

Grievance Mechanism

As part of our commitment to ensure our operations, project developments and other aspects of our business are undertaken with due consideration to Environmental and Social (E&S) risks and concerns, **EMP Belstar SuperFreeze** has provided a Grievance Mechanism, aimed at providing a forum for those adversely affected by projects that we finance to voice their E&S concerns.

Any E&S-related complaints or concerns relating to investments, companies or projects that are financed by **EMP Belstar SuperFreeze** may be submitted through the following channel:

Post Mail	Post a letter to the following address: 160 Robinson Road, #14-04 Singapore Business Federation Centre Singapore (068914)
-----------	--

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

- Name of the complainant (and name of representative(s), if applicable)
- Name of company/project financed by **EMP Belstar SuperFreeze**
- Name, full address, telephone number and, email address
- Description of the grievance (including location, if applicable) and the harm suffered, or likely to be suffered
- A clear description of the name and the location where the incident happened to which the grievance is related
- A copy of information related to - or relevant to - the grievance, e.g., documents, photographs, etc. and

We encourage you to provide your name when lodging a complaint. If you wish to remain anonymous, please note that our ability to investigate could potentially be impaired and we may not have the ability to follow up with you.



Our Grievance Redress Process

Upon receipt of the grievance, we will provide a grievance acknowledgment and an initial response to the complainant(s) and/or his/her representative(s). 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 and/or project development
- In the event that an external party is representing other external stakeholders, it must identify such external stakeholders that it represents and provide explicit evidence of the representative's authority to represent the external stakeholders.
- There must be an indication of a relationship between our operation(s) and the issue raised; and
- The grievance must contain allegations of (potentially) substantial (in)direct and adverse E&S impacts or risks. Our representative(s) shall endeavor to respond to the complaint as soon as practicable, normally within ten business days of receipt. Upon investigation of the grievance, we will liaise with the complainant to propose a resolution to the grievance, if the grievance is admissible. 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 any investigation. The overall aim is to identify a proposed resolution in as short a timeframe as practicable, although recognizing that in certain instances, detailed investigation and liaison with other parties is required and may not be straightforward.