

Omnivore has implemented a Complaints Mechanism which allows external parties to file a complaint concerning companies funded by us.

This ensures the right to be heard for Complainants who feel affected by an Omnivore-funded company in order to enable resolution of disputes and assist Omnivore in drawing lessons learned for current and future operations.

### **Who does the complaint reach?**

The Complaints Mechanism Team includes :

Jinesh Shah, Managing Partner, & Business Integrity Manager, & E&S Manager  
Mark Kahn, Managing Partner  
Reihem Roy, Principal, & Business Integrity Officer, & E&S Officer

### **What can the complaint be about?**

A failure by Omnivore or an Omnivore funded company to comply with policies that are based on international standards and publicly available on Omnivore's website (see [Responsible Investing](#))

The Complaints Mechanism cannot investigate:

- Complaints with the objective of gaining a competitive economic advantage or that are excessive, repetitive (i.e. covering the same aspects), clearly frivolous or malicious in nature;
- Anonymous complaints. Nevertheless, without prejudice, a complainant has the right to request for confidential treatment of the complaint.

If the Complaint concerns aspects like fraud, bribery, corruption and/or money laundering, the Complaints Mechanism Team will consult with independent consultants to determine the appropriate channel(s) for processing the Complaint.

### **How can I file a complaint?**

Complaints must be submitted in writing, by e-mail or post. You may submit the complaint in English or any language of the complainant via:

e-mail:

[complaints@omnivore.vc](mailto:complaints@omnivore.vc)

post:

Complaints Mechanism Team  
Omnivore 2nd Floor,  
Art Guild House, Phoenix Market City,  
Kurla West, Mumbai 400070

## **What happens after a complaint is filed?**

Once the Complaints Mechanism Team has determined whether a complaint is admissible, it will decide on the appropriate next steps.

If your complaint is deemed inadmissible you will be notified and informed of the reasons. The Complaints Mechanism Team will attempt to make recommendations on other possibilities open to you.

If your complaint is admissible, the Complaints Mechanism Team will communicate an indicative timeline for its preliminary assessment, where it will try to get a better idea of the situation and different points of view. In this process, you will be contacted by the Complaints Mechanism Team members.

During the preliminary assessment, the Complaints Mechanism Team will try to find out whether you and other relevant parties are willing to work towards a joint solution of the issue at hand through **dispute resolution**. Should you or any other relevant party not be willing to start a dispute resolution process, the Complaints Mechanism Team can conduct a **compliance review** to see whether Omnivore, or a company it has funded, may have failed to comply with its policies and standards.

## **Can I expect a remedy?**

The aim of the process in case of dispute resolution is to try to move all parties to a position where they can voluntarily agree how to resolve outstanding disputes. The aim of compliance review is to identify ways in which Omnivore can better implement its own policies where shortfalls are found.

## **Is there a specific timeframe for the process?**

At the outset of the process, the Complaints Mechanism Team will discuss the timeframe with you, the company and Omnivore. The initial phases of the Mechanism have defined timeframes:

- Acknowledgement of receipt - 5 working days
- Admissibility assessment - 25 working days
- Preliminary review - 30 working days

After the preliminary review, the Complaints Mechanism Team will propose an indicative timeframe for the dispute resolution and/or compliance review phase that follows.

## **Can I ask for my information to be treated as confidential?**

Yes, you can. Please state in your complaint whether you wish your identity and/or the information provided to be kept confidential.