QUAISE ENERGY
PROJECT OBSIDIAN

Community Inquiry & Grievance Management Process

A structured framework for receiving, considering, and responding to community inquiries and grievances

Date: August 2026

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1. Purpose

A credible grievance and inquiry mechanism is a core pillar of establishing and building transparency between members of the community and companies like Quaise Energy. It allows the company and the community to identify problems and find solutions together.

Community members' participation and feedback is a critical part of the process. Quaise is committed to working closely with community stakeholders to listen, respond, and address questions or concerns in a timely manner. Multiple channels are available so individuals can provide feedback, ask questions, request information, or raise concerns in the way that works best for them.

1.1 Objectives

- Provide the community with a clear, well-publicized way to ask questions and raise concerns.
- Ensure every inquiry and grievance is acknowledged, logged, assessed, and responded to within predictable timeframes.
- Resolve issues fairly and as close to the source as possible.
- Create a single, documented record that enables continuous improvement and accurate reporting.
- Demonstrate Quaise's commitment to transparency, environmental stewardship, and positive local impact.

1.2 Scope

This process applies to inquiries and grievances raised by external stakeholders — including neighbors, elected officials, Tribes and Indigenous communities, environmental and land-use advocates, recreational users, businesses, and the general public — regarding Quaise Energy activities, contractors, or personnel across all phases of development, construction, and operations.

In scope: questions and requests for information; concerns or complaints about actual or perceived impacts (e.g., water, groundwater and hot springs, induced seismicity, wildfire risk, traffic and noise, viewsheds, recreational access, cultural resources); suggestions; and requests related to community benefits and commitments.

Out of scope (redirected, not ignored): matters that must be handled through other channels are logged and referred with a clear explanation to the person. These include: emergencies or threats to life/property (call 911); criminal activity or violence (law enforcement); employee/HR matters (internal HR); commercial or contractual disputes; and formal regulatory processes such as BLM, county, or state siting proceedings (statutory public-comment channels, which Quaise can help people identify).

2. Guiding Principles

The process is built on the effectiveness criteria for grievance mechanisms set out in Foundational Principle 31 of the UN Guiding Principles on Business and Human Rights. Every person handling an inquiry or grievance is expected to uphold these principles.

Principle	What it means in practice for Obsidian
Legitimate & trusted	Inquiries are managed impartially and consistently. Concerns are not dismissed or minimized.
Accessible	Multiple channels (phone, email, web form, in-person, mail), publicized in plain language with reasonable accommodations. No cost or technical barrier to raising an issue.
Predictable	A clear, published procedure with defined stages, indicative timeframes, and transparency about how outcomes are reached and monitored.
Equitable	People have reasonable access to information and support so they can engage on fair terms. Anonymous submissions are accepted.
Transparent	Inquirers are kept informed of the status and outcome of their matter, and aggregate reporting is shared with stakeholders and regulators as appropriate.
Rights-compatible	Outcomes and remedies are consistent with recognized human rights, Tribal treaty rights, and applicable law; the mechanism never blocks access to judicial or regulatory recourse.
A source of continuous learning	Trends and root causes are analyzed to prevent recurrence and improve the project.
Based on engagement & dialogue	Wherever possible, issues are resolved through direct, respectful conversation with those affected.

3. How to Reach Us — Intake Channels

Channel	Detail
Dedicated email	Obsidian@quaise.com
Project phone line	541-907-2301
Online	quaiseprojectobsidian.com
In person	At community meetings, open houses, hearings, and site briefings; staff carry intake cards and log submissions afterward.
Referral	Matters that arrive via elected officials, agencies, Tribes.

Accessibility

Anonymous submissions are accepted and accommodations for non-English speakers available on request.

4. The Process — Six Steps

Every inquiry and grievance moves through the same six stages. Indicative timeframes are commitments to the community; complex matters may take longer, in which case the person is proactively updated on timing.

Step 1 — Receive & Register
Target: Within 1 business day

- Inquiry/grievance is received and recorded in a register so it can be tracked to monitor progress and resolution
- The date, channel, name and contact details (or “anonymous”), location, factual summary and any supporting materials will be recorded.

Step 2 — Acknowledge
Target: Within 2–3 business days

- Quaise will reach out via your preferred contact method within 2-3 business days to confirm receipt and share expected next steps.
- We may ask you for additional information that can aid our assessment and response.

Step 3 — Assess & Investigate
Target: Within 30 business days

- The inquiry will be classified by category and severity to help determine the scope of what is required to respond, further investigate, resolve, and/or prevent a similar occurrence in the future.
- We will stay in touch to keep you updated on the progress and anticipated timeframes.

Step 5 — Respond & Resolve
Target: Promptly after determination

- A site visit, meeting, or third-party verification (e.g., monitoring data on water or seismicity) may be warranted.
- A clear response and/or findings, any action or remedy, and the reasons are offered.
- Next steps or remedy where applicable, are agreed to and any commitments and deadlines are documented.
- If the community member is dissatisfied with the response a review/appeal can be offered (Section 8).

Step 6 — Close, Record & Learn
Target: On resolution

- The outcome, response (accepted / not accepted / no response), and closure date is documented in the register.
- Commitments are verified.
- Themes and root causes are analyzed and project practices can be adjusted to prevent recurrence.

5. Severity Tiers & Escalation

Severity tiers set urgency, ownership, and notification. They are assigned at Step 3 and may be revised as facts develop.

Tier	Description & examples	Handling
Tier 1 Routine	General inquiries and low-impact concerns (information requests, minor traffic/noise, signage). No allegation of significant harm.	Quaise community liaison resolves with input from project/technical team. Target response 10 business days.
Tier 2 Significant	Concerns alleging real or perceived impact to a person, group, or resource (water/well concerns, recreational access, repeated nuisance, benefit commitments).	Quaise Grievance Review Group assesses with technical and legal input. Target 20–30 business days.
Tier 3 Critical	Serious or sensitive matters: health/safety, seismicity/environmental incident, cultural-resource or Tribal treaty issues, legal exposure, or likely media/political escalation.	Immediate escalation to Quaise leadership team.

6. If Community Member Is Not Satisfied

A trusted mechanism gives people a route to have an unsatisfactory outcome reviewed, without preventing them from using other avenues.

1. Review by a more senior decision-maker: the complainant may request that a Quaise employee not involved in the original decision re-examine the matter. The review outcome is documented in the register.
2. Facilitated dialogue or neutral third party: for entrenched disputes, Quaise may offer a facilitated meeting or independent, mutually agreed third-party review or mediation.
3. External and statutory recourse remains open at all times: nothing in this process limits a person's right to raise matters with BLM, the U.S. Forest Service, Deschutes County, state agencies, elected officials, or the courts.

No retaliation. Quaise will not tolerate retaliation of any kind against anyone who raises an inquiry or grievance in good faith. Participation will never disadvantage a community member in any current or future dealings with the project.

7. Tribal and Cultural Considerations

The lands surrounding the Newberry area sit within the ancestral and contemporary homelands of several Indigenous nations — including the Confederated Tribes of Warm Springs, the Klamath Tribes, and the Burns Paiute Tribe — which maintain treaty rights and cultural, spiritual, and economic ties to the region. Grievances or inquiries touching Tribal interests, sacred sites, or cultural resources are:

- Routed to the Tribal engagement lead and handled through government-to-government and established consultation protocols, in coordination with BLM and the U.S. Forest Service, rather than treated as a routine complaint.
- Managed with heightened confidentiality — the location and nature of cultural or sacred sites are protected and not disclosed publicly.
- Given priority timing and senior attention (typically Tier 3).

8. Confidentiality & privacy

- Personal details of complainants are kept confidential and shared only with those who need them to resolve the matter.
- Anonymous submissions are accepted and acted upon; the lack of contact details is noted as a limit on follow-up.
- Records are stored securely with access limited to the grievance-handling team.
- Sensitive commercial information (e.g., customer/offtake identity) is handled per company confidentiality requirements and is never confirmed or disclosed through this channel.