



## Compliance Hotline Frequently Asked Questions

### **What is the Compliance Hotline?**

The Micron Compliance Hotline is an ethics and compliance reporting service provided by the Company that permits anyone—employees, customers, vendors, agents, suppliers or members of the general public—to ask questions, report concerns, or follow up on matters on which they have already reported.

### **Who operates the Compliance Hotline?**

The Compliance Hotline is operated by EthicsPoint, an independent third-party contractor. EthicsPoint's independence from Micron is designed to give Compliance Hotline users an added level of comfort and security that their reports will remain confidential.

### **Why do we have a Compliance Hotline?**

Micron has high ethical standards for conducting our business. If you believe someone has violated our standards, we want you to tell us so that we can investigate and, if necessary, correct any problems.

Like many large companies, Micron provides the Compliance Hotline as an optional service for employees and third parties to ask questions or report concerns about issues related to our Code of Business Conduct and Ethics. Although most employee questions and concerns can be easily and promptly resolved by discussing them with your manager, the Compliance Hotline provides an additional way to get help should you feel uncomfortable asking questions or expressing concerns to management. The Compliance Hotline is not intended to replace conversations between employees and their managers, but rather to provide an additional resource to employees.

### **When should employees use the Compliance Hotline?**

You should use the Compliance Hotline whenever you have an ethics or compliance issue that you would prefer to take to a third party rather than to your manager or someone else you work with directly. Your decision to use the Compliance Hotline is entirely voluntary.

### **How do I use the Compliance Hotline?**

The Compliance Hotline has two methods of intake. The first is by toll-free telephone number, which is staffed 24 hours a day, seven days a week, every day of the year. When you call, a professionally trained EthicsPoint intake specialist will guide you through a series of questions designed to identify the relevant details of your report or question.

If you wish to give your name and contact information, the intake specialist will note that information as well. You may choose to remain anonymous and not reveal your identity. EthicsPoint will make no effort to trace the call or take steps to learn your identity. If you choose to identify yourself when you contact the Compliance Hotline, Micron will make every reasonable effort to hold your name in confidence during the investigation or follow up. At the conclusion of the call, the intake specialist will summarize the information you have submitted and make any changes necessary to ensure that you are satisfied with the accuracy of your report or inquiry.

Micron has established toll-free numbers in every country in which the Company has facilities. Multilingual operators are available so that callers can make reports or ask questions in their native tongue.

The second option is to use the web intake portal system. This intake portal is available anywhere that you have access to the Internet. The intake portal asks you for the same types of relevant details about your question or concern as the telephone-based system. Again, you may choose to remain anonymous, and EthicsPoint will make no attempt to track your web address or otherwise identify you.

The web intake system also has a chat function, which allows you to carry on a live chat session, facilitated through EthicsPoint, with Micron's personnel, while still retaining your anonymity.

Like the telephone-based system, the web intake portal system is available 24 hours a day, seven days a week, every day of the year. You may access it from any computer that has an internet connection.

### **Can I get in trouble for using the Compliance Hotline?**

**ABSOLUTELY NOT.** The Compliance Hotline is provided for your use and protection. Micron strictly forbids retaliation of any kind against those who have chosen to use the Compliance Hotline to make good faith reports about ethics concerns.

### **What if this is an emergency?**

Concerns about an immediate threat of physical harm or damage to property should not be reported to EthicsPoint. If you require emergency assistance, you should immediately contact 911 or your local emergency services.

### **What happens when I file a report?**

Whether made by telephone or by the web, all intake reports are reviewed promptly by a professionally trained EthicsPoint intake specialist. The reports are then sent to the Micron's Compliance Officer.

The appropriate parties within Micron are notified so that they can begin to investigate and resolve your issue or concern. A prompt and thorough investigation will be conducted. Appropriate remedial action will be taken to address violations of law, regulations, the standards set forth in Micron's Code of Business Conduct and Ethics, or our policies. Those responsible for following up on your matter are professionals who are trained to handle the issue with the greatest possible discretion. All reports are entered into a comprehensive database for record keeping and case management purposes. If you have documents, recordings, photos, or video, you may also send these to EthicsPoint, and they will become part of the report case file.

### **May I enter a partial report and return to complete it later?**

No, because the EthicsPoint web intake portal will "time out" if you remain inactive for a period of several minutes, you should choose a time and place where you can use the system to complete your report in one sitting.

### **What happens when I file an inquiry?**

When you file an inquiry—that is, ask a question about a policy or procedure—your matter will be directed to the most appropriate resource at Micron.

### **Is the Compliance Hotline secure?**

Yes, reports are entered directly on the EthicsPoint secure server to prevent any possible breach in security. Only a very select number of Micron personnel have access to these reports. The goal of the Compliance Hotline is to facilitate the free flow of information by providing a safe and secure way for employees and third parties to express their questions and concerns.

**May I remain anonymous?**

In all countries except those that prohibit anonymous reporting for your specific issue type, you may choose to remain anonymous. Although it may be easier in many cases to resolve your issue by having you identify yourself, you are not required to do so. If you choose to remain anonymous, no effort will be made by either EthicsPoint or Micron to identify you.

**If I remain anonymous, how will I receive information on the status of my case?**

Should you choose to report anonymously, you will be given a report key and password. Make sure to record these, and keep them in a safe place. Thereafter, you may use your report key and password to re-contact EthicsPoint to check on the status of your matter, provide more information, or answer follow-up questions from those who are investigating the matter.

**If I remain anonymous, how can investigators contact me for follow up?**

When you are given your report key and password, you will be able to follow up with EthicsPoint either by telephone or through the web. If an investigator wishes to contact you regarding your matter, the investigator can leave you a message or ask you a question. For example, if you have filed an anonymous report about improper expense reporting in your department, but have forgotten to name the department, the investigator may leave you a message asking you for more information to help them conduct their investigation.