

Climate Asset[®]
Management

A partnership of



Grievance Redress Mechanism

Updated: June 2024

Grievance Redress Mechanism Overview

Climate Asset Management was formed with the ambition to grow the world's leading asset management company in natural capital. In carrying out this ambition, we expect high Environmental, Social and Governance (ESG) standards from all our investments and partners. These standards have been implemented since our inception and are outlined in our Responsible Investment Policy.

The Grievance Redress Mechanism (GRM) is a channel for individuals or groups external to Climate Asset Management to submit complaints, questions or concerns relating to (1) projects financed or being considered for financing by Climate Asset Management's investment strategies or (2) Climate Asset Management's or its investment strategies themselves. The GRM is free, open and accessible to all.

The GRM has been developed with the following aims:

- Build and maintain trust with Climate Asset Management's stakeholders;
- Identify and manage stakeholder concerns and support effective risk management;
- Adequately address grievances in a timely manner; and
- Serve as a next-level entry point for grievances that have been submitted but not resolved at project level of a Climate Asset Management-funded project.

This document outlines the procedure for submitting and handling a grievance relating to Climate Asset Management's activities or a financed/considered project.

Channels for Submitting a Grievance

The Climate Asset Management GRM is one of two channels where individuals or groups can submit grievances about financed projects:

Channel 1 – Project Level GRM

Climate Asset Management requires the investment counterparty to establish a project-level GRM to address concerns and complaints of stakeholders regarding that party's project implementation. This is an important channel to identify issues of concern to project affected communities amongst other local stakeholders and develop solutions directly in a participatory manner. The project-level GRM is managed directly by the investment counterparty who has overall responsibility for delivery of the project on the ground. As such, those seeking to raise grievances about a specific project should lodge it via that channel unless they have been unable to resolve a grievance directly with the investment counterparty or there is a fear of retaliation.

Channel 2 – Climate Asset Management GRM

Climate Asset Management's GRM does not substitute the project-level GRM but, rather it provides another option for local communities and stakeholders to raise a concern or complaint, particularly if the grievance raised at project level is unresolved or there is a fear of retaliation. For project-related grievances Climate Asset Management will provide confidentiality.

Where possible, for project-related grievances, Climate Asset Management will coordinate with the proponent investment counterparty to resolve the issue. This is because project proponents investment counterparties are responsible for ESG matters at the project-level and will ultimately be responsible for any mitigation or actions that arise from the grievance.

For grievances relating to Climate Asset Management and its investment strategies those will be reviewed and resolved with appropriate employee representatives. Grievances will be referred to Climate Asset Management's Risk Committee and Board of Directors on a case-by-case basis as determined by the Chief Risk and Compliance Officer.

Eligibility Criteria

Climate Asset Management will consider grievances when:

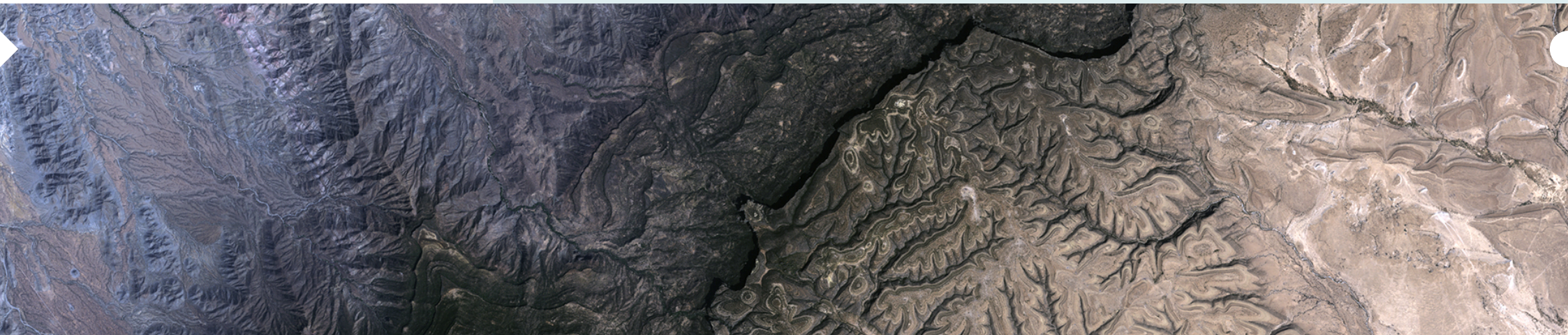
- The grievance is being made with regard to Climate Asset Management or one of its investment vehicles operations;
- The complaint is related to a project that is financed or being considered for financing by one of the investment strategies;
- There must be a link between Climate Asset Management's actions and the grounds for the grievance lodged or;
- The complainant believes they are or will be negatively affected by the circumstances outlined.

Requests that do not meet the eligibility criteria will be treated as requests for information.

Who Can Submit a Grievance?

- Individuals and groups of people residing in or near a project site¹;
- Individuals or groups of people who interact with Climate Asset Management or its investment strategies;
- Any individual, organisation, group or community who believes that a Climate Asset Management financed project has, or is likely to, adversely affect them;
- Grievances can be submitted via a representative party if the persons on whose behalf the representative is acting are identified and evidence of the representative's authority to do so is provide with the grievance.

¹Personal data is held and processed in accordance with EU General Data Protection Regulation (2016/679/EC) and EU GDPR as if forms part of the law of England and Wales, Scotland and Northern Ireland by virtue of section 3 of the European Union (Withdrawal) Act 2018 (UK GDPR).



How to Submit a Grievance

Grievances can be submitted to Climate Asset Management in a few different ways including via our website, email inbox, by mail or hand delivered to our London Headquarters or by telephone. The links to each are available in the box below or found in the Grievances section of the Contact Us page on Climate Asset Management's website.

A grievance form is available on the website or to download from the website to send via email or mail (attached at the end of this document for reference also).

GRM Team and Gender Sensitivity

Climate Asset Management's GRM Team comprises team members of Compliance and Risk, ESG and Impact and Human Resources functions. In the event a grievance needs to be escalated, the Chief Risk and Compliance Officer will liaise with the Risk Committee and/or Board of Directors as relevant.

Other individuals will be involved in the review on a case-by-case basis depending on the subject matter of the grievance and project it is related to.

The GRM Team includes both men and women to ensure that this option is available to requesters that would be more comfortable liaising with someone of the same gender in resolving the grievance.

How to submit?



Website form



E-mail to

grievance@climateassetmanagement.com



Mail to Headquarters:

Attention of: Grievance Management Team
Climate Asset Management,
3rd Floor, 43 Whitfield Street
London
W1T4HD



Delivered in person to Headquarters



Phone call to:

+44 (0) 2024 551 1160



GRM Process:

The GRM process is mapped out in the process diagram on the following page. Each step is outlined below.

Step 1 - Submission and Eligibility

- The requester submits their grievance per the above options, it is recorded in a grievance log and notification of receipt is provided; and
- Within a period of five (5) business days Climate Asset Management will determine if the grievance is eligible per the criteria outlined and inform the requester.

Step 2 - Review

Climate Asset Management will commence review of the grievance for a period of up to 20 business days, including:

- Collection of information and identify relevant individuals to review the grievance, the requester may be contacted to provide further details or clarifications; and
- The review will determine whether there are any actions to be proposed to the requester for consideration to resolve the grievance. If the grievance is not actionable, Climate Asset Management will inform the requester and continue ongoing engagement.

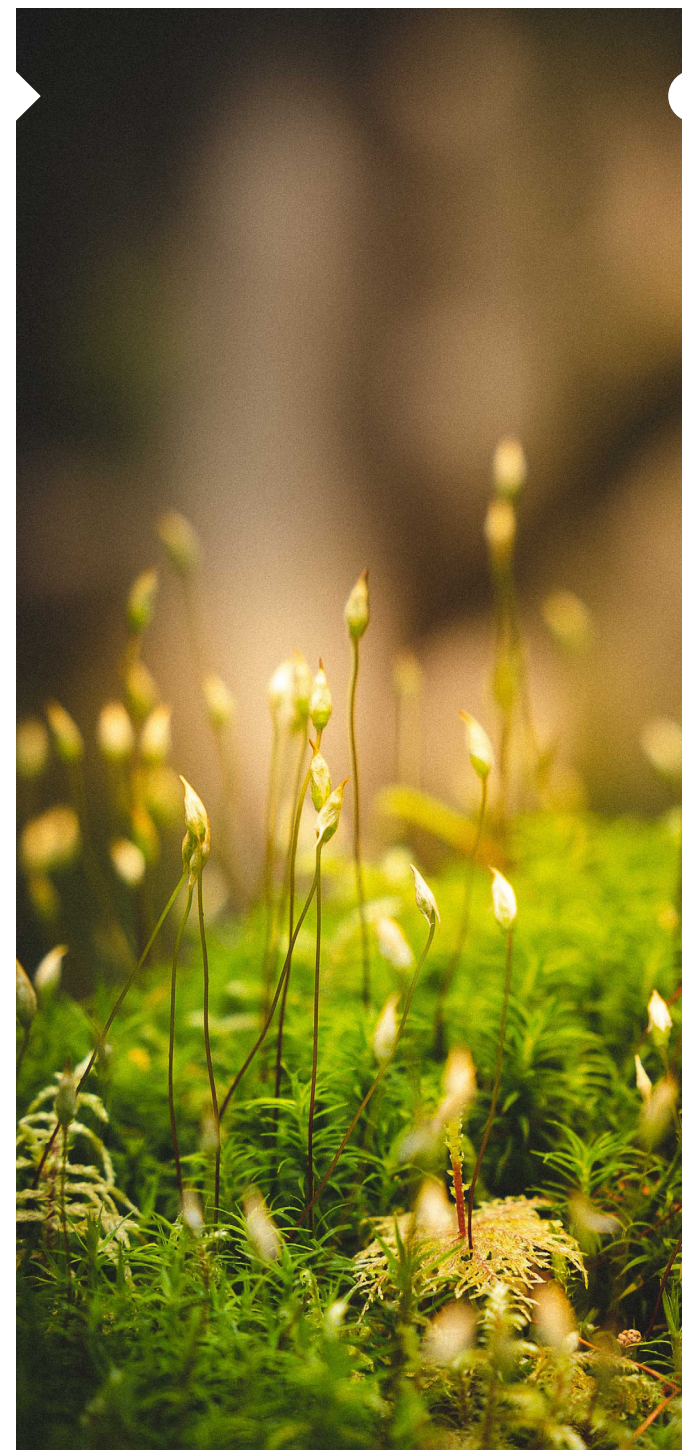
Step 3 – Response and Actions

Where actionable, the proposed actions to resolve the grievance will be communicated to the requester who will either accept or reject these:

- Where the actions are accepted, these will be implemented by the investment counterparty, Climate Asset Management or third party; and
- Where defined actions are rejected, in whole or in part, Climate Asset Management will further review the defined actions based on the requesters response and where feasible address the comments with revised actions. If these are further rejected, Climate Asset Management will revert offering to initiate ongoing engagement.

Step 4 – Monitoring and Close Out

Where actions have been agreed and implemented, Climate Asset Management will monitor the fulfilment of these actions with the requester and when satisfactorily completed proceed to close out the grievance.



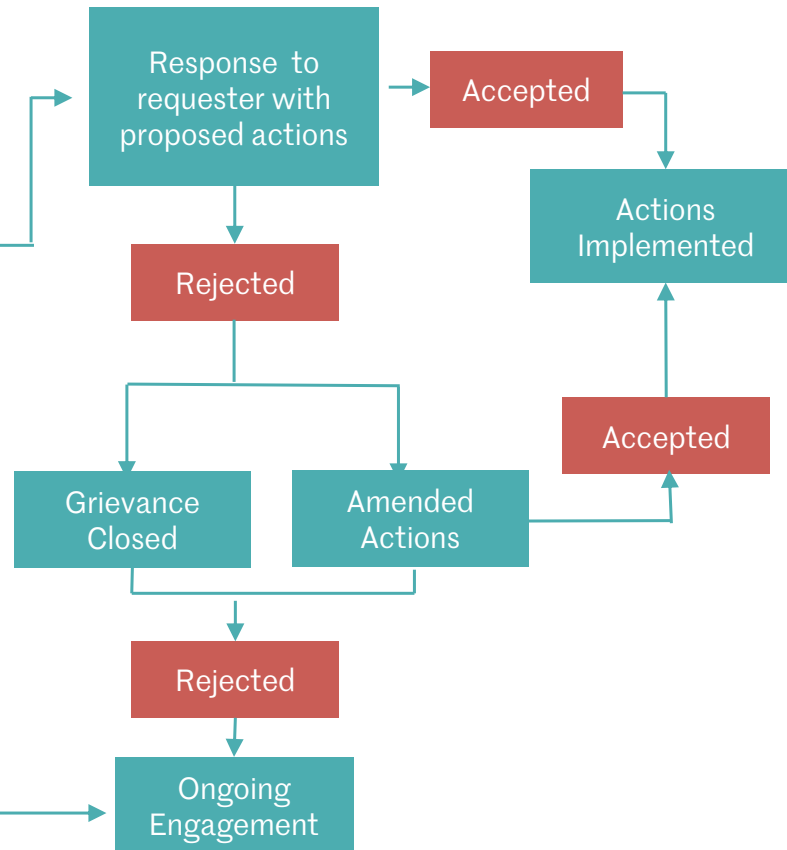
Submission & Eligibility



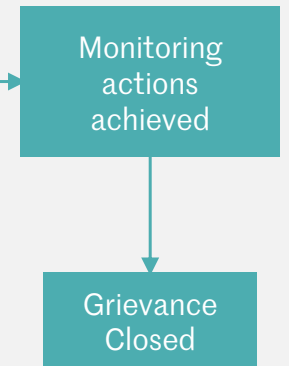
Review



Response & Actions



Monitoring & Close Out



Annex: Confidential Grievance Form

Reference No. (assigned by Climate Asset Management):

Please enter your contact information and grievance. This information will be dealt with confidentially.
Please note: If you wish to remain anonymous, please enter your comment/grievance in the box below without indicating any contact information – your comments will still be considered.

Full Name	
Anonymous submission	I want to remain anonymous ¹
Please mark how you wish to be contacted (mail, telephone, e-mail).	By e-mail (please provide e-mail address):
	By mail (please provide mailing address):
	By telephone (please provide telephone number):
Preferred language for communication	English Other, please specify:
Has this grievance already been filed at the project level (i.e. with the project developer or implementing organisation)?	Yes
	No
	If yes, please explain below why the grievance has not been resolved to your satisfaction:
Description of incident or grievance:	What happened? Where did it happen? Who did it happen to? What is the result of the problem?
Date of incident/grievance:	One time incident/grievance (date:) Happened more than once (how many times?) On-going (currently experiencing problem)
What would you like to see happen to resolve the problem?	

1. Please note that if you want to stay anonymous and not provide contact details, Climate Asset Management cannot inform you about the actions taken related to your grievance. If you would like to be informed, please provide the contact details of a trustworthy intermediary, or other details that do not disclose your identity, who will relay any communication to you.