



WEBSITE COMPLAINTS AND CONCERNS PROCEDURE

Ebor International Limited trading as Ebor Energy

Battery Energy Storage | Solar | EV Charging | Energy Management

Fair, timely and accountable handling of website, privacy and business concerns

PUBLIC WEBSITE POLICY

This procedure explains how Ebor Energy receives, investigates, escalates and learns from website, privacy, accessibility, claims, technical and initial service complaints.

About this document

This public procedure provides a clear route for concerns connected with the Ebor Energy website and website-originated enquiries. It includes the current UK statutory requirements for handling data-protection complaints while preserving any separate contractual, regulatory or legal route that applies to a specific matter.

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1. Purpose and scope

This procedure explains how Ebor Energy handles concerns and complaints arising from the public website, website enquiries, privacy and data protection, accessibility, marketing and environmental claims, and the initial handling of commercial or supplier-related matters.

A complaint governed by a signed commercial agreement, warranty, procurement contract, employment process or other specific dispute procedure will be handled under that document where applicable. This public procedure may still be used to route the complaint to the correct process.

2. Our principles

- complaints are treated seriously, objectively and proportionately;
- people may raise a genuine concern without retaliation or disadvantage;
- we seek to distinguish service dissatisfaction, data-protection complaints, safety concerns, technical disputes and contractual claims so that each is handled correctly;
- confidentiality is respected, subject to the need to investigate and comply with law;
- records are retained so that recurring issues, control failures and corrective actions can be identified.

3. How to make a complaint

Complaints may be sent to governance@ebor.group or submitted through any complaint/contact form provided on the Ebor Energy website. Postal complaints may be addressed to Ebor International Limited trading as Ebor Energy, Room 912, 9/F, Lippo Sun Plaza, No. 28 Canton Road, Tsim Sha Tsui, Hong Kong.

A complaint should, where possible, include the complainant's name and contact details, the relevant webpage/project/enquiry, what happened, dates, supporting evidence, the impact and the outcome sought. Anonymous concerns may be considered where enough information is available to investigate.

4. Triage and ownership

Complaints are triaged to the appropriate owner. Privacy matters go to the Privacy Lead; accessibility matters to the Website/Governance Lead; technical or product matters to the relevant commercial and technical owner; supplier integrity or compliance concerns to the relevant governance/compliance function.

Where a complaint raises an immediate safety, fraud, sanctions, cybersecurity, safeguarding or legal risk, it may be escalated urgently and normal service timeframes may be adjusted to protect people, systems or evidence.

5. General service complaints

For general website or service complaints, Ebor Energy aims to acknowledge the complaint within five working days and to provide a substantive response within 20 working days where reasonably practicable. Complex matters may take longer; in that case, we will provide an update and a revised target date.

These are service standards rather than statutory deadlines and do not replace a shorter legal deadline that applies to a particular right, request or complaint.

6. Data-protection complaints

A complaint that a person's personal information has been handled in breach of data-protection law is treated as a data-protection complaint. Under the current UK framework, where applicable, Ebor Energy must provide a way to make such complaints, acknowledge receipt within 30 days, take appropriate steps to investigate without undue delay, keep the complainant appropriately informed and communicate the outcome without undue delay.

A data-protection complaint is distinct from a rights request such as a subject access request. Where the same correspondence contains both, each element is handled under its applicable legal requirements.

Where UK law applies, an individual may also raise the matter with the Information Commissioner's Office. We encourage the person to raise the issue with us first so we can investigate, but this does not restrict the right to contact the regulator.

7. Accessibility complaints

Accessibility complaints are investigated with reference to the Website Accessibility Statement, the Equality Act 2010 where applicable, WCAG 2.2 AA as our principal benchmark, and the practical impact on the user. We may provide an alternative accessible route while a technical fix is being developed.

Where a reasonable adjustment is required under applicable equality law, the request is considered promptly and the person is not charged for the cost of an adjustment that Ebor Energy is legally required to make.

8. Marketing and environmental claims complaints

Concerns about advertising, environmental claims, sustainability statements, comparisons, savings, carbon claims or product representations are reviewed against the evidence held at the date of publication and the applicable UK consumer and advertising framework. Material errors or misleading impressions will be corrected promptly where identified.

A complainant may also have access to external regulatory or consumer routes, including the Advertising Standards Authority for advertising issues or other competent consumer-protection bodies, depending on the nature and jurisdiction of the complaint.

9. Technical, product and safety complaints

A website complaint about a technical specification, product claim or safety matter will be assessed to determine whether it is a website-content issue, a supplier matter, a product defect claim, a project-specific contractual issue or an urgent safety concern.

Ebor Energy may request serial numbers, model references, photographs, commissioning records, operating data, installation information, test reports or other evidence before reaching a conclusion. Nothing in this procedure replaces emergency procedures or the duty to contact the appropriate emergency, regulatory, installer or manufacturer service where immediate danger exists.

10. Investigation process

- confirm the scope and issues raised;
- preserve relevant correspondence, records and website evidence;
- identify applicable contracts, policies, laws, technical standards or supplier documentation;
- obtain input from relevant personnel, advisers, suppliers or technical specialists where needed;
- assess whether corrective, remedial, disciplinary, contractual, content, security or process action is required;
- provide a clear outcome with reasons and, where appropriate, actions taken or proposed.

11. Escalation and review

If a complainant remains dissatisfied, the matter may be escalated internally to a senior manager, director or the Board of Directors depending on subject, materiality and conflict of interest. The reviewing person should not simply repeat the original investigation and should consider whether the process, evidence and conclusion were reasonable.

External rights, regulators, courts, arbitration clauses and contractual dispute procedures remain available where applicable. Internal review does not remove any statutory right or contractual deadline.

12. Records, confidentiality and learning

Complaint records are stored with access limited to those who need them. Retention follows legal, contractual and risk requirements. We analyse material complaints for recurring themes, root causes, supplier issues, accessibility barriers, privacy weaknesses, misleading claims or control failures and use findings to improve the website and business processes.

13. Unreasonable or abusive conduct

We will not reject a complaint merely because it is critical. However, we may set proportionate communication boundaries where conduct becomes abusive, threatening, discriminatory, deliberately repetitive, fraudulent or materially disruptive. Legitimate substantive issues will still be addressed where possible.

14. Contact

Complaints and concerns should be sent to governance@ebor.group. Where a complaint concerns that mailbox or the person managing it, the complainant should state that the matter requires independent escalation to the Group Company Secretary or Board of Directors.

Policy information and document control

The following information forms the formal document-control record for this website document.

Control	Information
Document title	Website Complaints and Concerns Procedure
Legal entity	Ebor International Limited
Trading name	Ebor Energy
Website	The Ebor Energy public website on which this document is published, and any clearly linked Ebor Energy microsite that expressly adopts this document
Business Registration Number	64960969
Registered office	Room 912, 9/F, Lippo Sun Plaza, No. 28 Canton Road, Tsim Sha Tsui, Hong Kong
Document reference	EEN-WEB-COMP-051
Version	51.0
Status	Publication edition
Classification	Public
Policy owner	Board of Directors, Ebor International Limited
Operational responsibility	Governance Lead and relevant complaint owner
Issue / effective date	22 July 2026
Review date	22 July 2027, or earlier following a material legal, regulatory, technological, product, supplier or operational change
Contact	governance@ebor.group
Approval authority	Board of Directors, Ebor International Limited
Document administration	R. Lui, Group Company Secretary
Related documents	Website Privacy Policy; Website Accessibility Statement; Website Terms and Conditions; Energy Claims, Technical Information and Responsible Sourcing Policy; applicable commercial agreements

Revision record

Version	Date	Status	Summary
50.0	22 July 2026	Superseded	Initial Version 50.0 publication edition superseded following a second legal, regulatory and operational compliance review.
51.0	22 July 2026	Current	Second-review publication edition retaining the statutory data-protection complaints framework and strengthening accessibility reasonable-adjustment handling.

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