

# NRG Ethics & Compliance

## What happens when you report a concern?



NRG has a strict non-retaliation policy protecting people who speak up in good faith. When contacting the hotline to report a concern, you have the option to remain anonymous. The hotline is administered by a third party and NRG does not track or keep any identifying information.



Whether you are reporting by phone or online, you'll be given a report ID number and prompted to create a password. Retain this information, as you will need it when checking on the status of your report.



After you make your report, the NRG Ethics and Compliance team is notified that a new concern has been raised. The team triages the matter and assigns it to a NRG case manager for follow-up.



It's critical to check back on the status of your report using the report ID number and the password that you created. If you choose to remain anonymous, this is the only way for us to communicate with each other, share updates, and request additional information, if needed.



NRG will take appropriate action. To respect and preserve the confidentiality of the investigation for all people involved, we will not share specific details about the resolution with you.

**Contact Details** Ethics Mailbox: [ethics@nrg.com](mailto:ethics@nrg.com) Alertline: [www.nrg.alertline.com](http://www.nrg.alertline.com) Ethics Hotline: 888-263-0463