



OPG Procurement Complaint Process

If suppliers participating in any of OPG's procurement activities have any complaints or concerns regarding OPG's procurement processes, such suppliers may submit their complaints or concerns to OPG following these instructions:

1. Submit a description of the procurement complaint, including any supporting documentation, by email, to the VP Strategy and Supplier Relationship Management (the "**OPG Senior Supply Chain Representative**"), which must include, at a minimum, the following information (a "**Procurement Complaint**"):
 - (a) Procurement process (e.g., RFP, RFQ, etc.) name and number;
 - (b) Date of debriefing and name of Supply Chain specialist who conducted the debriefing, if applicable;
 - (c) Name and address of the supplier;
 - (d) Name, telephone number and email address of the supplier's contact person;
 - (e) Identification of the provision(s) of the procurement documents and/or procurement procedure that is alleged to have been breached;
 - (f) Precise statement of the relevant facts, including any relevant supporting documentation;
 - (g) Identification of the issues to be resolved; and
 - (h) Supplier's requested remedy.
2. OPG reserves the right to request additional information from a supplier during its review of a Procurement Complaint but will not be obligated to request such information.
3. A fully completed Procurement Complaint must be received no later than 15 business days following a debriefing by OPG or, if the complaint is in relation to a procurement process that is not yet complete or to a non-competitive procurement decision, no later than 15 business days following the date on which the basis of the complaint became known or reasonably should have become known to the supplier. OPG reserves the right, in its sole discretion, not to consider any Procurement Complaint received following such deadlines.
4. Prior to initiating a formal complaint, suppliers are strongly encouraged to raise their concerns with the designated Supply Chain contact person identified in the procurement documents issued by OPG.
5. The OPG Senior Supply Chain representative will respond, in writing, to the supplier no later than 15 business days following the OPG Senior Supply Chain representative

receiving a completed Procurement Complaint submitted in accordance with these instructions.

6. If, following receipt of a response from the OPG Senior Supply Chain Representative, the supplier believes that a Procurement Complaint has not been resolved to its satisfaction, a supplier may contact the Chief Supply Officer (the “**CSO**”) in writing, no later than 10 business days following receipt of the response from the OPG Senior Supply Chain Representative. The CSO will make the final decision communicate it, in writing, to the supplier no later than 10 business days following the CSO receiving a request to reconsider the Procurement Complaint submitted in accordance with these instructions.
7. Following a review of a Procurement Complaint submitted in accordance with this process, a supplier may have the right to seek recourse to the courts of Ontario and should seek independent legal advice about initiating any such action. However, if a supplier has commenced formal legal action prior to the submission of a Procurement Complaint pursuant to this process, OPG will not review such complaint.
8. To submit a Procurement Complaint to OPG, send it by email to the following email address: SupplyChain@opg.com. When contacting the OPG Senior Supply Chain Representative, indicate in the subject line of the email containing the Procurement Complaint that this email is in respect of a Procurement Complaint submitted to the attention of the OPG Senior Supply Chain Representative. When contacting the CSO, indicate in the subject line of the email containing a request to reconsider a Procurement Complaint that this email is in respect of a Procurement Complaint submitted to the attention of the CSO.