

Questions and Answers for Employees

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About EthicsPoint

What is EthicsPoint?

EthicsPoint is a comprehensive reporting tool that helps employees and management work together to address fraud, abuse, and other misconduct in the workplace, all while cultivating a positive work environment.

Why do we need a system like EthicsPoint?

- 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.
- Publicly traded companies like Bloom are required by law to have a way for individuals to anonymously report potential accounting and auditing fraud directly to the audit committee.
- An effective reporting system will support each of our efforts to foster a culture of integrity and ethical decision-making.

Reporting – General

May I report using either the Internet or the telephone?

Yes. With EthicsPoint, you may file a report using either the telephone or the Internet. EthicsPoint is a global leader in professional confidential management of corporate hotlines.

May I report without disclosing my name?

Yes. With EthicsPoint, you may file a report with or without your name, subject to the requirements of the law of your location.

What type of situations should I report?

The EthicsPoint system is designed for employees to report any violation of our Global Code of Business Conduct and Ethics, our other policies, or applicable law or to report another concern. You may also ask a question. The law of the country in which you reside may limit the subjects that may be reported through the Helpline. If you face this limitation, we need you to contact your manager, any manager, your Human Resources representative or the Legal Department at compliance@bloomenergy.com, as soon as possible.

If I see a violation, what should I do?

When you observe behavior that you believe violates our Global Code of Business Conduct and Ethics, another company policy or applicable law, we expect you to report it. Ideally, you should bring any concerns to your direct manager or other member of our management team, your human resources representative or the Legal Department at compliance@bloomenergy.com.

We recognize, however, that there may be circumstances when you are not comfortable reporting in person. It is for this reason that we have partnered with EthicsPoint to provide you with this Helpline, where you may report with or without your name. We would rather you report without your name than not report. For the various ways you can report your concerns, you may also want to review Section 1.9 of our Global Code of Business Conduct and Ethics.

Does management really want me to report?

We certainly do. In fact, we *need* you to report. You know what is going on in our organization - both good and bad. You may have initial knowledge of an activity that may be cause for concern. If you do not report, we may not be aware of the situation and then will not be able to correct it.

Your report will reduce the potential negative impact of the matter on the company and our people. Corporate misconduct can threaten the livelihood of an entire organization. Also, offering positive input may help identify issues that may improve corporate culture

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and performance. By working together, we can maintain a productive work environment. “See something, say something!”

Where do these reports go? Who can access them?

Reports are entered directly on the EthicsPoint secure server to support data security. EthicsPoint executes an initial confidential professional triage of the report then makes them available only to specific individuals within our organization who are charged with evaluating the report, based on the type of alleged violation. Each of these report recipients has had training on managing reports professionally and in confidence, subject to the requirements of law and our need to undertake a thorough investigation.

Why is it important that I use EthicsPoint to communicate a concern or report a violation?

The EthicsPoint system is a part of our overall organizational philosophy and support for an environment where each of us respects applicable law, behaves ethically and acts with integrity. You are encouraged to ask questions, seek guidance, provide positive suggestions or communicate a concern. Effective communication is critical in today’s workplace and EthicsPoint is a great tool to enhance that communication.

We have carefully chosen what we believe is the best reporting tool to help us meet our legal obligations, support ethical and lawful decision-making and support the Bloom Energy mission.

May I submit a report or concern on any subject matter through EthicsPoint?

The laws of most of the countries in the European Union and in several other countries and territories limit the subjects of reports that may be submitted through EthicsPoint. If you find that you are not able to submit a report through EthicsPoint, whether by telephone or the Internet, please promptly contact your manager, any manager, your Human Resources representative or the Legal Department at compliance@bloomenergy.com.

Reporting Security & Confidentiality

It is my understanding that any report I send from a company computer generates a server log that shows every website that my PC connects with. Won't this log identify me as a report originator?

EthicsPoint does not generate or maintain any internal connection logs with IP addresses, so no information linking your PC to EthicsPoint is available. In fact, EthicsPoint is not allowed 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, or at a community library etc.) through the EthicsPoint secure website. Many people choose this option. EthicsPoint's industry data shows that fewer than 12% of reports are generated during business hours.

Can I file a report from home and be anonymous?

A report from home, a neighbor's computer, or any Internet portal will remain secure and anonymous. An Internet portal does not identify a visitor by screen name and the EthicsPoint system strips away Internet addresses so that anonymity is maintained. In addition, EthicsPoint is contractually committed not to pursue a reporter's identity.

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

The EthicsPoint system is designed to protect your anonymity. However, if you wish to remain anonymous, you -- as a reporting party -- should ensure that the body of your report does not, accidentally, reveal your identity. For example, if you include facts such as, "From my cube next to Jan Smith..." or "In my 33 years..." you may allow your identity to be revealed.

Is the toll-free telephone line also confidential and anonymous?

Yes. You will be asked to provide the same information that you would provide in an Internet-based report and an interviewer will type your responses into the EthicsPoint Website. These reports have the same security and confidentiality measures applied to them during delivery as do Internet-based reports

What if I want to be identified with my report?

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

Tips & Best Practices

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

Our company requires our employees to act lawfully and ethically. All unethical conduct, at any level, ultimately hurts the company and all employees, including you. Just consider what has happened in recent corporate scandals to see the disastrous effects that a seemingly harmless lapse in ethics can have on an otherwise healthy company. So, if you know of any incidents of misconduct or ethical violations, consider it your duty to yourself and your coworkers to report it.

I am not sure if 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?

Talk with you manager. Or, in the alternative, file a report. EthicsPoint can help you prepare and file your report so it can be properly understood. We'd rather you report a situation that turns out to be harmless than let possible unethical behavior go unchecked because you weren't sure.

What if my boss or other managers are involved in a violation?

The EthicsPoint system and report distribution are designed so that individuals who may be involved in behavior that violates our Global Code of Business Conduct and Ethics are not notified or granted access to reports in which they have been named.

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

When you file a report at the EthicsPoint Web site or through the EthicsPoint Call Center, you receive a unique username and are asked to choose a password. You may return to the EthicsPoint system again either by Internet or telephone and access the original report to add more detail, or answer questions posed by a company representative and add additional information that will help resolve open issues. We strongly suggest that you return to the site in the time specified to answer company questions. You and the company now have entered a "dialogue" where situations are not only identified but can be resolved, no matter how complex.

Are these follow-ups on reports as secure as the first one?

All EthicsPoint correspondence is held at the same level of confidence as the initial report, continuing under the umbrella of anonymity, if you chose not to disclose your name.

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Can I file a report if I don't have access to the Internet and/or a computer?

If you have a computer, but do not have access to the Internet from your home, you may access the Internet from a public location, such as a library or cafe. If you don't have access to the Internet or a computer or are uncomfortable using a computer, you may call the EthicsPoint toll-free number available in your country, which is available 24 hours a day, 365 days a year. Toll-free numbers are listed at Bloomenergy.EthicsPoint.com – just click on “Make a Report” or “Ask a Question” and choose your country. The toll-free number will pop up. The toll-free number for the United States, Canada, Guam and Puerto Rico is: +1-855-867-7901.