

Annexure H – External Communication Mechanism (ECM)

1. **Contact information for reporting concerns:** All the concern or questions with respect to the Fund its environment and social management system and for its portfolio companies can be directly submitted to the following email portfolio@yournest.in. It will be reviewed by the ESG manager of the Fund to further resolve the matter.
2. **Format for reporting concerns:** All the queries and concerns need to be submitted to the via email in the following format.
 - a. Name and Contact Information of the sender;
 - b. Name of the company to which the concern relates;
 - c. Description of the concern and any supporting documentation;
 - d. Date of the incident or action giving rise to the complaint (if applicable);
 - e. Specific remedy sought (if applicable);
 - f. Any other information as deemed appropriate by the sender.
3. **Timelines for responding to the concerns:**
 - a. ESG manager will provide confirmation post receiving the queries with 48 hours. The first response seeking any additional information/ clarifications will be received by the external party within 7 working days.
 - b. ESG manager will review the communication and accordingly response will be drafted while including relevant officer from the portfolio company (in case the concern is related to portfolio company). Else with the help of ESG support team at the Fund.
 - c. The draft response will be submitted for internal approvals (investment manager) before sharing with the external parties.
 - d. Any changes to the draft response as suggested in internal approval will be made and final response will be communicated within 21 days from receiving the concern/query.
4. **Actions for serious incidents:** In case of any query/ concern is raised by the concerned stakeholder which involves any serious incident like but not limited to (accident, fatality, corruption, harassment and any serious environmental & social issues). The relevant corrective action along with be developed to response to the concern and subsequently resolving it.
5. **Way forward post submitting response:**
 - a. The ESG manager will send a follow-up response to interested parties within 3 days of submitting the response.
 - b. The follow-up for the corrective action developed for any serious incident will be undertaken with the portfolio company every 7 days post finalisation on the same.

6. Reporting:

- a.** The ESG manager will be track and record all the concerns/queries raised by the concerned stakeholder.
- b.** All the serious incident raised by an external party post investigating with the portfolio companies will be recorded in format as suggested in Annexure- E.

All the information for ECM will be available on the Fund's website. There will be no cost associated for submitting a question/concern through this procedure.