



Energage Grievance and Complaints Mechanism

1. How to Submit a Grievance

Energage is committed to transparency and accountability. We provide multiple channels for stakeholders to raise concerns or grievances. While we will make every reasonable effort to resolve issues within our control, we acknowledge that some circumstances may be influenced by external factors beyond our direct authority. In such cases, we will do our best to advocate for a resolution, provide transparency about any limitations, and support affected individuals to the extent possible.

- **Online Submission:** A grievance form is available [here](#).
- **Email:** Send concerns to our dedicated email: hr@energage.com
- **Contractual Dispute Resolution:** Business partners may use contract-defined dispute resolution provisions: <https://www.energage.com/terms/>
- **Open-Door & Speak-Up Policies:** Energage Employees are encouraged to raise concerns directly with leadership.
- **Customer Complaints Department:** Energage Customers may file complaints via Energage Customer Support or Customer Success teams: <https://www.energage.com/support/>

2. Grievance Process & Transparency

Once a grievance is submitted and association with reported company is validated, stakeholders will receive an acknowledgment and a clear outline of the grievance process, which includes:

- **Grounds for Accepting a Grievance:**
 - Violations of legal, ethical, or operational policies.
 - Workplace conditions, human rights, or environmental concerns.
 - Contract disputes, supplier conduct, or consumer complaints.
- **Process Steps & Timelines:**

- **Acknowledgment** (within 5 business days).
- **Initial Review & Assessment** (within 10 business days).
- **Investigation & Stakeholder Engagement** (varies based on complexity but typically within 30 business days).
- **Proposed Resolution & Feedback** (within 45 business days).
- **Resolution Facilitation:**
 - Dialogue with involved parties.
 - Corrective actions when necessary.
 - External arbitration or escalation, if applicable.

3. Response to Grievances

- We will provide **regular updates** at each step of the process and inform the complainant of the final resolution.
- If grievance is **not accepted**, we will provide the rationale for the decision.

4. Protection Against Retaliation

We will use commercially reasonable efforts to ensure that all grievances are handled confidentially and without retaliation. Protection measures include:

- **Anonymous Reporting** (where applicable).
- **Non-Retaliation Policy:** No stakeholder, employee, or whistleblower will face adverse consequences from Energage for raising concerns in good faith.
- **Legal Protections:** In cases requiring legal safeguards, appropriate measures will be implemented.

Our grievance mechanism is reviewed annually to ensure effectiveness and accessibility for all stakeholders.

For more information, please contact Lisa Sordilla, Chief People Officer at lisa.sordilla@energage.com