

External Grievance Mechanism

1. Introduction

The External Grievance Mechanism is a non-judicial mechanism by which AfricInvest aims to ensure fair, timely and objective resolution of an external grievance.

It provides a platform for individuals and organizations to submit a grievance if they feel they have been negatively affected by AfricInvest's activities directly or indirectly (through the portfolio companies or other partners).

2. Scope

The External Grievance Mechanism procedure applies to all external stakeholders of AfricInvest's operations. The following criteria must be met before the grievance will be accepted:

1. A statement about a perceived or real wrong or unfair treatment in which AfricInvest is held responsible directly or indirectly and;
2. Factual and evidence-based grievance.

3. Grievance reporting channel

The grievance can be lodged through various channels including the following:

Email

grievance@africinvest.com

Telephone

- Abidjan office: (+225) 20 31 00 80
- Algiers office: (+213) 770 33 36 83
- Cairo office: (+201) 27 793 1331
- Casablanca Office: (+212) 522 363 736
- Ebene office: (+230) 468 7310
- Lagos office: (+234) 708 067 0900
- Nairobi office: (+254) 0728 606 975
- Paris office: (+33) 1 73 04 34 40
- Tunis office: (+216) 71 189 800

Face-to-face or mail

The grievant can lodge their grievance to any AfricInvest employee at the local offices who will then escalate the matter. The grievance can also be sent to any of these addresses:

- Abidjan office: Plateau.18 Avenue Docteur Crozet, Immeuble Azur, 5ème étage Abidjan – Côte d'Ivoire
- Algiers office: Villa la falaise, 07 lot. Cadat, les sources Bir Mourad Raïs – Algiers
- Cairo office: The Greek campus 171 Tahrir Street, Bab El Louk, Cairo – Egypt
- Casablanca office: Résidence les Champs d'Anfa D, Rue Bab Chellah, quartier Racine Casablanca – Morocco
- Ebene office: 1101, 11th floor, The Core, No 62, ICT Avenue, Cybercity, Ebene, Mauritius
- Lagos office: The Eleanor, SDB1 Durojaiye Onikoyi Str., Off Olori Mojisola Onikoyi

- Nairobi office: The Mirage Building, Tower 3, 8th Floor, along Chiromo Road, Westlands. P.O Box 273 - 00202, Nairobi – Kenya
- Paris office: 16 Bis Avenue de la Motte Picquet 75007, Paris – France
- Tunis office: Immeuble Integra, Centre Urbain Nord, 1082 Tunis – Tunisia

The grievant must make sure that the following information is provided to ensure a prompt handling of her/his complaint:

- ✓ The identity and contact details;
- ✓ Details of the complaint;
- ✓ Where relevant, copies of any documentation supporting the complaint.

4. Confidentiality and data protection

AfricInvest owes a duty of confidentiality to the grievant and will take appropriate steps to protect sensitive and personal information. A grievant's personal details will only be made available to AfricInvest employees or consultants involved in the grievance process.

5. Procedure

Step 1: Grievance submission

Upon receipt of a grievance, AfricInvest's internal complaint resolution procedure will be activated as described below.

Step 2: Assessment

Assign the grievance to a relevant person at AfricInvest: once an AfricInvest employee receives a grievance request, she/he will collect the information in a written email and share with the relevant department as follows:

- If linked to a "reputational issue", the request will be directed to the Investor Engagement department via email to ie@africinvest.com
- If linked to an "environmental and social issue", the request will be directed to the Responsible Investing department via email to responsible.investing@africinvest.com
- If linked to a "compliance and business integrity issue", the request will be directed to the Legal department via email to rafik.mzah@africinvest.com
- If linked to a "human resources issue", the request will be handled by grievance@africinvest.com
- If linked to a "portfolio company request", the request will be directed via email to karim.ghedamsi@africinvest.com

Step 3: Respond

Within 5 business days of receipt, contact the complainant via their preferred method of contact in order to acknowledge their grievance and provide the next steps for resolution of the grievance.

Step 4: Investigate and resolve

Within 14 business days of the date the grievance is received, AfricInvest will look into the circumstances of the case, discover underlying causes and develop actions to prevent similar incidents occurring in the future. Once all actions have been completed and the grievance has been resolved, AfricInvest will formally advise the grievant via their preferred method of contact.

Step 5: Follow up and close out

AfricInvest will contact the grievant 3 weeks after the grievance is resolved. When contacting the grievant AfricInvest will verify that the outcome was satisfied and also gather any feedback on the grievance process.

Step 6: Monitoring and evaluation

An analysis of complaints received is also undertaken annually and shared with the Executive Committee to enable identification and resolution of any systemic trends or issues, and implement focused enhancements to AfricInvest's processes and systems.