

ABBPE Capital Management Pte Ltd (“ABBPE”) seeks to respond in a timely manner to valid grievances about our private equity business:

- Any person who is adversely impacted can lodge a grievance in English (and/or Vietnamese), by using our contact form.
- Although response times will depend on the nature of the grievance, persons who have lodged a grievance will be kept informed about expected response times and progress made in addressing grievances.
- For a grievance to be valid, it should contain information about the contact person lodging the grievance (name and address, telephone number and email address); persons impacted and how they are impacted; the investee to which the grievance is related, including investee address; overview of actions (e.g., legal, contacts with project company, local authorities) that have already been taken to solve the issue.
- Once a valid grievance is received, we will send an acknowledgement of receipt within 5 business days and a final response back to you no later than 15 business days from receipt of the communication.
- ABBPE determines whether a grievance is legitimate.

ABBPE undertakes that:

- Each complaint is recorded, assessed and the appropriate response determined if applicable.
- Involved parties are informed about the nature of the complaint and communication is appropriate and timely.
- All complaints are kept private and confidential.

As such, ABBPE will work with relevant parties to address the cause of any valid complaints and inform the complainant of any such actions taken.

If your grievance relates to ABB Fund’s and/or its portfolio investment companies’ Environmental & Social performance, please provide the following additional information:

1. Name of the portfolio company to which the concern relates;
2. Description of the concern and any supporting documentation;
3. Date of the incident or action giving rise to the complaint (if applicable);
4. Specific remedy sought (if applicable); and
5. Any other appropriate information.