



## Grievance mechanism Asset Management activities APG Asset Management N.V.

SUBMISSION	PROCESSING	ASSESSMENT	FORMAL RESPONSE	MONITORING
<p>Send your complaint to:  <a href="mailto:sustainability@apg.nl">sustainability@apg.nl</a>            And include:</p> <ol style="list-style-type: none"> <li>1. the name of the complainant</li> <li>2. a description of the complaint, and</li> <li>3. the human rights violation experienced by you or a group of people you are part of.</li> </ol>	<p><i>5 working days</i>            A complaint is admissible and will be processed if:</p> <ul style="list-style-type: none"> <li>• There is (potentially) a human rights violation</li> <li>• You or a group of people you are part of experience a human rights violation</li> <li>• The financial flow managed by APG on behalf of its clients leads to an infringement of this human right.</li> </ul> <p>You will receive a response within five days of submitting your complaint, indicating whether your complaint will be processed. If your complaint is not processed, you will receive a justification for this decision.</p>	<p>If your complaint is processed, the Group Sustainability Office of APG Group N.V. will present the case to the Sustainability Board of APG Group N.V. Depending on the nature of the complaint and the urgency required, an intervention may take place.</p>	<p><i>1 month</i>            The complainant will receive a written response no later than one month after the complaint has been processed. This response will include at least:</p> <ul style="list-style-type: none"> <li>• The steps taken in the assessment process</li> <li>• Explanation of the intervention to be taken / taken / decision not to take intervention</li> <li>• Potential remediation</li> <li>• Potential compensation.</li> </ul>	<p><i>1 year</i>            After receiving a formal response and possibly an intervention, APG will continue to monitor the situation and will discuss it at least once a quarter for a period of one year in the Sustainability Board.</p> <p>It will also be indicated how this monitoring is reported (internally and/or externally).</p>