

Almaz Capital Procedure for Addressing External Queries and Concerns

1. The procedure detailed below is intended to provide a means for the public to submit queries or concerns related to Almaz Capital (Firm) Environmental & Social Policy and/or projects financed by the Firm, and have these inquiries responded to by the in a timely manner. This process of receiving, reviewing, and responding to communications from external stakeholders is managed by the Firm Fund Operations team.
2. A person, community or other external stakeholder, such as a civil society organization, can submit their questions or concerns to the operations team either by sending an e-mail to the following e-mail address: es@almazcapital.com or by sending a letter to the following address: 3274 Alpine Road, Portola Valley, CA, 94028.
3. Where the question or concern relates to a project financed by the Firm, the interested or affected person(s) are first encouraged to discuss the matter directly with the project company. In cases where the question or concern was not addressed sufficiently at the project level by the company, interested parties may submit their query to the Firm, in writing, providing the following information:
 - a. Name and Contact Information of the sender;
 - b. Name of the project and/or company to which the concern relates;
 - c. Description of the concern and any supporting documentation;
 - 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.
4. The Firm will provide a confirmation of receipt to the sender within 3 business days of receiving the written question or concern, and inform the sender that they will receive a response in writing within 14 business days. Please note that the response cannot contradict firm-client confidentiality agreement and any other banking confidentiality laws.
5. The Fund Operations team will review the content of the communication and will decide if the response is necessary. If so, it will draft a response, with involvement from the relevant investment/portfolio officer responsible for the project. A draft response will be submitted within 7 working days to the Managing Director for approval. If the Managing Director approves the draft, the Fund Operations team will forward the response to the sender. Any change to the draft response proposed by the Communication Manager will be consulted with the relevant investment officer, and its final version will be sent to the sender no later than 14 business days from the receipt of the communication.

6. In case the Fund Operations team, 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 project, the relevant investment officer will immediately contact the client to seek any relevant information, and may carry out additional investigation. If such investigation leads the project team to conclude that the project is not meeting the Firm's E&S Policy, an investment officer will inform Managing Director about this fact. The relevant E&S specialist or [an assigned consultant] will prepare a Supplemental Corrective Action Plan (SCAP) to be discussed with and implemented by the client.
7. The Fund Operations team may then send a second, follow up response to the sender about any steps requested from the client once the SCAP is ready and accepted by the client, provided it does not contradict firm-client confidentiality agreement.
8. Information about this procedure will be available on the Firm's website as well as in visible places of all local offices of the Firm. All additional queries or concerns can be sent direct to Steve Williams (Fund Operations) at steve@almazcapital.com or in writing to the address previously detailed above. 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 the Firm not disclose the names of individuals to the project company without prior permission.
9. The Fund Operations 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.