

# Reporting instructions



For Air Products, operating with integrity is vital. That includes each of us doing our daily work with the highest standard of business ethics as well as reporting concerns about suspected breaches of integrity of which we become aware. The IntegrityLine toll-free telephone numbers\* are available for reporting misconduct. A caller can remain anonymous where allowable by local law. The IntegrityOnline website [www.airproducts.com/integrityonline](http://www.airproducts.com/integrityonline) can also be used for reporting and is available in the languages most commonly spoken by our employees. Related training is assigned by role and accessible through LSO to enhance employees' understanding of key topics. These tools are managed by Air Products' third-party vendors, companies with expertise in the field of ethics, compliance, and risk management.

Employees who need to communicate about such issues should first speak to an immediate supervisor or manager. If an employee prefers to bring his or her concerns to someone else, and this is allowable by local law, he or she should contact the appropriate organizational contact.

For emergencies requiring immediate assistance, contact the Global Security Operations Center in the United States at (international dialing code + 610-481-7711).

If there is no number listed for your location, callers from out-side the United States will need to access the toll-free\* IntegrityLine by first dialing the proper AT&T Access Number, found at [www.business.att.com/bt/access.jsp](http://www.business.att.com/bt/access.jsp) (choose your country from the drop-down menu and click "Go" to find the right access code).

\* The telephone numbers for reporting are toll-free from most landlines. For cell or mobile phone calls, fees may occur depending on the originating cell or mobile phone number's service provider agreement. Access may depend upon local telephone company providers and carriers.

## International Dialing Instructions

It is recommended you use a landline phone for best results.

Country	Local Options	Telephone Number
Argentina		0800-444-8089
Belgium		0800-7-1658
Brazil		0800-891-4169
Canada		1-877-272-9726 (US)
Chile	Dial the direct access number for your location from the list below:	
	AT&T	800-225-288
	Telefonica	800-800-288
	ENTEL	800-360-311
	ENTEL—Spanish Operator	800-360-312
	Easter Island	800-800-311
	Easter Island—Spanish Operator	800-800-312
	Then, at the English prompt, dial:	855-225-7066
China	Southern	10-800-711-0635
	Northern	10-800-110-0581
Columbia	Dial the direct access number for your location:	
	English Operator	01-800-911-0010
	Spanish Operator	01-800-911-0011
	Then, at the English prompt, dial:	855-225-7066
Czech Republic		800-142-716
Ecuador	Dial the direct access number for your location:	
	English Operator	1-800-225-528
	Spanish Operator	1-999-119
	Then, at the English prompt, dial:	855-225-7066
France		0800-90-0198
Germany		0800-183-0860
Indonesia		001-803-1-008-3251
Italy		800-788319
Japan		0034-800-900066
		00531-11-4454
		0044-22-11-2562
		0066-33-830191
Korea, Republic of		00798-1-1-005-6156
Malaysia		1-800-81-2303
Netherlands		0800-022-0720
Peru	Dial the direct access number for your location:	
	Telefonica—Spanish Operator	0-800-50-000
	Telefonica	0-800-50-288
	Americatel	0-800-70-088
	Then, at the English prompt, dial:	855-225-7066
Poland		0-0-800-111-1582
Portugal		800-8-11604
Spain		900-97-1039
Taiwan		00801-10-4062
United Kingdom & Northern Ireland		0808-234-6711
United States		1-877-272-9726

**If you wish to make your report by telephone, please be patient and remain on the line. It may take several minutes for the operator to access a translator who will aid you in making your report in your preferred language.**

**Important note:** The details for reporting risk and compliance issues vary by region in accordance with current Data Privacy law and other legislation. When employees report online (on the Internet website at [www.airproducts.com/integrityonline](http://www.airproducts.com/integrityonline)) or call the IntegrityLine designated for Germany, Italy, Czech Republic, Portugal, Spain, Poland, Belgium, Netherlands, or France, the specific categories for reporting (as well as the option for anonymous reporting), may be limited according to current local law. In these countries, the kinds of issues that an individual can report by phone or online are restricted to audit, accounting, fraud and financial irregularities. You may address other types of violations or suspected violations through alternate reporting channels such as your manger or supervisor or the appropriate organizational contact.

It is Air Products' expectation that employees report misconduct, but there are no adverse consequences for not reporting. Those in leadership roles are required to report ethics, compliance and risk violations of which they are aware or should have been aware, as allowed by local law.

Air Products maintains a **firm promise of non-retaliation** for any type of reporting or "whistleblowing."



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