

Complaints and Grievance Notice

EPM Global Ltd — EPM-GOV-PUB-01

Anyone affected by our work can raise a concern with us. That includes our own staff and subcontractors, our clients, and members of the communities where we operate. You do not have to give your name.

What you can raise

Anything relating to the conduct of EPM personnel or subcontractors — safety, professional behaviour, human rights, ethics, or the way our services are delivered. If something about our work concerns you, we want to hear it.

Who can contact us

Our employees and our subcontractors' staff. Clients and the people they work with. Members of the public and communities in the areas where we operate. You can also ask someone to raise a concern on your behalf.

How to reach us

Email: office@epmgpartners.com **Phone** +44 20 7126 8382

We respond in English or Polish. If you cannot reach us online, ask any EPM representative for our printed contact notice — these are available at all locations where we work.

What happens next

We will acknowledge receipt within five working days where you have given us a way to reply. We investigate every concern fairly and impartially, keep what you tell us confidential, and inform you of the outcome to the extent we are able. If something has gone wrong and we are responsible, we say so and put it right.

Your protection

- ✓ No one who raises a concern in good faith will be penalised or treated unfairly for doing so. No one who assists our investigation will be either.
- ✓ You may remain anonymous if you prefer.