

Infranode's Grievance Policy

“**Infranode Group**” in this document shall be defined as Infranode AB, its funds and all Portfolio Companies. This grievance policy aims to ensure that all stakeholders have access to an effective procedure for the handling of complaints and/or suggestions for improvements.

All employees, customers, suppliers and other relevant stakeholders that has a relationship with or otherwise being affected by the Infranode Group are entitled to and encouraged to submit their complaints or suggestions for improvements to us. Listening to our stakeholders' opinions, concerns, complaints and suggestions for improvement is important to successful operation and we aim for a reputation for effective stakeholder engagement at a local, corporate and project level. The information gathered from or given by stakeholders acts as an early warning for emergent issues and allows us to respond in a timely fashion and to manage reputation and operational risks effectively.

We strongly encourage stakeholders and managers at the Infranode level and within each of our portfolio companies to follow an open-door practice and resolve local issues and disagreements through an informal, open and straightforward dialogue. If, for any reason, the informal way is not viable, please follow the grievance procedure.

Our commitment:

- Each portfolio company within the Infranode Group should have a specific grievance procedure that is based on local legislation and this Infranode policy.
 - For portfolio companies where Infranode does not have sole control, the funds shall make a best effort to ensure a specific grievance policy is in place.
- If a grievance cannot be settled through the local procedure, any stakeholder can turn to the Infranode Group point-of-contact for further support: grievance@infrande.se.
- Every complaint and/or suggestion for improvement that has been reported, or in any other way come to the attention of Infranode or any of our portfolio companies, will be dealt with immediately, and in a fair and impartial manner.
- Retaliation against a stakeholder who, in good faith, reports a grievance or participates in the investigation of a grievance, will not be tolerated.

All stakeholders are urged to bring grievances to the attention of the Infranode Group management as soon as possible, and to provide all relevant information in order to ensure a fair and objective handling of the grievance. A person who has reported a grievance may choose to be accompanied by a colleague¹ to any meetings.

Confidentiality and the right to privacy

All information, both verbal and written, about a grievance process will be kept strictly confidential to the furthest extent possible, taking into consideration the sensitivity of the case and the privacy of everyone involved. Information will not be kept longer than necessary in order to resolve the grievance, unless longer retention is required due to local legislation.

¹ Depending on local legislation, practice and the nature of the meeting, additional participants may attend

Follow-up

All reported grievances will be registered anonymously for statistical basis. This information will help Infranode to continuously improve and become more responsible in our business practices.