

Policy for Managing Notifications via Actis's External Speak Up / Whistleblowing Channels

Actis is committed to the highest standards of openness, honesty and accountability and to creating a positive environment where individuals are comfortable in raising concerns they have (without fear of reprisal) if they become aware of – or suspect – any misconduct or malpractice within Actis, its operations or investments.

This policy sets out Actis's approach to receiving and handling Speak Up (Whistleblowing) notifications (hereafter, a "Report") received from external parties via the channels below. A Report may relate to any matter, including integrity, environmental, social, or other governance concerns.

Reporting

External parties may make a Report to Actis via the following channels¹:

1. the Actis website's "Speak Up / Whistleblowing Contact Form": www.act.is/whistleblowing
2. The email address: speakup@act.is

Requirements of a Report

All Reports must be made in good faith, and we encourage those making Reports to include as much detail as possible to support their concern. Reports can be made anonymously; however, we encourage those raising concerns to provide your name and contact details as this will allow us to follow up and support the completion of a robust review.

Principles for handling Reports

All Reports made via the above channels are handled as follows:

- **Designated team** – all Reports are received by a small group of designated individuals, who will handle the Report in line with internal procedures
- **Confidentiality** – Reports will be treated confidentially as far as possible (in consideration of legal obligations and the need for Actis to carry out a satisfactory review of each Report)
- **Response** – an automated reply noting that the matter is under review will be made in response to each Report. Any further response from Actis will be case dependant

Principle of non-retaliation

Actis has zero tolerance for victimisation of – or retaliation against – parties who raise concerns to Actis.

Questions

If you have any questions about this Policy or process, please raise via the above channels.

¹ As the Asian Infrastructure Investment Bank is an existing investor with Actis and on the basis of an administrative policy applicable to this investor, you are welcome to contact the Project-affected People's Mechanism of the Asian Investment Bank by visiting the following link: <https://www.aiib.org/en/about-aiib/who-we-are/project-affected-peoples-mechanism/how-we-assist-you/index.html>