TrustedPartners

ENVIRONMENTAL & SOCIAL RISK MANAGEMENT ADVISERS

Lender-grade ESG and Environmental & Social Risk Management Advisory for Emerging Markets

Partner-led / Technically Rigorous / Commercially Pragmatic

INDEPENDENT

LENDER-GRADE

EMERGING MARKETS

GRIEVANCE REDRESS MECHANISM



Trusted Partners is an independent advisory firm supporting lenders, development finance institutions, private equity investors, project sponsors, developers and corporates with specialist ESG and Environmental & Social Risk Management services across Africa and other emerging markets. We provide lender-grade due diligence, transaction support, management-systems advisory, climate and human-rights assessment, and broader ESG risk-management support across investments, projects and portfolios, helping clients identify, assess and manage material environmental, social, labour, human-rights, health-and-safety, climate, biodiversity and governance-related risks and opportunities.

Our work spans the full investment and asset lifecycle, from early-stage screening and risk scoping through Environmental and Social Due Diligence, lender and transaction support, ESMS development and implementation, portfolio monitoring, performance improvement and exit readiness.

“Helping clients make better decisions in complex environments.”

Trusted Partners combines technical rigour, practical judgement and commercial awareness to help clients manage material ESG and E&S risks more effectively — delivering advice that is clear, decision-useful and proportionate to the risk profile, strategic objectives and operating context of each assignment.





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.

https://www.TrustedPartners.Africa



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

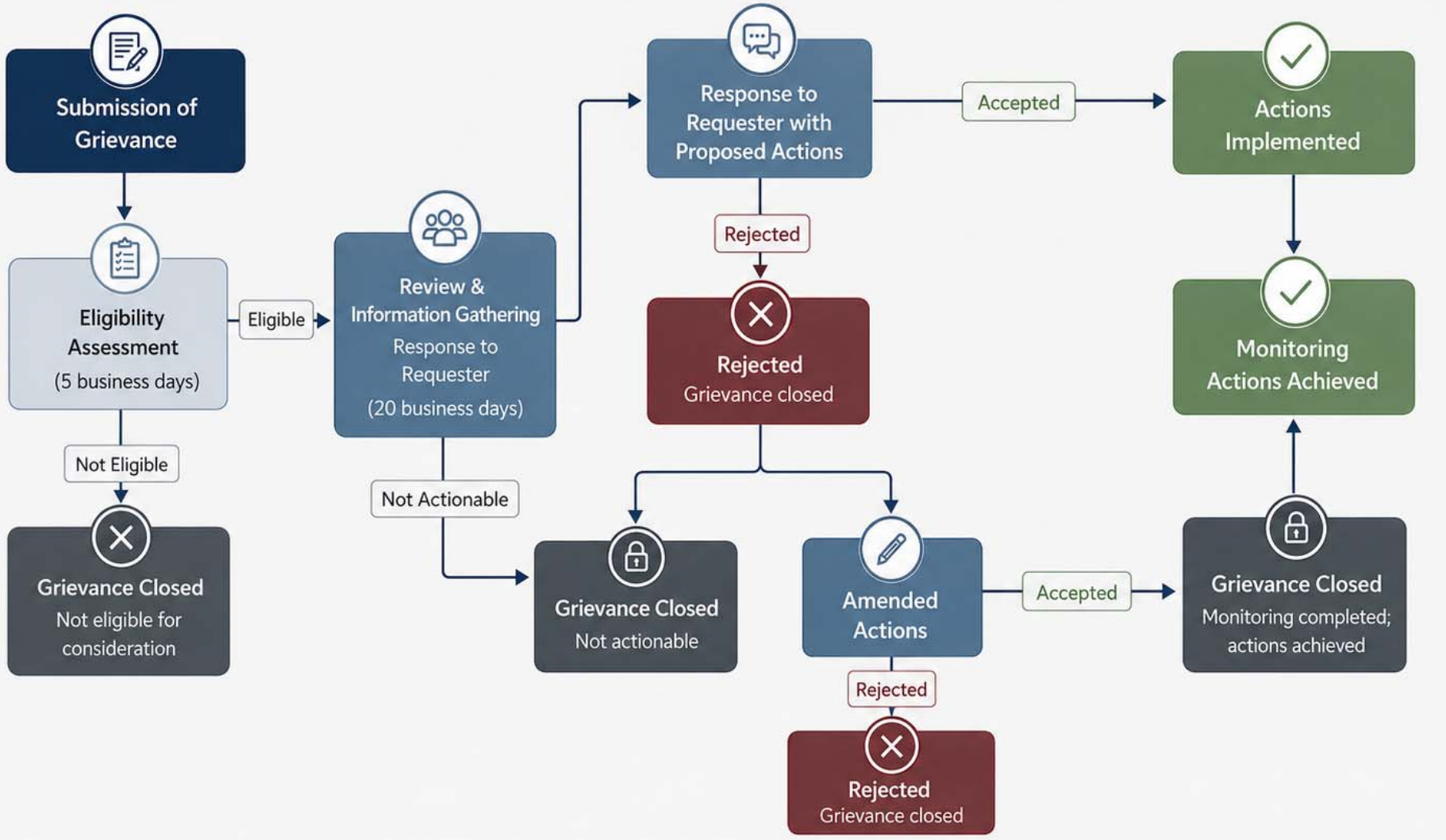
Where actions have been agreed and implemented, Trusted Partners will monitor the fulfilment of these actions with the requester and when satisfactorily completed proceed to close out the grievance.



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

https://www.TrustedPartners.Africa

Grievance Redress Mechanism – Process Flow



INTAKE
Grievance received and eligibility assessed

ASSESSMENT & RESPONSE
Review, information gathering and proposed actions

REJECTED
Grievance closed (no further action)

ACCEPTED
Actions accepted and implemented

CLOSED
Grievance closed after resolution or completion

Timelines are indicative and refer to business days.
The mechanism is designed to be accessible, transparent, fair and responsive.



https://www.TrustedPartners.Africa