

# Global Integrity Hotline

## I. General Questions

### 1. Why do we have a Global Hotline?

- To encourage reporting so that management can be made aware of any violations that may be occurring within the company. This allows management to protect the company by promptly investigating and remediating any such violations.
- We believe that our employees are our most important asset. By creating open channels of communication, we can promote a positive work environment and maximize productivity.
- An effective reporting system fosters a culture of compliance and integrity at Amicus.

### 2. May I report using either the Internet or the telephone?

Yes. The Global Hotline allows you to make anonymous reports via either the telephone or the Internet. For a link to the Hotline's web-portal and a list of toll-free Hotline telephone numbers, please click the Global Integrity Hotline button on the Amicus intranet.

### 3. What type of situations should I report?

You should report any known or suspected fraud, misconduct, or any other violation of law or our Code of Conduct.

## II. Questions Regarding Anonymity

### 1. Where do these reports go? Who can access them?

Reports are sent by our Global Hotline vendor, EthicsPoint, to a limited group of senior leaders in compliance, legal, and human resources who delegate investigation to specific individuals within the company who are charged with evaluating the report, based on the type of violation and location of the incident. Each of these report recipients has had training in keeping these reports in the utmost confidence.

### 2. What if my boss or other managers are involved in a violation? Won't they get the report and start a cover-up?

Report distribution is designed so that implicated parties are not notified or granted access to reports in which they have been named.

### 3. I am concerned that the information I provide will ultimately reveal my identity. How can you assure me that will not happen?

The system used by our Global Hotline vendor, EthicsPoint, is designed to protect your anonymity. However, if you wish to remain anonymous, you - as a reporting party - need to ensure that the body of the report does not reveal your identity by accident. For example, "From my cube next to Jan Smith..." or "In my 33 years...". Even if the information you provide inadvertently identifies you, there is no retaliation for making a report.

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

Our Global hotline does not generate or maintain any internal connection logs with IP addresses, so no information linking your PC to our Global Hotline is available. In fact, our Global Hotline vendor, EthicsPoint, is contractually committed not to pursue a reporter's identity.

If you feel uncomfortable making a report on your work PC, you have the option of using a PC outside our work environment (such as one located at an Internet café, at a friend's house, etc.).

5. **Can I file a report from home and still remain anonymous?**

A report from home, a neighbor's computer, or any Internet portal will remain secure and anonymous. An Internet portal never identifies a visitor by screen name and our Global Hotline vendor, EthicsPoint, strips away Internet addresses so that anonymity is totally maintained. Plus, EthicsPoint is contractually committed not to pursue a reporter's identity.

6. **If a report is made by phone, how is anonymity ensured?**

You will be asked by an interviewer from our Global Hotline vendor, EthicsPoint, to provide the same information that you would provide in an Internet-based report. If you choose not to identify yourself, the interviewer will leave those sections blank.

7. **What if I want to be identified with my report?**

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

### **III. Importance of Reporting**

8. **Does management really want me to report?**

We certainly do. In fact, we *need* you to report. You know what is going on at the company - both good and bad. You may have initial knowledge of an activity that may be cause for concern. Your report can minimize the potential negative impact on the company and our people, and can lead to changes that help prevent the recurrence of violations in the future. We are counting on you to help keep the company safe.

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

Our company is committed to legal and ethical behavior. All fraud and misconduct, at any level, hurts the company and all employees, including you. You only have to consider the staggering fines and penalties that have been paid by pharmaceutical and biotech companies to see the enormous impact that isolated cases of fraud and misconduct can have on an otherwise healthy company. So if you know or suspect any violations, consider it your duty to yourself and your coworkers to report it.

10. **I am not sure if what I have observed or heard is fraud, misconduct, or a violation of our Code of Conduct, but it just does not look right to me. What should I do?**

File a report. We'd rather you report a situation that turns out to be harmless than let possible illegal or harmful behavior go unchecked because you weren't sure.

## **IV. Follow-Up After a Report is Made**

**11. What if I remember something important about the incident after I file the report? Or what if Amicus has further questions for me concerning my report?**

When you file a report through the Global Hotline web-portal or by telephone through the Call Center of our Global Hotline vendor (EthicsPoint), you receive a unique user name and are asked to choose a password. You can return to the Global Hotline at any time either by Internet or telephone to provide more detail or answer questions posed by Amicus that will help resolve open issues. We strongly suggest that after making a report you periodically return to the site to answer any follow-up questions. Like the initial report, this back-and-forth question-and-answer is all anonymous.

**12. Will I be advised of the outcome of the case?**

After the case has been closed, you will be advised that the case was fully investigated and resolved. However, you will not be notified of the findings of the investigation. Where you have elected to provide your identity, you will be notified directly. Where you have not elected to provide your identity (i.e., you made an anonymous report), you will be notified via your unique user name.