



AUSTRIAN GEORGIAN DEVELOPMENT LLC
(AGD LLC)

CUSTOMER SATISFACTION AND DEVELOPMENT POLICY

This Policy is Approved by the Company General Director:

Giorgi Abramishvili

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Introduction

Austrian Georgian Development LLC (AGD) was established in June 2013 and owns and operates hydropower projects in Georgia. The company developed the Lakhami HPP Cascade, consisting of Lakhami 1 and Lakhami 2 Hydropower Plants, located on the Lakhami River in Mestia Municipality. These run-of-the-river plants have a combined installed capacity of 16 MW and generate an average of 80 million kWh annually. The Lakhami HPPs are connected to the national grid via a 35/6 kV power transmission line.

Austrian Georgian Development LLC is co-owned by CCEH Hydro III LLC – Part of Caucasus Clean Energy Holding (CCEH), an international investment holding company founded in 2015, with investors from Western Europe and the United States, actively engaged in the Georgian energy sector. Geo Hydro Capital Group LLC – Founded in 2013, specializing in the development of small and medium-sized hydropower plants in Georgia. Energy Solutions LLC – Established in 2014, focusing on the construction and development of small and medium-sized hydropower plants, as well as providing consultancy services in the hydro energy sector.

Purpose and Scope

AGD LLC recognizes customer satisfaction as a key indicator of responsible and resilient infrastructure for its operations. As a provider of electricity through Lakhami HPP and a stakeholder in Georgia's energy infrastructure, AGD LLC measures satisfaction among its direct customers and users of its services to inform continuous improvement and long-term stakeholder trust.

This policy applies to all business-to-business (B2B) clients of AGD LLC, including energy purchasers.

Caucasus Clean Energy Holding (CCEH) plays an active role in monitoring AGD LLC's customer satisfaction processes as part of its broader ESG governance responsibilities. CCEH ensures that AGD LLC's methodology, targets, and reporting practices are consistent with the group's values and aligned with international ESG and stakeholder engagement standards. The operations lead alongside ESG Lead at CCEH provide oversight, support continuous improvement, and validate reported performance as part of consolidated ESG disclosures.

Commitment and Strategic Alignment

As part of its ESG and operational governance practices, AGD LLC measures and monitors client satisfaction through structured annual surveys. This feedback guides service refinement, enhances responsiveness, and ensures alignment with customer expectations and infrastructure needs.

AGD LLC is committed to:

- Monitoring customer satisfaction annually as part of its operational performance framework.
- Maintaining transparent, reliable, and responsive relationships with its customers.
- Aligning with good international practices including disclosure of satisfaction results, target setting, and continuous engagement.
- Supporting the achievement of high satisfaction levels as part of the broader ESG value creation strategy.

Customer Relation Management

AGD LLC maintains a structured and proportionate approach to managing customer relationships, reflecting the Company's operational scale and business-to-business (B2B) engagement model.

Customers may contact the Company through established communication channels, including direct communication with designated Company representatives, as well as via email and telephone. These channels ensure that customer inquiries, requests, and feedback can be communicated in a timely and accessible manner.

All customer feedback, including complaints, requests, and general inquiries, is received and addressed by the personnel responsible, in coordination with the ESG, Operations and Commercial teams of the company and Caucasus Clean Energy Holding (CCEH). AGD LLC ensures that:

- Customer communication is acknowledged within a reasonable timeframe, typically within at least 5 working days;
- Issues raised are reviewed and addressed in a timely and appropriate manner, depending on their nature and complexity. In case of grievances, rules defined in the grievance mechanism are referred.
- Responses are provided directly to the customer through the relevant communication channel;
- Where applicable, resolution is targeted within a reasonable timeframe, typically within 10 to 15 working days.

Where an issue cannot be resolved at the initial point of contact, it is escalated to the appropriate level of management, including the Company General Director or CCEH ESG, Operations and Commercial teams, depending on the nature and significance of the matter.

Customer interactions, including key feedback and any complaints, are documented and maintained internally to ensure traceability, consistency, and follow-up. This allows AGD LLC to monitor recurring issues, identify trends, and ensure that appropriate corrective actions are taken where necessary.

Customer feedback is periodically reviewed and, where relevant, integrated into operational and service improvements. Insights gathered through direct communication and annual surveys support the Company's commitment to maintaining reliable, responsive, and transparent relationships with its customers.

The results of customer satisfaction assessments are summarized and disclosed annually through the Company's Annual ESG Report disclosed on the corporate website, ensuring transparency and accountability.

Customer surveys are conducted and disclosed in an aggregated and anonymous manner, without identifying individual clients, in order to ensure confidentiality and fulfilment of contractual and data protection obligations.

This approach ensures that customer relations are managed not only through periodic measurement, but also through a structured and continuous management process, supporting responsive, transparent, and accountable engagement with customers.

Measurement Methodology

AGD LLC implements a structured annual customer satisfaction assessment, which is conducted as follows:

Element	Approach
Survey Frequency	Conducted annually, aligned with the ESG reporting cycle
Survey Population	All active B2B clients (100% coverage)
Tool Used	Standardized questionnaire with a scale from 1 to 5 (1 being the lowest and the 5 being the highest score)
Metric	Percentage of satisfied customers out of total respondents (measured on a 5-point scale, 1 being Very Unsatisfied- 0%, 2 Unsatisfied- 25%, 3 Neutral - 50%, 4 Satisfied - 75%, 5 Very Satisfied - 100%)
Areas Assessed	Communication, responsiveness, service quality, and reliability

Survey responses are collected through email or phone, and customers may provide additional comments for qualitative feedback. Participation is voluntary, and results are anonymized during analysis.

Targets and Results

- Target: AGD LLC has set an internal benchmark of achieving ≥90% satisfaction annually.
- 2025 Results: In the most recent survey, 100% of respondents indicated satisfaction (score ≥4/5), as disclosed in Annex #5 of the ESG Report. Customer satisfaction targets are reviewed annually by the Commercial and ESG teams. Trends in response rates and satisfaction scores are tracked year over year and used to refine future targets and service delivery strategies.

Disclosure and Transparency

AGD LLC commits to publicly disclosing:

- Customer satisfaction results (percentage of satisfied customers)
- Annual target values
- Methodology overview

which is accessible for all stakeholders on the company's webpage. Key results from the annual customer satisfaction survey are disclosed in the ESG Report, which is made available via AGD LLC's corporate website.

Continuous Improvement

AGD LLC conducts an annual review of the customer satisfaction process to ensure its continued relevance and alignment with evolving customer expectations, applicable regulatory requirements, and the Company's internal environmental, social, and governance objectives.

Customer feedback plays a central role in this process. AGD LLC systematically analyzes insights gathered through surveys to enhance service delivery, respond effectively to customer needs, and uphold strong, trust-based relationships with all clients. This commitment to continuous improvement supports the Company's long-term operational resilience and stakeholder confidence.