

## **Grievance mechanism instructions**

In Provectus Capital Partners (PCP) we try to uphold the highest ethical standard and fully comply with the ESG standards. However, we are aware that complex business structures and dynamic environments pose risk for adverse impacts on our stakeholders. The purpose of this communication mechanism is to establish a fair and transparent way for individuals, groups or communities affected by Provectus Capital Partners (PCP) or portfolio companies' operations to contact us if they have an inquiry, a concern or a formal complaint. Speaking up helps resolve issues, drive improvement and builds trust. If you see or experience misconduct within Provectus Capital Partners or portfolio companies you can use this communication mechanism to report concerns. We welcome constructive, open and respectful dialogue.

### **Who can raise a concern?**

This mechanism can be used by all stakeholders of Provectus Capital Partners and its portfolio companies who experience or witness breaches of applicable laws and regulations, code of conduct, internal policies, ethical principles, international standards or moral obligations. This includes, but is not limited to employees of Provectus Capital Partners, portfolio companies' employees, value chain workers, customers, end-users, NGO representatives etc. There is no cost or fee associated with submitting a question or concern through this procedure.

### **What is a concern?**

This mechanism can be used to submit concerns related to environmental, social and governance (ESG) impacts linked to the Provectus Capital Partners's activities or investments. Examples include labor and working condition issues, environmental pollution, business ethics or corruption concerns, community impacts from invested companies' operations, or violations of policies and standards expected from portfolio companies. It can be used to report misconduct, unfair treatment, or other problems affecting stakeholders connected to the fund's investments.

### **How is the concern handled after submission?**

1. PCP's ESG department will provide a confirmation of receipt to the sender within 15 business days of receiving the concern through this channel.
2. The content of the report is reviewed in coordination with the relevant investment officer / portfolio company representative.
3. A response is drafted, approved, and sent to the sender within 30 business days, in line with confidentiality requirements.
4. If serious environmental or social issues are identified, PCP's ESG department will investigate and plan corrective action as needed. Follow-up information will be provided once actions are agreed.

### **Confidentiality notice**

We will make every effort to protect the identity of anyone who reports a concern. All reports and related information are handled as strictly confidential, including the identities of reporters and anyone mentioned. Details are shared only with a limited group on a need-



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to-know basis and only with those responsible for reviewing and addressing the concern. Information is shared with third parties, such as government authorities, only when legally required.

Interested and affected parties may submit queries or concerns without fear of retribution, and may request that PCP does not disclose the names of individuals to the portfolio company without prior permission.