

Procedures for Interaction with Assessed Companies

Scope

These procedures apply to Vested Impact's interactions with companies who have been assessed through Vested Impact's impact assessment engine.

Overall approach

Vested Impact is committed to transparency, independence, and consistency with the companies we assess. Our approach to company interaction is informed by this commitment in the following ways:

- **Transparency:** Each company has open and complete access to the methodology documents and the underlying data that pertains to its overall Impact Report and assessment.
- **Communications:** Typically, we will maintain records of interactions with companies, and retain high-level information about company feedback for auditability.
- **Independence:** We provide independent assessments and therefore do not provide any paid advisory or consulting services on how to improve an assessment.
- **Consistency:** We apply our standard data review and feedback processes consistently for all companies.

Impact Support Team

The Impact Support team is the dedicated group serving as Vested Impact's first point of contact for interacting with companies regarding their impact report/s and assessments. The team's dedicated email address is: support@vestedimpact.co.uk This email address is permanently available and companies may submit any questions at any time, or via the online portal. All legitimate company inquiries are addressed. The Impact Support team is supported by our impact rating personnel. Impact rating personnel are typically involved in issues related to complex methodological queries.

Data Feedback Procedure

Through the online portal, companies may provide feedback on their Impact Report and data. Vested Impact does not accept any non-public information submitted by companies through our online portal; all submissions require links to supporting public disclosures. Companies may engage with Vested Impact Support to update their underlying product and services data, ask questions about their Vested Impact assessments, raise issues such as correcting factual errors, or ask any other questions on an ongoing basis. The Impact Support and Impact Ratings teams serve as the primary and secondary points of contact, respectively, for companies we assess.

After a company submits data feedback and this feedback has been reviewed by Vested Impact's rating personnel, the listed contacts for the company receive an automated email explaining whether or not the feedback submitted was accepted by Vested Impact. Often, instances where feedback is not accepted by Vested Impact reflect a different understanding of our methodology or a difference of opinion in how our methodology should or should not be applied. As per the application of our methodologies, updates to impact data will not

necessarily result in changes to a company's Impact Report or other Vested Impact assessment/s.

Scope of interaction

Typically, depending on the complexity of a company's inquiry, the Impact Support team and impact rating personnel will address the following topics:

- Vested Impact Methodology overview.
- Company product and service identification and assignment process
- Specific methodology questions, such as:
 - General components of an Impact Assessment.
 - High-level data point descriptions, definitions and clarifications.
 - General data sources.
- Basic report format questions.
- Process-oriented questions, such as the timing of different updates or the data verification process.

To avoid any actual or potential conflicts of interest, we do not address the following:

- Any paid advisory or consultancy solutions directly offered by Vested Impact to address or report on ESG risks.

Response times

We strive to address company inquiries in a timely fashion. An automated notice is sent in response to all inbound inquiries from companies to indicate that a response will be provided within a target five business days. However, the Impact Relations team strives for quicker acknowledgment times. For complex source data feedback submitted by companies through our online portal, these will be reviewed by the appropriate analytical staff and updated as per Vested Impact's source data update timings, which differ across products, but we strive for sixty day cycles.