



TrustedPartners
ENVIRONMENTAL & SOCIAL RISK MANAGEMENT ADVISERS

Grievance Redress Mechanism

March 01, 2026

About Trusted Partners

Trusted Partners and our network of experienced Associate Partners believe in investing in long-term partnerships with our clients. We support our clients to achieve their strategic goals, rapidly respond to their needs and develop intimate knowledge of their businesses. Our low-overheads and flexible resourcing model allows us to deliver a high-quality service at a much more affordable rate than our competitors.

The Partners have comprehensive experience across the continent and beyond, having collective experience in more than 35 African countries and islands, Europe, Middle East and Asia. As such, Trusted Partners brings together reputable and experienced professionals and experts who are actively engaged in the African, Middle Eastern and European ESRM/ESG Risk and Impact Management arenas.

Our in-depth understanding of ESRM/ESG Risks and Impacts coupled with our extensive knowledge of the Equator Principles, International Finance Corporation (IFC) Performance Standards, World Bank Environmental and Social Safeguards, European Bank For Reconstruction and Development (EBRD) Performance Requirements, and the Development Bank of Southern Africa (DBSA) Environmental and Social Safeguards as well as other International Development Financial Institutions Standards, and country specific environmental and social related regulations across Africa and Middle East make us *Trusted Advisors* to our clients.

The Partners actively lead projects in order to deliver bespoke ESRM/ESG Risk Management and Impact Advisory to the Corporate, Financial and Industrial sectors, through our proven gravitas and extensive industry experience. Trusted Partners strives to unlock and drive effective sustainability into our clients' respective portfolios and projects. We take pride in our ability to respond rapidly and competitively.

Trusted Partners are committed to ensuring the highest standards of integrity and honesty in our work and engagement with clients.





Grievance Redress Mechanism

The Grievance Redress Mechanism (GRM) is a channel for individuals or groups external to Trusted Partners to submit complaints, questions or concerns relating to our

- (1) Environmental & Social Advisory Services;
- (2) Policy Statements; and
- (3) Specific projects we are engaged on.

We do not however, extend this GRM to facilitate grievances emanating from any of a client activities or any other third party. The GRM has been developed with the following aims:

- Build and maintain trust with Trusted Partners' stakeholders;
- Identify and manage stakeholder concerns and support effective risk management;
- Adequately address grievances in a timely manner; and
- Serve as a next-level entry point for grievances that have been submitted but not resolved at project level of a Climate Asset Management-funded project.

Eligibility Criteria

Trusted Partners will consider grievances when:

- The grievance is being made with regard to Trusted Partners or one of its direct projects;
- There must be a direct link between Trusted Partners' actions for the grounds for the grievance lodged or;
- The complainant believes they are or will be negatively affected by the circumstances outlined.

Requests that do not meet the eligibility criteria will be treated as requests for information.

Who Can Submit a Grievance?

- Individuals and groups of people residing in or near a project site;
- Individuals or groups of people who interact with Trusted Partners;
- Any individual, organisation, group or community who believes that a Trusted Partners advisory services has, or is likely to, adversely affect them;
- Grievances can be submitted via a representative party if the persons on whose behalf the representative is acting are identified and evidence of the representative's authority to do so is provide with the grievance.

How to Submit a Grievance

Grievances can be submitted to Trusted Partners in a few different ways including via our website, email inbox, or by telephone.

Website form: <https://www.TrustedPrtners.Africa/grievance-mechanism/>

Email: Malcolme@TrustedPartners.Africa

Phone call to: +27 83 655 6123



GRM Process

The GRM process is mapped out in the process diagram on the following page.

Step 1 - Submission and Eligibility

- The requester submits their grievance per the above options, it is recorded in a grievance log and notification of receipt is provided; and
- Within a period of five (5) business days Trusted Partners will determine if the grievance is eligible per the criteria outlined and inform the requester.

Step 2 - Review

Trusted Partners will commence review of the grievance for a period of up to 20 business days, including:

- Collection of information and identify relevant individuals to review the grievance, the requester may be contacted to provide further details or clarifications; and
- The review will determine whether there are any actions to be proposed to the requester for consideration to resolve the grievance. If the grievance is not actionable, Trusted Partners will inform the requester and continue ongoing engagement.

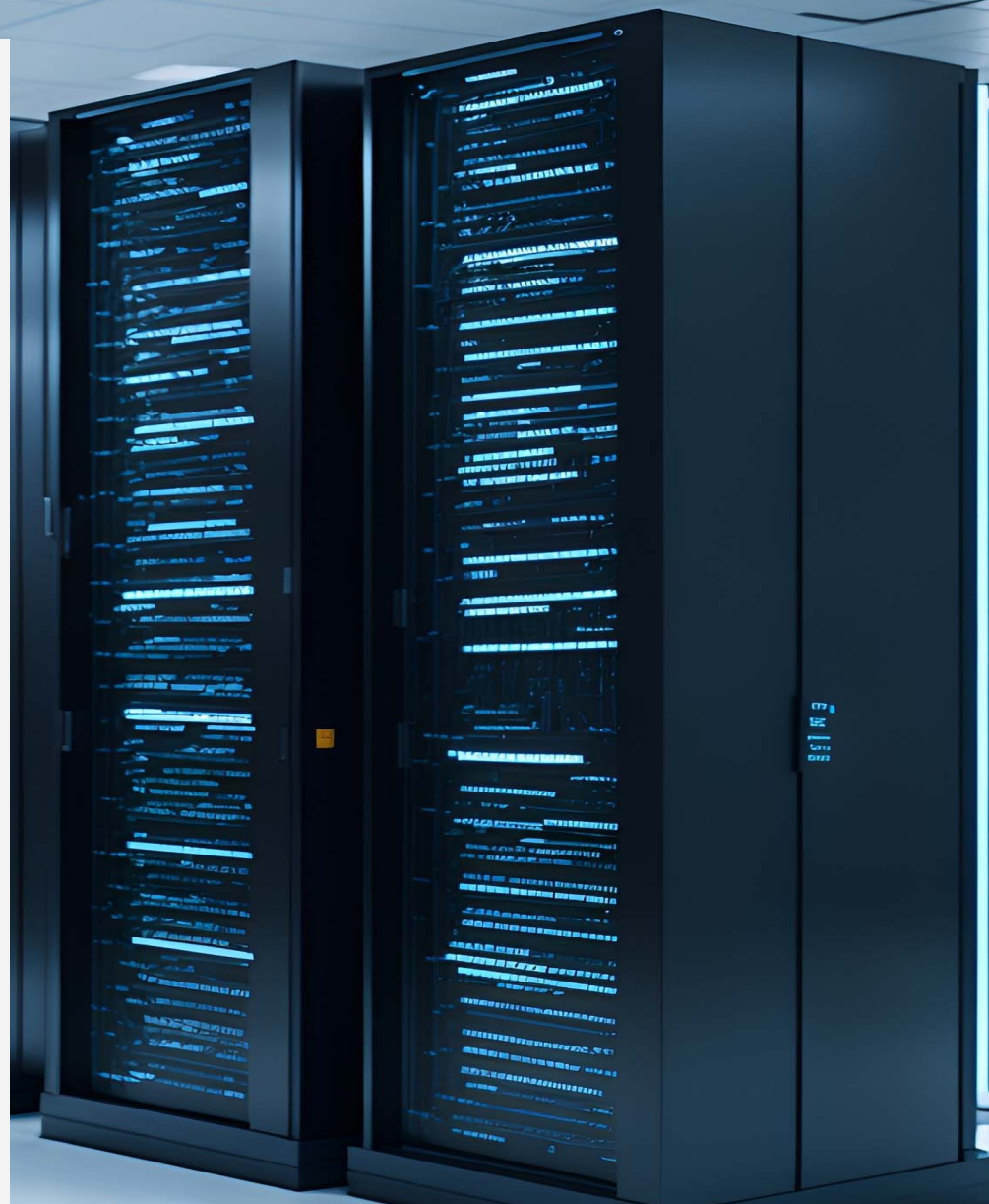
Step 3 – Response and Actions

Where actionable, the proposed actions to resolve the grievance will be communicated to the requester who will either accept or reject these:

- Where the actions are accepted, these will be implemented by the investment counterparty, Trusted Partners or third party; and
- Where defined actions are rejected, in whole or in part, Trusted Partners will further review the defined actions based on the requesters response and where feasible address the comments with revised actions. If these are further rejected, Trusted Partners will revert offering to initiate ongoing engagement.

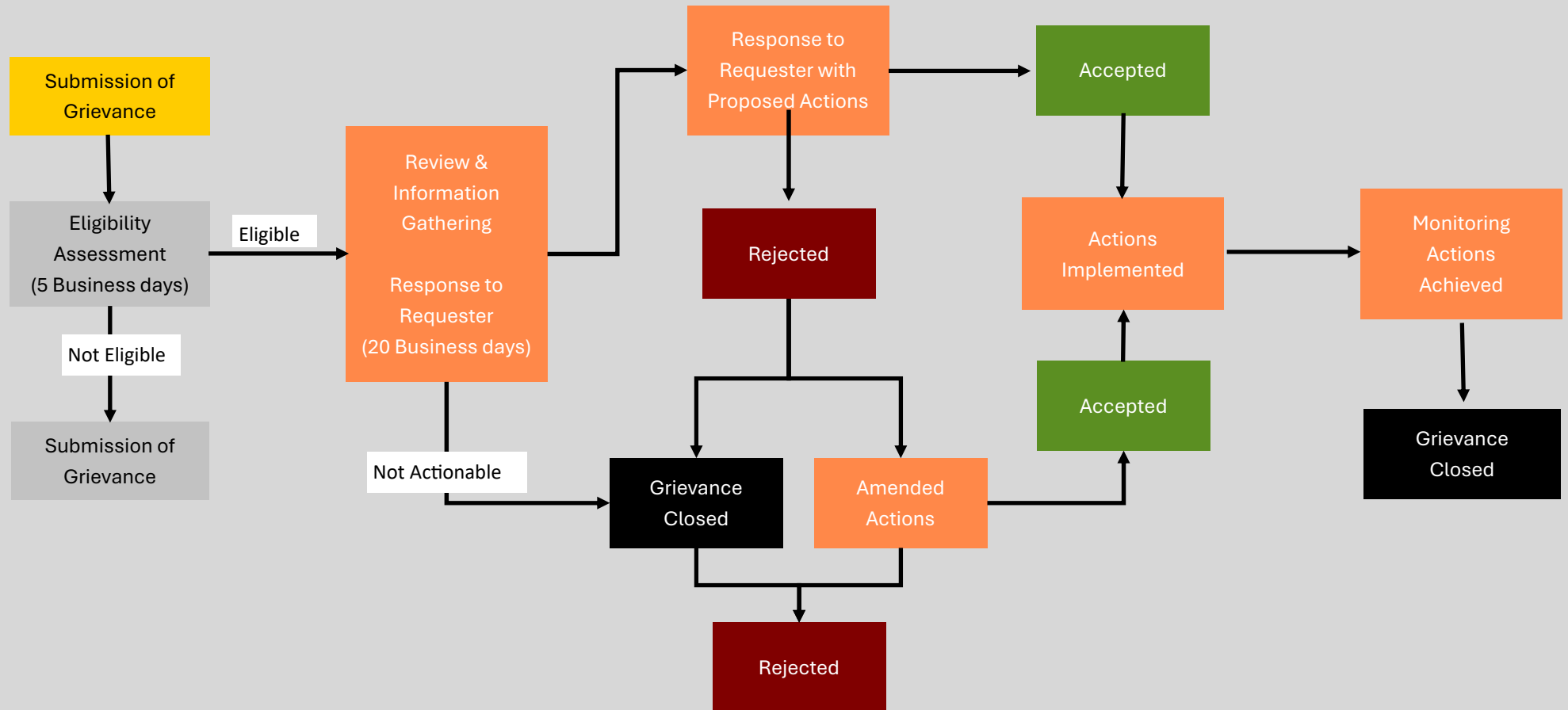
Step 4 – Monitoring and Close Out

Where actions have been agreed and implemented, Trusted Partners will monitor the fulfilment of these actions with the requester and when satisfactorily completed proceed to close out the grievance.



We comply with South Africa's Protection of Personal Information Act, 2013 (POPIA) by processing personal information lawfully, transparently, and only for specified purposes, with appropriate security safeguards in place. Data subjects may request access to, correction or deletion of their personal information, and may lodge a complaint with the Information Regulator where applicable

Grievance Redress Mechanism—Process Flow



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