

Investigation Process

What happens when you raise a concern?



1. Raise your concern

- After you raise your concern, you will be contacted by a NRG case manager to discuss further or provide additional details.
- You may choose to remain anonymous. If you choose to remain anonymous, please provide as much detailed information as possible, including witnesses, dates and locations (i.e. who, what, when, where, why and how).



2. Assessment

- Based on the information provided, your NRG case manager member will develop a plan to investigate and/or address your concern.
- To the extent practicable and consistent with applicable law and company policy, the identity of the reporting party, information received during the investigation and details of the results of the investigation will be shared only on a need-to-know basis.
- NRG prohibits retaliation against any individual who in good faith participates in an investigation.



3. Gather information

- A Fact-finding process will be initiated and meetings may be held with relevant parties (on a need-to-know basis, which may include management).
- To protect the integrity of the investigation, any details of the complaints or concerns as well as the discussions with parties involved will be handled discreetly.



4. Review

- On completion of the investigation, a determination regarding the appropriate outcome will be made, considering the facts of the case.
- A range of disciplinary and non-disciplinary outcomes will be considered.



5. Completion

- You will hear from your NRG case manager when the review and the investigation are complete
- Due to confidentiality, these outcomes may be shared with you.
- If you have any remaining related questions or additional concerns, you may contact your NRG case manager, Corporate Compliance or your Talent Partner.