

Submission of a Grievance

To assist in investigating your grievance and to enable us to provide you with an appropriate response, we kindly request you to provide the following information:

- Name of the complainant (and name of the representative(s), if applicable)
- Full address, telephone number and email address
- Name of the company, investment or project affected
- Description of the adverse impact(s) allegedly caused or likely to be caused by Seraya Group's companies, investments or projects
- A clear description of the name and the location where the incident happened to which the grievance is related
- Supporting information relating to the grievance, such as photographs, documents etc.

We recognize there might be instances where an individual may have a personal preference to not disclose his/her personal identity and you may do so by omitting some of the information requested above. However, we will encourage you to provide these details so that we can conduct the investigations to the best of our ability and follow up with you on the resolution.

Grievance Redress Process

Upon receipt of the grievance, we will provide an acknowledgement to the complainant and/or the representative within five working days. During this period, Seraya Group may request additional information from the complainant.

Admissibility Criteria

All grievances received will be screened in accordance with our grievance admissibility criteria with the following considerations:

- The complainant must be affected or likely to be affected by our operations, project developments and investment activities
- There must be an indication of a relationship between our operation(s) and the issue raised
- The complaint must state the adverse impact(s) allegedly caused or likely to be caused by the company, investments or projects. This should be supported by available documentation and correspondence, where possible and appropriate.

Admissibility Assessment Period

- Upon receiving a grievance, Seraya Group will immediately register it in the Complaints Register.
- Seraya Group reviews and evaluates the grievance in consultation with the relevant stakeholders, and within 10 business days of commencement, determines whether the complaint meets the admissibility criteria set forth above.
- During the 10-day admissibility period, Seraya Group may request further information from the complainant. If no response is received from the complainant within 10 business days of the request, Seraya Group will contact the complainant again. If no response is received within 10 business days of the second request, Seraya Group closes the case and provides written notification of the closure.
- If the complaint is admissible, the complainant is notified of the admissibility.
- If the complaint is non-admissible, the complainant is notified of this decision and the reasons for it.

Grievance Resolution

Upon investigation of the grievance, Seraya Group will liaise with the complainant to propose a resolution to the grievance within 30 business days of acknowledging the complaint. After reaching an agreement for the grievance resolution, Seraya Group shall implement the agreed corrective actions.

In the event that a resolution is not found within a reasonable timeframe, regular updates will be provided to the complainant on the progress of the investigation. Should the complainant believe that the grievance has not been addressed in a satisfactory manner, Seraya Group will engage with the complainant to determine whether and how a satisfactory outcome can be achieved. If further consultations do not lead to an agreement, Seraya Group may refer the complainant to an alternative level of redress outside of Seraya Group¹, where possible and appropriate.

¹ The Asian Infrastructure Investment Bank is one of the Seraya Group investors, so the Project-affected People's Mechanism (PPM) of the Asian Infrastructure Investment Bank is also applicable. If the negative environmental and social impacts on your community caused by the projects involved in the Seraya Group cannot be satisfactorily solved through Seraya Group or the management mechanism of the Asian Infrastructure Investment Bank, you are welcome to contact the Project-affected People's Mechanism of the Asian Investment Bank.

Relevant English information can be obtained by visiting the following links:

<https://www.aiib.org/en/about-aiib/who-we-are/project-affected-peoples-mechanism/how-we-assist-you/index.html>

A summary of the Grievance Address Process is as follows:

