

Kraft Foods Integrity HelpLine Numbers

Updated as of April 27, 2011

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 Kraft Foods 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 Cell Phone Users: *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.*

***Important:** Kraft Foods 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 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	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	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 http://www.kraftfoodsethics.com to report via 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

CEEMA	Algeria	Reverse Charge Calls/Collect Calls: 503-726-2432 or Integrity WebLine http://www.kraftfoodsethics.com to report via online	
CEEMA	Azerbaijan	Reverse Charge Calls/Collect Calls: 503-726-2432 or Integrity WebLine http://www.kraftfoodsethics.com to report via online	
CEEMA	Bahrain	Bahrain (U.S. Military Bases): 800-000-00 Bahrain: 800-00-001 Bahrain (Cellular): 800-000-05	866-336-3890
CEEMA	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
CEEMA	Botswana	Reverse Charge Calls/Collect Calls: 503-726-2432 or Integrity WebLine http://www.kraftfoodsethics.com to report via online	
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 Egypt: 02-2510-0200	800-390-3614
CEEMA	Estonia	800-12001	866-338-3546
CEEMA	Georgia	Reverse Charge Calls/Collect Calls: 503-726-2432 or Integrity WebLine http://www.kraftfoodsethics.com to report via online	
CEEMA	Ghana	191	866-491-0016.
CEEMA	Hungary	06-800-011-11	866-338-3546
CEEMA	Israel	Reverse Charge Calls/Collect Calls: 503-726-2432 or Integrity WebLine http://www.kraftfoodsethics.com to report via online	
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	Kenya	Reverse Charge Calls/Collect Calls: 503-726-2432 or Integrity WebLine http://www.kraftfoodsethics.com to report via online	
CEEMA	Latvia	8000-2288	800-381-6403

CEEMA	Lebanon	01-426-801	800-376-5851
CEEMA	Lithuania	Reverse Charge Calls/Collect Calls: 503-726-2432 or Integrity WebLine http://www.kraftfoodsethics.com to report via online	
CEEMA	Morocco	002-11-0011	800-376-5851
CEEMA	Namibia	Reverse Charge Calls/Collect Calls: 503-726-2432 or Integrity WebLine http://www.kraftfoodsethics.com to report via online	
CEEMA	Nigeria	Reverse Charge Calls/Collect Calls: 503-726-2432 or Integrity WebLine http://www.kraftfoodsethics.com to report via online	
CEEMA	Pakistan	00-800-01-001 Not available from cellular phones	866-491-0016
CEEMA	Poland	0-0-800-111-1111	866-338-3546
CEEMA	Romania	Romtelecom: 0808-03-4288	800-381-6404
CEEMA	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 or 8^10-800-120-1011 ^ indicates a second dialing tone. Dial 8, wait for second dial tone, and then dial the rest of the numbers.	800-387-0316
CEEMA	Saudi Arabia	1-800-10	800-390-3614
CEEMA	Serbia	Reverse Charge Calls/Collect Calls: 503-726-2432 or Integrity WebLine http://www.kraftfoodsethics.com to report via online	
CEEMA	Slovakia	0-800-000-101	800-381-6405
CEEMA	Slovenia	Reverse Charge Calls/Collect Calls: 503-726-2432 or Integrity WebLine http://www.kraftfoodsethics.com to report via online	
CEEMA	South Africa	0-800-99-0123	866-334-9336
CEEMA	Swaziland	Reverse Charge Calls/Collect Calls: 503-726-2432 or Integrity WebLine http://www.kraftfoodsethics.com to report via online	
CEEMA	Turkey	0811-288-0001	866-336-3890
CEEMA	United Arab Emirates	UAE: 0-800-121 UAE (U.S. Military Bases): 0-800-151 UAE (U.S. Military Bases): 0-800-161	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 (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

KFE	Germany	0-800-225-5288	866-339-9465
KFE	Greece	00-800-1311	866-337-7762
KFE	Ireland	Ireland (UIFN): 00-800-222-55288 Ireland (Northern): 0-800-89-0011 Ireland: 1-800-550-000	866-334-9336
KFE	Italy	800-172-444	800-481-4352
KFE	Luxembourg	800-201-11	866-339-9465
KFE	Netherlands (Holland)	0800-022-9111	866-336-9646
KFE	*Norway	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	UK (C&W): 0-500-89-0011 UK (British Telecom): 0-800-89-0011	866-334-9336

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 Spanish Operator: 1-800-999-119 Andinatel: 1-999-119	800-380-5907
LA	El Salvador	Spanish Operator: 800-1785	800-380-5907
LA	Guatemala	Spanish Operator: 138-120 999-9190	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: 0-800-50-000T 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

NA	Canada	<i>Toll-free</i>	877-781-7305
NA	United States	<i>Toll-free</i>	877-781-2421