



JCM Power Corporation

CORPORATE GRIEVANCE MECHANISM

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DOCUMENT CONTROL

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1. OUR COMMITMENT

JCM Power Corporation (JCM) and affiliated companies are committed to the responsible development and operation of renewable energy projects. We engage openly with the communities, partners and stakeholders affected by our work. We welcome feedback, concerns and complaints from external parties on any aspect of our business or our projects, including environmental and social (E&S) matters.

2. SCOPE

The grievance mechanism is open to any individual, community or organisation outside of JCM's employment, including community members, project-affected people (PAPs), contractors, suppliers, civil society organisations, shareholders, lenders, investors, and any other interested or affected party.

This is the primary route for raising a grievance with JCM. It covers any concern external parties may have relating to JCM's business, its conduct, or its renewable energy projects worldwide, including environmental and social (E&S) matters.

3. OUR PRINCIPLES

JCM handles every grievance in line with the following principles:

- **Accessibility.** The mechanism is free to use and available without preconditions.
- **Impartiality.** Every grievance is taken seriously and assessed objectively.
- **Confidentiality.** All grievances are treated confidentially. We share information only on a need-to-know basis to investigate and resolve the matter.
- **Non-Retaliation.** JCM commits to no retaliation against any person raising a grievance in good faith, and will not tolerate retaliation, prejudice or discrimination by any party.
- **Anonymity.** You may choose to submit a grievance anonymously, and your anonymity will be respected throughout the process.

4. GRIEVANCE PROCEDURE

Grievances can be submitted through the form available on the JCM website. Submissions are received simultaneously by the HR, ESG and Legal Department heads of JCM.

Following receipt of a grievance, the following steps will be taken:

1. **Acknowledgement.** We will acknowledge receipt within 5 working days, where contact details have been provided.

2. **Assessment and Investigation.** A senior JCM representative will be assigned to investigate and engage with you, where possible, to discuss the matter and how it might be resolved. We aim to complete our review within 30 working days. For complex matters, this may take longer. We will keep you informed of progress and provide updates at least every 15 working days until the review is complete.
3. **Response.** Where applicable, we will provide a written response within 10 working days of completing our review, setting out the outcome and any actions taken.
4. **Appeal.** If you are not satisfied with the outcome, you may appeal through the same submission channel. Your appeal will be assigned to a new senior JCM representative who was not involved in the original review.

This grievance mechanism does not affect your right to pursue any other channel for resolution available under local law or applicable collective agreements.

5. GENDER-BASED VIOLENCE AND HARASSMENT

JCM has zero tolerance for gender-based violence and harassment (GBVH) in any form. We are committed to protecting the rights of any person raising a GBVH concern, and we apply a survivor-centred approach to every report. This means we will:

- Prioritise the safety, dignity and wellbeing of the survivor at every stage, acting without judgement, pressure or discrimination.
- Respect the survivor's choices about how their concern is handled, maintaining strict confidentiality and sharing information only with their informed consent
- Refer survivors to appropriate medical, psychosocial and legal support services.
- Commit to no retaliation against any person raising a GBVH concern in good faith and take reasonable steps to avoid any further trauma throughout the process.

Dedicated reporting channels for GBVH concerns are established at each JCM project site, designed to be accessible, confidential and trusted by local communities and workers. These channels will operate alongside this Policy.

6. WHISTLEBLOWING

Concerns about bribery, corruption, fraud, breaches of law or policy, or other serious misconduct should be raised under JCM Power's Whistleblower Policy, which is the dedicated channel for those matters. This Grievance Management Policy and associated mechanism is the channel for all other concerns. A submission made to the wrong channel will be routed internally to the correct one, with the same commitment to confidentiality and non-retaliation.