

Lonza Ethics Hotline Q&A

❖ What is the Lonza Ethics Hotline?

The Lonza Ethics Hotline is a comprehensive and confidential Internet and telephone based communications tool that assists employees in addressing concerns in the workplace and sharing views to promote ethics at Lonza.

We believe that employees are one of Lonza's most important assets. Through open channels of communication, you can participate in improving the company and helping to create a safe and ethical environment.

❖ Who has access to the Lonza Ethics Hotline?

Employees in all Lonza locations (*with the exception of France due to data privacy regulations*) have access to the Lonza Ethics Hotline. The Lonza Ethics Hotline can be accessed from any location (work, home, etc.) via the Internet or by telephone.

Note: Due to privacy regulations, this system is not available to employees based in France. Said employees should contact local HR or the Basel Legal Department.

❖ When should I use the Lonza Ethics Hotline?

Employees should use the Lonza Ethics Hotline to raise concerns. Further, the tool allows employees to ask for clarification of company policy, offer positive comments, and to make suggestions. The system is designed so that employees can choose to contact Lonza in confidential manner. The system also provides a formal mechanism for follow-up and response to inquiries.

Your reporting of any activity that may be cause for concern can minimize the potential negative impact on the company and its employees.

Note: Lonza Ethics Hotline should not be used for immediate threats to life or property. These types of reports should be directed to your local emergency number or in the US and Canada 911.

❖ What if I want to be identified with my report?

There is a section in the report for identifying yourself, if you wish.

❖ What type of information should I report?

The Lonza Ethics Hotline is a communications tool providing an avenue for sharing information of any kind and in particular, ethical and compliance concerns you may have.

❖ If I see a violation, shouldn't I just report it to my manager, the legal department, or human resources and let them deal with it?

You certainly can, but there are several good reasons why you should use the Lonza Ethics Hotline as well. The Lonza Ethics Hotline ensures that your report quickly gets to the appropriate people. More importantly, reports can be filed confidentially and all report information is secure and held in the strictest confidence.

We all have the right to work in a positive environment and with that right, comes the responsibility of acting in an ethical manner and letting the appropriate people know if someone is not acting appropriately. By working together, we can maintain a healthy and productive environment. Corporate misconduct can threaten the livelihood of an entire company.

❖ It is my understanding that any report I send from a company computer generates a server log that shows every web-site that my computer connects with, and won't this log identify me as a report originator?

To ensure anonymity, we do not recommend that you use your company-provided computer or telephone to report concerns to the Lonza Ethics Hotline but instead use other equipment. Please note though that the Lonza Ethics Hotline website does not generate or maintain any internal connection logs with IP addresses, so no information linking your computer or other web browsing device to the Lonza Ethics Hotline is available from the Lonza Ethics website itself. The ethics website and telephone hotline are available during all hours and days so you may prefer to report from the comfort your home outside of business hours using your own computer or telecommunications equipment.

❖ I am concerned that the information I provide the Lonza Ethics Hotline will ultimately reveal my identity. How can you assure me that will not happen?

The Lonza Ethics Hotline is designed to protect your identity. You can choose whether or not you want to identify yourself.

❖ If I report a concern, will I suffer retaliation?

Employees who raise concerns in good faith regarding a possible compliance violation will not be subject to any retaliation. Any act or threat of retaliation is itself a serious violation of the Lonza Code of Conduct.

❖ Isn't this just a "Big Brother" program making everyone suspicious of everyone else?

Absolutely not. The Lonza Ethics Hotline concentrates on being a positive aspect of the overall corporate culture, and allows employees to contribute to assure a safe, secure and ethical workplace. We encourage you to use the system. Effective communication is the lifeblood of Lonza and the Lonza Ethics Hotline is a great way to enhance that communication.

❖ I am aware of some individuals involved with unethical conduct, but it doesn't affect me. Why should I bother reporting it?

Lonza promotes ethical behavior. All unethical conduct, at any level, ultimately hurts the company and all employees, including you. So if you know of any incidents of misconduct or ethical violations, consider it your duty to yourself and your coworkers to communicate it.

❖ I am not sure what I have observed or heard is a violation of company policy, or involves unethical conduct, but it just does not look right to me. What should I do?

The Lonza Ethics Hotline can help you prepare your communication with the company so it can be properly understood. We'd rather you reported a situation that turned out to be harmless than let possible unethical behavior go unchecked because you weren't sure.

❖ Where do these reports go? Who can access them?

Once you utilize the Lonza Ethics Hotline, reports are available only to specific individuals within the company who are charged with evaluating the specific category of information you provided. Each of these recipients has had training in keeping these reports in the utmost confidence. The compliance specialists who answer phone calls are trained and committed to ensure that no report is ever shared with implicated parties, their peers, or subordinates.

❖ What if my boss or other managers are mentioned in my communication? Won't they get this information and start a cover-up?

The Lonza Ethics Hotline report distribution is designed so that no report is ever shared with implicated parties, their peers or their subordinates. If the company president or CEO is implicated, the report will be filtered to an alternate person. This will help to eliminate cover-ups by any implicated individual.

❖ What if I remember something important about the incident after I filed the communication? Or what if the company has further questions for me concerning my submitted information?

When you file a report, you receive a unique user name and are asked to choose a password. You can return to the Lonza Ethics Hotline again either by Internet or telephone and access the original report to answer questions posed by a company representative and add further information that will help resolve open issues.

We strongly suggest that you return to the site within 10 days to answer company questions. You and the company now have entered into an "anonymous dialogue" where situations are not only identified but can be resolved, no matter how complex.

All the Lonza Ethics Hotline correspondence are held in the same strict confidence as the initial report, continuing under the umbrella of confidentiality.