

QUADRIA CAPITAL FUND III, FUND III

Procedure for Addressing External Queries and Concerns

1. This procedure is intended to provide a means for any concerned external stakeholder(s) to submit queries or concerns related to Quadria's Environmental & Social Policy and/or portfolio investments financed by the Quadria Capital funds, and have these inquiries responded to by Quadria Capital in a timely manner. This process of receiving, reviewing, and responding to communications from external stakeholders is managed by the Quadria Capital Legal and Compliance team.
2. A concerned person, community or other external stakeholder, such as a civil society organization, can submit their questions or concerns to the Compliance Officer either by sending an e-mail to the following e-mail address: qc_backoffice@quadriacapital.com or by sending a mail to the following address: Quadria Capital Investment Management Pte. Ltd, 158 Cecil Street #03-01 Singapore 069545.
3. Where the question or concern relates to a portfolio investment financed by a Quadria Capital fund, the interested or affected person(s) are first encouraged to discuss the matter directly with the portfolio company. In cases where the question or concern was not addressed sufficiently at the portfolio company level, interested parties may submit their query to the relevant Quadria Capital fund, in writing, providing the following information:
 - Name and Contact Information of the sender;
 - Name of the company to which the concern relates;
 - Description of the concern and any supporting documentation;
 - Date of the incident or action giving rise to the complaint (if applicable);
 - Specific remedy sought (if applicable);
 - Any other information as deemed appropriate by the sender.
4. The Legal and Compliance team will provide a confirmation of receipt to the sender within 48 hours of receiving the written question or concern and inform them that they will receive a response in writing within 30 business days.
5. The Legal and Compliance team will review the content of the communication and will draft a response, with involvement from the relevant relationship officer responsible for the portfolio company. A draft response will be submitted to Quadria Capital's senior management within 20 business days for internal approval. Any change to the draft response proposed by the senior management will be subject to consultation with the relevant relationship officer for that portfolio company, and a formal written response will be sent to the sender no later than 30 business days from the initial receipt of the communication.
6. In case the senior management, following point 5 of this procedure, and in consultation with the relevant relationship officer for that portfolio company, considers that the communication from the interested parties raises serious Environmental and/or Social issue(s) for a portfolio company, the relevant relationship officer will immediately contact the portfolio company to seek any relevant information, and may carry out additional investigations. If such investigation leads the relationship team to conclude that the portfolio company is not meeting the Quadria Capital E&S Policy and its E&S obligations, the relationship officer will inform Quadria Capital's senior management

about this fact. The relationship officer together with the Legal & Compliance team (and if required, a consultant) will prepare a Supplemental Corrective Action Plan (SCAP) to be discussed and implemented by the portfolio company.

7. The Legal & Compliance team will provide a follow up response to the sender to clarify any steps requested from the portfolio company once the corrective action plan is ready and accepted by the portfolio company, but not later than 90 business days from the receipt of the original communication.
8. Information about this procedure will be available on the Quadria Capital website. There will be 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 Quadria Capital not disclose the names of individuals to the portfolio companies without prior explicit permission of the interested parties. Quadria Capital expects and assumes that the interested and affected parties are acting in a responsible manner and are submitting genuine concerns.
9. The Legal and Compliance team will log and track all public inquiries received by way of this procedure including date received; date the response was sent; and issues raised.

AiIB Policy notification

10. AiIB's Policy on the Project-affected People's Mechanism of the Asia Infrastructure Investment Bank is applicable to the investee companies of Quadria Capital Fund III ("Fund III"). Any stakeholder (including employees, suppliers, investors and customers) of Fund III's portfolio companies is encouraged to raise concerns or report instances of misconduct by contacting Fund III or by filling submissions with AiIB through the AiIB's website ([How We Assist You - Project-Affected People's Mechanism \(aiib.org\)](#)).