

Supplier Complaint Process

The level of service our franchisees receive from our supply chain is a key part to the ongoing success of our group. The Group includes Franchisees and énergie as the Franchisor. As such, the relationship with our nominated suppliers is critical.

As a Group, we ensure that our supply chain agree to customer service terms and conditions for the benefit of our franchisees. This document aims to formalise process in the event that a franchisee believes a supplier has fallen below the standard of an agreed Supplier Service Level Agreement, and how the Group should respond, balancing the rights and obligations of all parties in accordance with both our supplier and franchisee contracts.

To ensure that complaints are dealt with in the most efficient manner possible, it is the responsibility of the franchisee to take initial ownership of their complaint in accordance with the steps below:

Stage 1 -Enquiry

The Franchisee should liaise directly with relevant Supplier and Department, using the Ask It Customer Service Portal <https://ask-it-helpdesk.com/>

The Supplier is the best conduit to respond to and resolve any issue or complaint. They will have any franchisee relationship history, an overview of the current status of an order or situation and are responsible for providing a resolution. Every effort will be made to resolve the issue at this stage. The Franchisee is to submit the complaint by opening a new ticket in their Ask It account and selecting Formal Complaint from the dropdown menu. The date of this ticket is the point at which the SLA will commence.

- The Supplier has 1 Working day to acknowledge receipt of complaint.

Stage 2 (After 3 working days have passed from acknowledgement – 4 working days from registering the complaint) - Supplier Resolution/Communication of Resolution Strategy

The Franchisee should allow the Supplier to propose an agreeable resolution to the issue or complaint.

- Franchisee to allow Supplier 4 Working days to offer agreeable resolution to issue/complaint

Stage 3 (After 8 Working days from the date of the original email have passed) – Escalate to Senior Management at the Supplier

The Franchisee should escalate above the front-line tier of customer service to the Account Manager or Customer Service Team Manager at the Supplier.

- Franchisee to allow Supplier 2 Working days to offer agreeable resolution to issue/complaint.

where you belong...

Stage 4 (after 10 Working days from original email have passed)- Escalate to Regional Operations Manager or Divisional Operations Manager where club support line is relevant

If a Franchisee has followed the process above in accordance with the correct communication lines and within the agreed timeframes and remains unsatisfied with the Supplier response/or non-response, the Franchisee may communicate both the issue and Supplier response via email to the appropriate Energie Regional/Divisional Operations Manager for their Club.

The Regional/Divisional Operations Manager should speak directly with the Franchisee and Supplier and look to mediate the complaint in as brief a period as possible.

The Regional/Divisional Operations Manager's decision is final.

-The Regional/Divisional Operations Manager will make a decision and communicate this to the Franchisee and Supplier within 5 Working days from the franchisee escalating to them.

Stage 5 (after 10 Working days from original email have passed)- Regional/Divisional Operations Manager to contact relevant Supplier If the Regional/Divisional Operations Manager believes the Supplier remains in breach of their SLA but is not providing a reasonable resolution to the Franchisee, they can then escalate to the Managing Director via phone with a supporting email.

- Regional/Divisional Operations Manager to allow 10 Working days for the Operations Director to offer definitive resolution to issue/complaint.

If the Managing Director is dissatisfied with the Supplier response to resolve the relevant issue/complaint on behalf of the franchisee then the Managing Director is to determine in conjunction with the Procurement Department whether Supplier has breached terms of contract.

The Managing Director may progress in line with the énergie Supplier Framework Agreement. In this case, énergie reserves the right to commence process to terminate the agreement between parties according to terms of the contract.

The Managing Director's decision is **final** and decision is to be upheld by all parties

PLEASE NOTE: We want to work with our franchisees to ensure that our suppliers are held to account, and similarly we expect our franchisees to adhere to our suppliers T&Cs. When service is not delivered as expected we need both our franchisees and suppliers to work together to resolve the issue. Based on this we would appreciate the above process to be followed to the letter and that énergie personnel are only involved once the issue cannot be resolved between both franchisee and supplier. This will streamline the current approach to complaints and provide the relevant teams and suppliers the opportunity to handle and resolve customer issues. Only when the process with suppliers has been exhausted should the correct énergie personnel be notified as stipulated.

where you belong...