | 800-481-4352 |
| KFE | Netherlands (Holland) | 0800-022-9111 | 866-336-9646 |
| KFE | Norway | 800-190-11 | 866-339-9707 |
| KFE | Portugal | 800-800-128 | 866-340-4581 |
| KFE | Spain | 900-99-0011 | 866-340-4581 |
| KFE | Sweden | 020-799-111 | 866-339-9707 |
| KFE | Switzerland | 0-800-890011 | 866-339-9465 |
| KFE | United Kingdom | British Telecom: 0-800-89-0011 C&W: 0-500-89-0011 | 866-334-9336 |
| LA | Argentina | Argentina-Telecom: 0-800-555-4288 Telefonica: 0-800-222-1288 ALA Spanish: 0-800-288-5288 | 877-261-2567 |
| LA | Brazil | 0-800-890-0288 0-800-888-8288 | 877-261-2567 |
| LA | Chile | AT&T Node: 800-225-288 AT&T Chile: 171 00 311 AT&T Chile Spanish: 171 00 312 | 877-261-2567 |
| LA | Colombia | 01-800-911-0010 Spanish: 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: 11-22 | 877-261-2567 |
| LA | Ecuador | Andinatel: 1-999-119 Pacifictel: 1-800-225-528 Pacifictel Spanish: 1-800-999-119 | 800-380-5907 |
| LA | El Salvador | 800-1785 800-1288 | 800-380-5907 |

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| LA | Honduras | 800-0123 | 800-380-5907 |
| LA | Jamaica | 1-800-872-2881 | 866-334-9336 |
| LA | Mexico | 01-800 288-2872 001-800-462-4240 | 877-261-2567 |
| LA | Nicaragua | 1-800-0174 Spanish: 1-800-0164 | 800-380-5907 |
| LA | Panama | Panama: 800-0109 Spanish: 800-2288 | 877-261-2567 |
| LA | Peru | Telephonica: 0-800-50-288 Americatel: 0-800-70-088 Telephonica Spanish: 0-800-50-000 | 800-380-5907 |
| LA | Puerto Rico | <i>Toll-free</i> | 877-781-2421 |
| LA | Uruguay | 000-410 | 877-261-2567 |
| LA | Venezuela | 0-800-225-5288 Spanish: 0-800-552-6288 | 877-261-2567 |
| NA | Canada | <i>Toll-free</i> | 877-781-7305 |
| NA | United States | <i>Toll-free</i> | 877-781-2421 |