

20 February 2018

### **Procedure for addressing External Queries and Concerns**

1. This document is intended to provide a means for the public to submit queries or concerns related to the Iron Pillar's Environmental, Social & Corporate Governance Policy and/or portfolio investments and have these inquiries responded to by the Fund in a timely manner. This process of receiving, reviewing, and responding to communications from external stakeholders is managed by the designated ESG Officer of its Investment Advisor or Sub-Advisor.
2. A person, community or other external stakeholder, such as a civil society organization, can submit their questions or concerns to the ESG Officer either by sending an e-mail to the following e-mail address: [gr@ironpillarfund.com](mailto:gr@ironpillarfund.com) or by sending a mail to the following address:  
Apex Fund and Corporate Services (Mauritius) Ltd  
Lot 15, A 3, 1st Floor  
Cybercity, Ebene  
72201Mauritius
3. Where the question or concern relates to a portfolio investment, the interested or affected person(s) are first encouraged to discuss the matter directly with the portfolio company. In cases where the question or concern was not addressed sufficiently at the portfolio company level, interested parties may submit their query to t, in writing, providing the following information:
  - Name and Contact Information of the sender.
  - Name of the company to which the concern relates.
  - Description of the concern and any supporting documentation.
  - Date of the incident or action giving rise to the complaint (if applicable);
  - Specific remedy sought (if applicable);
  - Any other information as deemed appropriate by the sender.
4. The ESG Officer will provide a confirmation of receipt to the sender within 48 hours of receiving the written question or concern and inform them that they will receive a response in writing within 15 business days.
5. The ESG Officer will review the content of the communication and will draft a response, with involvement from the relevant investment officer responsible for the portfolio investment. A draft response will be submitted within 10 business days to the board of the Investment Advisor for approval. If the Board approves the draft, the ESG Officer will forward the response to the sender. Any change to the draft response proposed by the Board will be consulted with the relevant investment officer, and its final version will be sent to the sender no later than 15 days from the receipt of the communication.
6. In case the Board, 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 investment, the relevant investment officer will immediately contact the portfolio company to seek any relevant information, and may carry out additional investigation. If such investigation leads the investment team to conclude that the portfolio company is not meeting the Iron Pillar's ESG Policy, an investment officer will inform the Board about this fact. The assigned consultant will prepare a Supplemental Corrective Action Plan (SCAP) to be discussed with and implemented by the portfolio company.

7. The ESG Officer will then send a second, follow up response to the sender about any steps requested from the portfolio company once the corrective action plan is ready and accepted by the portfolio company, but no later than 60 working days from the receipt of the original communication.

8. Information about this procedure will be available on the Iron Pillar's website. 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 Fund not disclose the names of individuals to the portfolio company without prior permission.

9. The ESG Officer will log and track all public inquiries received by way of this procedure including date received; date the response was sent; and issues raised.