



Provectus Capital Partners' Procedure for addressing External Queries and Concerns

1. Provectus Capital Partners' (PCP) procedure is intended to provide a means for the public to submit queries or concerns related to the PCP's Environmental & Social Policy and/or investments, i.e. portfolio companies' adverse impacts, and have these inquiries responded to by the PCP in a timely manner. This process of receiving, reviewing, and responding to communications from external stakeholders is managed by the PCP's ESG director .

2. A person, community or other external stakeholder, such as a civil society organization, can submit their questions or concerns to PCP's ESG director by completing a grievance submission form available on the official PCP's website under Sustainability section and sending it to the e-mail address complaints@provectus-capital.com. Only ESG Director, as a person responsible for receiving and handling grievances has access to this e-mail address.

3. Where the question or concern relates to a portfolio company owned by PCP, the interested or affected person(s) are first encouraged to discuss the matter directly with the portfolio company through internal procedures. In cases where the question or concern was not addressed sufficiently at the portfolio company level by the company, interested parties may submit their query to PCP, in writing, following the steps explained in paragraph 2. The grievance needs to include following information:

About the sender

a. Name and surname and contact information of the sender (e-mail)

About the concern

- b. Name of the company to which the concern relates;
- c. Description of the concern (what happened, who was involved, when and where it occurred)
- d. Date of the incident or action giving rise to the complaint (if applicable);
- e. Specific remedy sought (if applicable);
- f. Any other information as deemed appropriate by the sender.

Related document "[FORM A: website submission form](#)"

Related document "[FORM B: External Communication Grievance Log](#)"

4. PCP's ESG department will provide a confirmation of receipt to the sender within 15 business days of receiving the written question or concern and inform them that they will receive a response in writing within 30 business days.



5. PCP's ESG Director will review the content of the communication and will decide if the response is necessary. If the complaint is accepted, ESG director will draft a response, with involvement from the relevant investment officer responsible for the portfolio company and or representative of the portfolio company if deemed necessary. A draft response will be submitted within 15 working days to PCP CEO for approval. ESG director sends the response to the sender. Any change to the draft response proposed by the ESG director will be consulted with the relevant investment officer, and its final version will be sent to the sender no later than 30 business days from the receipt of the communication.

6. In case ESG director, following point 5 of this procedure, and in consultation with relevant investment officer, considers that the communication from the sender raises serious Environmental and/or Social issue(s) for a portfolio company, the relevant investment officer will immediately contact the portfolio company's Management Board to seek any relevant information, and may carry out additional investigation. If such investigation leads the PCP ESG team to conclude that the portfolio company is not meeting PCP's ESG policies, an investment officer will inform PCP's CEO about this fact. ESG director or an assigned consultant will prepare a Supplemental Corrective Action Plan (SCAP) to be discussed with and implemented by the portfolio company. PCP's ESG department may then send a second, follow up response to the sender about any steps requested from the portfolio company once the SCAP is ready and accepted.

7. Information about this procedure will be available on PCP's website under the sustainability section. There is no cost or fee associated with submitting a question or concern through this procedure. Interested and affected parties may submit queries or concerns without fear of retribution, and may request that PCP not disclose the names of individuals to the portfolio company without prior permission.

8. PCP's ESG Director will log and track all public inquiries received by way of this procedure including date received; date the response was sent; and issues raised.

Flowchart: PCP External Grievance Submission and ESG Review Procedure

