Invest International

Complaints Procedure
Public Programmes

September 2026

1. Introduction

Invest International[1] (hereinafter: “Invest International”) supports international activities of companies and international projects that contribute to the Dutch economy, including international projects that have a positive impact on global challenges in developed, emerging, and developing countries.

In order to achieve these goals, Invest International executes certain government schemes, as mandated in the Enabling Act Invest International (*Machtigingswet oprichting Invest International*), on behalf of the State of the Netherlands. As a result, administrative law applies to the execution of these governmental schemes, including the Dutch General Administrative Law Act (*Algemene wet bestuursrecht*) framework for professional conduct of public authorities, or in case of Invest International, representatives that act on behalf of public authorities.

The Enabling Act Invest International and Dutch administrative law requires Invest International to put in place a complaint procedure as referred to in chapter 9 of the Dutch General Administrative Law Act (*Algemene wet bestuursrecht*) and to publish this complaint procedure on its website.

In the table below an overview is provided of the division of responsibilities with regard to subjects related to complaints as referred to in chapter 9 of the Dutch General Administrative Law Act (*Algemene wet bestuursrecht*), within Invest International. In case of a question or an issue concerning one of the following topics, the listed persons are to be contacted:

Subject	**First point of contact**
Ad hoc questions regarding complaints	Legal Counsel
Complaint handling	Legal Counsel
Client case file	Investment Manager

[1] Invest International is a term which is used for the group of following existing companies: Invest International Holding B.V., Invest International Capital B.V., Invest International Development B.V., and Invest International Public Programs B.V. Any other new incorporated companies controlled by Invest will fall under this definition.

2. Complaints Procedure Public Programmes

The following procedure is considered the Complaints Procedure Public Programmes (*Klachtregeling Public Programmes*) and the integral language will be published on the website of Invest International:

Versie 1.3

2.1. Complaints Procedure Public Programmes

Introduction
Invest International Public Programmes B.V. operates a complaints procedure in accordance with Chapter 9 of the Dutch General Administrative Law Act (Algemene wet bestuursrecht) that guarantees the proper handling of complaints concerning how Invest International Public Programmes B.V. conducts its public tasks on behalf of the Minister for Foreign Trade and Development Cooperation.

These tasks and associated powers are set out in Article 4(1)(c) and (d) of the Dutch Invest International Foundation Act (Machtigingswet oprichting Invest International). Invest International Public Programmes B.V. conducts these public tasks on behalf of the Minister for Foreign Trade and Development Cooperation. The Chief Executive Officer of Invest International B.V. is mandated, authorised and empowered to make decisions and perform legal acts on behalf of the Minister for Foreign Trade and Development Cooperation and to perform the preparatory acts and related activities required for this purpose for the handling of complaints where they relate to the decisions and (legal) acts.

Complaints are handled in accordance with Chapter 9 of the Dutch General Administrative Law Act. This document should be seen as an elaboration of the complaints procedure contained in Chapter 9 of the Dutch General Administrative Law Act.

This document is available in both Dutch and English. The Dutch version of the document is considered leading.

You can submit a complaint by email or by post:

legal@investinternational.nl

Invest International Public Programmes B.V.
Attn. Legal Department
Bezuidenhoutseweg 12
2594 AV The Hague
The Netherlands

Article 1 General provisions

1. Everyone has the right to file a complaint with Invest International Public Programmes B.V. about how it has conducted itself towards them or another party.

2. The aforementioned conduct must be related to the decisions and legal acts carried out in relation to the performance of duties on behalf of the Minister for Foreign Trade and Development Cooperation. “Conduct” is defined as any act or omission.

3. Complaints are handled in accordance with Chapter 9 of the Dutch General Administrative Law Act.

Article 2 Verbal complaints

If a complaint is made verbally, Invest International Public Programmes B.V. will respond verbally, possibly by telephone. The complainant may also expressly request a written response.

Article 3 Non-compliance with the requirements

If a written complaint does not meet the requirements of a complaint under Chapter 9 of the Dutch General Administrative Law Act, the complainant will be given the opportunity to make additions to their complaint, after which Section 9.1.2 of the Dutch General Administrative Law Act is applied as yet.

Article 4 Jurisdiction of the National Ombudsman

The announcement on the complaint investigation findings shall state that the complainant may petition the National Ombudsman within one year of that announcement.

Article 5 Publication

This procedure is available through Invest International's website: www.investinternational.nl.

Article 6 Title

This procedure may be cited as the Complaints Procedure Public Programmes.

Adopted September 2026.

De Chief Executive Officer van Invest International B.V.
M. Maas Geesteranus

Invest International

Let’s build the sustainable markets of tomorrow together.

Invest International
Malietoren | Bezuidenhoutseweg 12
2594 AV The Hague
The Netherlands

info@investinternational.nl
+31(0)70 701 3251

investinternational.nl