



Group External Grievance Procedure

June 2024

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Abbreviations

Abbreviation	Definition
EGMP	External Grievance Management Procedure
GARF	Group Audit Risk and Forensic team
GBVH	Gender-based violence and harassment
HSE	Health Safety and Environmental
IFC	Stakeholder Engagement
ILO	The International Labour Organisations (ILO)

1. Introduction

Cassava Technologies (“the Group”) places a high priority on establishing open and transparent dialogue and ongoing communication with contractors, suppliers, communities, customers and other stakeholders affected by the Group’s products, services and activities. We aim to respect, inform and respond to people’s concerns and queries in a responsible and constructive manner that is mutually beneficial. One of the methods we use to support and encourage engagement is through our well-managed internal and external grievance mechanisms.

This procedure, the Group’s External Grievance Management Procedure (EGMP), is designed to outline the process for communicating, reporting, assessing, resolving and monitoring external grievances from all external stakeholders. The EGMP extends to all Group business units, including Liquid Intelligent Technologies (Liquid), Africa Data Centres (ADC); Telrad; Distributed Power Africa (DPA); Sasai Fintech and Vaya Technologies (whereon referred to as “operating companies”).

Grievances may encompass minor concerns and/or significant or long-term issues. They might be felt and expressed by a variety of parties including individuals, groups, communities, or other parties affected or likely to be affected by the operational, social or environmental impacts of the Group’s activities. It is essential to have a robust mechanism to systematically handle and resolve any complaints that might arise to prevent escalation and pose a risk to successful operations within the Group.

2. Purpose

This EGMP provides a simple means for stakeholders to express their concerns and for the Group to take corrective actions as required, to ensure project and service commitments are effectively implemented, while addressing and improving relationships with all external stakeholders.

The overall purpose of the EGMP includes but are not limited to:

- Making the EGMP readily available to all stakeholders including but not limited to online downloads, soft copies and where relevant provide hardcopies to affected stakeholders.
- Making contractors, suppliers and communities aware of the EGMP and how to access this procedure (e.g. part of onboarding packs, contractor’s meetings, project notification letters, community engagements, etc).
- Establishing a formal mechanism for capturing and responding to grievances in a clear, transparent and sustainable manner.
- Ensuring effective dialogue and transparent open lines of communication with all affected stakeholders.
- Aiming to build trust and continue to address any unrealistic expectations and/or negative perceptions from the local communities towards Cassava and any of its operating companies.
- Establishing a system of investigation, response, grievance resolution and transparent feedback.
- Improving social performance through the analysis of grievances and refinement of work practices.

- Ensuring that non-compliances with project environmental and social commitments are adequately corrected in a timely fashion and are subsequently monitored; and
- Reducing the number of grievances received over time.

To maximise the effectiveness of the EGMP, all operating companies will apply the following factors during implementation and operation of the grievance procedure:

- Commitment to fairness in both process and outcomes.
- Clear and transparent grievance management rules, accountability and feedback.
- Validation of all complaints submitted by actively engaging with the complainant to fully understand and address their concerns and needs; and
- Handle all grievances with the necessary confidentiality especially where requested.

The EGMP is expected to assist in improving all operating companies' environmental and social performance over time. An indication of ongoing improvement is closely linked to the number and nature of grievances received by external stakeholders. This EGMP has been designed to meet the requirements of the International Finance Corporation (IFC) Performance Standards in relation to grievance management.

The Group Audit, Risk and Forensics team monitors each grievances, and where required, institutes a formal investigation.

3. Procedure Requirements

3.1 Corporate Objectives

The corporate objectives of the Group are set out in the Health, Safety and Environmental (HSE) Policy which states that "Cassava undertakes to safeguard its employees, contractors and the communities through providing and maintaining, as far as reasonably practicable, a working environment that is safe and without risk to the health of its employees, contractors and the communities". We aim to be a proud employer, corporate citizen and neighbour with our focus firmly fixed on sustainable development of the organisation through continuous improvement.

3.2 International Guidelines

The main international guidelines considered and applied in the development of the EGMP, are the International Finance Corporation (Performance Standard [PS] 1 and 2) and the Equator Principles.

IFC PS1 requires that a grievance mechanism be established "designed to receive and facilitate resolution of concerns and grievances about the group's operating companies' environmental, health, safety and social performance". IFC PS2, Labour and Working Condition, also requires that the group provides a grievance mechanism for contractors (and their organisations where they exist) to raise workplace concerns. This procedure should be made available during onboarding of contractors, communities affected by group projects, and any other external stakeholder that wants to raise a grievance against any of the Group's operating companies. The procedure should be easily accessible to them throughout the duration of a

project, with no retribution, and should not restrict access to judicial or administrative remedies through legislation or substitute any grievance mechanism through collective agreements.

4. Roles and Responsibilities

Following best practice, responsibility for the management and resolution of grievances ultimately rests with the implicated operating company. Each operating company needs to implement the necessary operational procedures to effectively capture, report and resolve any external grievance, in line with this policy.

4.1 Group and Operating Company Responsibilities

Both the Group and its operating companies shall ensure that sufficient and qualified resources are allocated on an ongoing basis to achieve effective implementation of the EGMP.

The Group's responsibilities include:

- Developing, reviewing and approving the EGMP.
- Making the EGMP publicly available to relevant external stakeholders.
- Continually update and ensure all reported grievances are addressed and formally closed out.
- Centralising external grievance tracking and monitoring.
- Annually reporting on Key Performance Indicators (KPIs) applicable to this procedure based on information provided by each operating company and its contractors; and
- Contributing to the resolution and sign-off of any grievances which have international repercussions.

Each operating company is responsible for:

- Implementing and overseeing the EGMP in their respective operations and projects.
- Actively share and communicate the existence of the EGMP to relevant external stakeholders as well as providing access to the EGMP.
- Ensuring all grievances (verbal, telephonic, in writing or via e-mail) are formally captured in accordance with the EGMP.
- Taking appropriate actions to address any grievances raised against the operating company and/or their contractors.
- Coordinating with relevant parties and management teams in the resolution of a grievance.
- Reviewing and approving, where relevant, contractors' Grievance Management Procedures.
- Annually reporting feedback obtained from stakeholders' grievances to the Group's management team.
- Ensuring that the EGMP is applied across all departments and levels in each operating company and related Group projects.
- Continually review grievances and ensure management apply necessary controls to minimise risks that could result in a repeat or similar stakeholder grievances; and
- Ensuring that all grievances are closed out and formally communicate resolution to the affected party.

4.2 Contractors' Responsibilities

Before any project can commence, contractors must be made aware of the EGMP and understand and adhere to the EGMP. If the contractor has its own Grievance Procedure, a copy of the procedure should be made available to the operating company and ensure it complies with the requirements of the group's own EGMP. The operating company and the contractor responsible for the EGMP implementation, will liaise regularly to discuss the status of construction activities and any grievance issues.

If the received grievance was caused by the activities of the contractor, the operating company's project manager will discuss it with the contractor and appropriate solutions identified and carried out. The contractor will report formally to the operating company on the resolution of the grievance and what additional actions might need to be implemented for the grievance to be closed.

Contractors will also need to provide sufficient resources to achieve effective implementation of their own External Grievance Procedures or compliance with the Group's EGMP. Contractors also need to provide relevant monitoring data/reports to the operating company as indicated in their contracts.

Contractors' specific responsibilities for external grievance management include:

- Adhering to the Group's relevant operating policies and plans, including the EGMP.
- Where applicable, executing their own grievance mechanism, in accordance and aligned with the Group's EGMP.
- Informing the operating company's Community Liaison person and/or Project Manager in writing of any external grievances received, including those immediately resolved in the field.
- Receiving grievances directly from any individuals or groups concerned, including community members, employees and workers, or through sub-contractors, and reporting it formally to the operating company.
- Handling grievances resolution through their own Community Liaison teams but in close coordination with the operating company's Community Relations team and/or Project Manager.
- Reporting progress relating to outstanding grievances (received, registered, in process and resolved) on monthly basis.
- Proposing alternative approaches to activities which may result in an impact of concern to stakeholders, in order to avoid and to reduce the number of grievances received; and
- Reporting to the operating company's Community Relations team on a weekly basis or as needed to manage social risks, potential incidents and other community relations issues in an attempt to prevent and/or reduce any external grievances.

5. External Grievance Management Procedure

This EGMP is designed to facilitate the lodging, mitigation and closure of grievances coming from contractors, affected communities, and any other interested stakeholders and project workers, including sub-contractors.

The EGMP is available to any party that wishes to communicate a grievance to an operating company or the Group, irrespective of whether they reside externally or internally from the Group or operating company. It

should however be noted that the Group does have an internal grievance procedure that employees are encouraged to use when they have a complaint.

The EGMP is available on a voluntary and non-excluding basis. It does not affect anyone's rights to use the specific country's judiciary systems in any way, nor does it replace the public mechanisms of grievance and conflict resolution. However, as a Group we believe most grievances can be resolved effectively by openly engaging and discussing the issues in order to achieve mutually acceptable and preferably beneficial solutions.

Operating companies must ensure the implementation of the contractor's own Grievance Procedures (in the case where they have one, alternatively they will accept this procedure), which are aligned with this EGMP and are fully enforced. Operating companies must review and approve the contractor's Grievance Procedures, ensuring their Community Liaison Officers and/or Project Manager understand their responsibilities, and comply with the requirements at all times. The Group and its operating companies retain the right to intervene if a contractor has not closed-out any reported grievances within a reasonable period of time.

5.1 Communicating the External Grievance Management Procedure

At least seven (7) days prior to the start of any construction and/or major upgrades or maintenance work, the operating company's Community Relations Team Leader / Project Manager, will proactively publicise the grievance mechanisms and inform, if and where relevant, local communities and the wider stakeholder group of the details and availability of the EGMP. This information shall be widely and regularly made available (both by the operating company and contractors), throughout the duration of the project.

Specific grievances in relation to wage disputes and labour or procurement contracts are beyond the scope of the EGMP and should be reported through the Group's Contractor Procurement or Human Resource Departments, as applicable.

Grievances will be handled through the Community Relations team or the relevant Project Manager. They will be responsible to deliver grievances to the appropriate departments in the relevant operating company or contractor organisations, implement systems to organise, track and document all responses and deliver summary reports to management and the operating company. Contractors and/or the operating company will aim to resolve all grievances within 30 days from receipt.

The Project Manager and/or Community Relations team will propose means to resolve grievances, monitor the process, and hold regular meetings to discuss and follow up on grievances in the field and provide feedback to communities. Grievances may also be raised during formal stakeholder meetings which will be reported inline with this procedure.

Relevant stakeholders can log a grievance using one or more of the following methods:

- Verbally via the Community Relations team and/or Project Manager within the Project Team
- The whistleblowing hotline managed by Deloitte at +27 31 571 5307 / ethics@cassavatechnologies.com / cassava@tip-offs.com / www.tip-offs.com
- Expose It, a mobile phone app available in major app stores.

- Confidential e-mail to the Group Audit, Risk and Forensics (GARF) department at ethics@liquid.tech
- Direct engagement with the GARF team at +27 11 585 1352.

5.2 Publicising this Procedure

The EGMP will be publicised and communicated in a manner appropriate to the scope and nature of the project, and in a manner appropriate to the audience (i.e. method of delivery, language, etc.). Notification may include:

- A summary of the procedure and how it can/should be used.
- Details of the process, such as who is responsible for receiving and responding to grievances.
- When stakeholders can expect a response; and
- Safeguards in place to ensure confidentiality.

All contact details and means of submitting a complaint will be publicised, throughout the duration of the project. This is to be done through the following channels:

- Contractor's onboarding information and training of contractor workers on this procedure.
- Including a link to this procedure on the operating company's website and/or the contractors website.
- Communicating this procedure during all project-related stakeholder engagement activities.
- Communicating this procedure to all project-related community representatives, where applicable; and
- Placement of signage with contact details at all project sites for the duration of the project.

5.3 Contact Details

All contractors or stakeholders with internet access should be able to report a grievance through the operating company's online website. A copy of the Group EGMP can also be accessed through the following link <https://liquid.tech/wp-content/uploads/2023/06/External-Grievance-Procedure.pdf>

Where a contractor or stakeholder does not have access to the internet, details (name and contact details) of contractor and/or the operating company's representatives will be provided for each project, where grievances can be reported. **Appendix A** should be used to report a verbal or written grievance.

5.4 Grievance Handling and Resolution

Grievances should be handled according to the following steps:

- For all grievances not reported via the Digital Grievance Report function, the Community Relations team and/or Project Manager will learn as much as possible about the grievance as soon as it has been brought to his attention.

- Each operating company must acknowledge receipt of any grievance as soon as possible, but not longer than two working days from the date it was submitted, and shall inform the complainant about the timeframe in which a response can be expected.
- The findings of all investigations must be entered into a grievance register (see example of a Grievance Register in **Appendix B**) and used to determine eligibility (see below grievances to be directed outside of the EGMP). If the Grievance is considered to be ineligible the Community Relations team and/or Project Manager will contact the complainant within two working days and explain that the complaint was not recognised as eligible.
- If during the first engagement the grievance is resolved, the case is considered closed but still needs to be recorded as such. To close out the grievance a formal response or reported verbal notification must be provided to the relevant party.
- Should a grievance not be resolved during the first meeting, the operating company and/or contractor shall fully investigate all grievances received, and will involve other departments, contractors and senior management as required in the process.
- All investigations should be performed in a timely manner to avoid delaying the resolution of a grievance. The operating company will aim to resolve any grievances within 30 days from the date of receipt of this grievance. This timeframe may be extended should it be found that the grievance is more complex in nature and further investigations are required.
- The local authorities and/or representatives may be invited to attend the investigation if the grievance warrants their involvement or in the event that they may request to participate.
- The Community Relations team and/or Project Manager will consult other departments to determine the practical corrective action(s) or mitigation of the grievance:
 - nature of the corrective action
 - time in which it must be implemented
 - person responsible for implementation
 - log information in the Grievance Registry
- If the complainant accepts the corrective actions, they should confirm this in writing or verbally to the investigation team; and
- If the proposed solution or executed solution is not accepted by the complainant, the grievance must be elevated to a Grievance Review Committee (Section 5.5).

5.5 Grievance Review Committee

The Grievance Review Committee (GRC) will be set up by each operating company to address complaints as a result of any project grievance raised. The GRC will include the complainant (if not anonymous), representatives from the operating company, relevant contractor(s) and at least one other non-bias party, preferable one of the GARF team members. A coordination of resolutions within the GRC will be the Community Relations team's responsibility.

Documentation pertaining to an unresolved grievance will be given to the Chair of the Committee, who will seek and give opinion about how to resolve the case and who will attempt to resolve the case through conciliation.

As a last resort, aggrieved parties have a right to take legal action. This is a more formal rights-based approach that shall only be taken if all other approaches have failed or when there are serious conflicts about facts and data. The final decision will be taken by the arbitrator or courts based on compliance with laws, policies, standards, rules, regulations, procedures, past agreements or common practice.

5.6 Grievance Tracking

Once a verbal or written grievance is received, it will be assigned a case number and records of communication/consultation shall all be attached with the relevant entry and filed for future reference purposes. The database shall be monitored regularly for recurring grievances so that appropriate mitigation can be developed.

Grievances can be categorised as follows:

- Social issues:
 - Job issues (safety, security, unfair treatment, forced labour, human rights abuse, etc)
 - Cultural sensitivities and community requirements
- Health, safety and wellbeing issues:
 - Infringement on any stakeholder's health, safety and wellbeing
 - Third party injuries or conflicts
- Environmental issues:
 - Nuisance caused by noise, dust, odour or lighting
 - Contamination or impact on soil and water contamination, erosion, damage to wildlife or vegetation, illegal hunting and fishing, illegal dumping and/or waster disposal
- Governance:
 - Theft, corruption, illegal activities etc
 - Behaviour of personnel not in line with the group's Code of Conduct or the Contractor's Code of Conduct
 - Damage and temporary interruption of access roads and / or road congestion
 - Unplanned use / damage / loss of land, infrastructure, property, livestock or income

Or any other related social, environmental and health and safety matter not listed above.

The categorisation of grievances will allow the operating company to establish trends and adapt its own, and contractor's management system where needed to improve environmental, social and safety performance and reduce the overall number of grievances resolved.

If a grievance is the result of a non-compliance to project environmental, social and safety project commitments and could result in harm to people or serious environmental impact, the Community Relations team and/or Project Manager will consult directly with the Construction Management Team and may recommend a temporary suspension of an activity. Any member of staff or contractor has the right to refuse or stop work that is unsafe or illegal.

It is not compulsory for the individual making the grievance to provide personal information.

5.7 Grievances Outside of the EGMP

Following best practice, all grievances and claims from contractors, local communities and other stakeholders should be accepted and no judgment made prior to investigation, even if complaints are minor. However, several types of grievances deserve special consideration and possible redirection to other grievance resolutions channels, such as:

- *Complaints clearly not related to the Project*: It is sometimes difficult to determine which issues are related to the project and which are not. If in doubt, employees designated to receive grievances should accept the complaint and assess its legitimacy. Upfront confirmation with affected stakeholders as to which type of claim it is (project or non-project related) will help avoid misunderstandings.
- *Complaints constituting criminal activity and violence*: In these cases, complainants should be referred to the formal legal and justice system.
- *Commercial disputes* (e.g. contractor not paying third parties): Commercial matters should be stipulated for in contractual agreements and issues should be resolved through a variety of commercial dispute resolution mechanisms or civil courts.
- *Issues related to Governmental policy and Government institutions*: It is not uncommon for communities to use Group grievance mechanisms to bring complaints related to aspects of project implementation that are a responsibility of, and implemented by, public institutions and their officials. The private sector is not obliged to address such complaints. Communicating clearly to affected stakeholders about the role, responsibilities, and limitations of the EGMP is a must, however it is noted that this aspect may pose challenges in implementation and resolution. It is not the responsibility of the operating company and/or the contractor to resolve a government related grievance.

5.8 Safeguarding Grievances

5.8.1 Gender-based violence and harassment

Gender-based violence and harassment (GBVH) is an umbrella term that covers a range of behaviours, including sexual, physical, psychological and economic abuse. What sets it apart from other types of violence and harassment is that it is directed at people because of their sex or gender, or disproportionately affects people of a particular sex or gender.

The International Labour Organisations (ILO) adopted Convention No. 190 and Recommendation No. 206 to combat violence and harassment, including GBVH, in the world of work.²⁵ Convention No. 190 recognises that GBVH can constitute a human rights violation or abuse, that it is a threat to equal opportunities and is incompatible with decent work. Violence and harassment are also explicitly referenced in UN Sustainable Development Goal (SDG) 5 on achieving gender equality.

5.8.1.1 Types of Gender-based Violence and Harassment

Gender-related grievances include, but are not limited to, those of:

- discrimination, harassment or unfair treatment on the basis of sexual orientation or gender identity
- bullying of a nature to ridicule a person's masculine or feminine identity
- sexual abuse
- sexual exploitation.

5.8.2 *Modern Slavery*

Modern slavery covers a set of specific legal concepts including child and forced labour, debt bondage, forced marriage, slavery and slavery-like practices, and human trafficking. Although modern slavery is not defined in law, it is used as an umbrella term that focuses attention on commonalities across these legal concepts. Cassava recognise two types of modern slavery that could occur as part of their normal operating practices, which includes child and forced labour.

5.8.2.1 *Child Labour*

Child labour, as defined by the ILO Convention is “work by children under the age of 12; work by children under the age of 15 that prevents school attendance; and work by children under of age of 18 that is hazardous to the physical or mental health of the child. In conducting its business, an operating company:

- Will not employ children that falls into the definition as stipulated by the ILO Convention, notwithstanding any national law or local regulation.
- Will comply with all other applicable child labour laws, including those related to wages, hours worked, overtime and working conditions.
- Will not partake in any form of exploitation of children. The Group and its operating companies will not provide employment to children before they have reached the legal age to have completed their compulsory education, as defined by the relevant authorities; and
- The Group's expects its business partners to have and uphold similar standards and abide by country-governing laws in countries wherein they operate. Should violation of these principles become known to Cassava or any of its operating companies and not be remediated immediately, the group will take action including discontinuation of the business relationship.

5.8.2.2 *Forced Labour*

Cassava expressly prohibits any form of work or service, not voluntarily, obtained under threat of any punishment or that is requested as a way of cancelling a debt. Moreover, it is not required, under any circumstances, that employees leave any kind of deposit during the working relationship maintained.

5.8.3 *GBVH and Modern Slavery Grievance Investigation*

When a report or grievance of GBVH or Modern Slavery is received, the operating company's HR Lead, a representative of the GARF team as well as the Group's Executive Head Environmental and Social Governance (ESG) must be notified within two working days of receipt of the grievance. The HR Lead will be trained in how to respond to reports of GBVH or Modern Slavery and has the skills and confidence to take a survivor-centred approach.

The lead person's responsibilities include:

- To ensure that safeguarding grievances have been reported to the operating company's Health Safety and Environmental Manager as well as the Group's Executive Head ESG.
- Ensuring the GBVH or Modern Slavery report is appropriately and securely logged in the Group's internal system and that confidential records are kept.
- Ongoing monitoring of the support and safety needs of survivors and any witnesses and/or whistleblowers; and
- Ongoing communication with survivors (where possible) to ensure their requirements inform all decisions about the Group's response to the report, including initial decisions on how to proceed.

5.8.3.1 Investigator Requirements

The operating company's HR Lead will ensure he/she is trained / experienced in:

- Group grievance mechanisms and investigation procedures, including scenarios and group exercises (such as role playing) to ensure staff are prepared to respond effectively.
- Understanding how GBVH or Modern Slavery risks can be exacerbated by various factors (such as seasonal deadlines or the presence of temporary workers).
- Thorough understanding of a survivor-centred approach and the importance of confidentiality.
- Comprehensive understanding of the local support services available to survivors and witnesses.
- Knowledge of GBVH or Modern Slavery and legal protection expertise available to the Group and the qualified third-party providers the company has identified to undertake investigations; and
- Basic training on psychological first aid to guide interactions with survivors.

5.8.3.2 GBVH or Modern Slavery Grievance Response

When a GBVH or Modern Slavery grievance is reported, the operating company's HR Lead will ensure that the immediate priority is to enable survivors to access the professional support they want and to work with survivors, witnesses and whistleblowers to identify safety measures to protect them from further harm.

The operating company's HR Lead will need to provide private spaces where support options and potential safety measures can be discussed with survivors (or witnesses and whistleblowers). This is an important aspect of maintaining confidentiality and enabling any concerns to be discussed.

It is important that survivors, witnesses and whistleblowers are able to access support services during working hours so there is no additional cost to them.

5.9 Anonymous Grievances

If an aggrieved wish to report a grievance anonymously, such a grievance can be reported as such using one of the following methods:

- The whistleblowing hotline managed by Deloitte at +27 31 571 5307 / ethics@cassavatechnologies.com / cassava@tip-offs.com / www.tip-offs.com
- 'Expose It', a mobile phone app available in major app stores; or
- Confidential e-mail to the GARF department at ethics@liquid.tech

6. Verification and Monitoring

It is the responsibility of the operating companies to monitor and ensure that contractors and sub-contractors are adhering to the requirements and commitments contained in this EGMP, and the conditions of the contractor's appointment contract that is contained in the group's onboarding documentation.

Contractors should ensure that effective record keeping of grievances raised throughout the life of a project, are kept and communicated to the relevant operating company on a weekly basis. On receipt of grievances, electronic notification to the Project Manager must be distributed. Grievance records must be made available to management immediately upon request.

Once a grievance has been logged, monthly internal reports will be compiled by the Community Relations Team leader and/or Project Manager, and distributed to the operating company's management team, the HSE manager as well as the Group Executive Head of ESG. These reports will include:

- The number of grievances logged by level and type (with further details of the location of the incident/issue), both from against the operating company and/or its contractors.
- The number of grievances unresolved – by type - after 30 days for relatively straightforward grievances and longer for more complex issues.
- The number of grievances requiring legal or third-party mediators, by level and type.
- The operating company's responses to the concerns raised by the various stakeholders.
- The measures taken to incorporate these responses into project implementation; and
- The number of grievances captured by contractors on the project (Contractors shall also submit monthly reports aligned to the points listed above reports).

Cassava will report, annually, the number and type of external grievances reported by each operating company and its contractors, including the close-out status of each grievance. More detail on each grievance might be required by shareholders as per the shareholder agreements.

7. Procedure Owner

The company sponsor and owner of this procedure is the Group Executive Head ESG supported by the operation's CEOs.

8. Contact Person

Questions and feedback regarding this Procedure should be submitted to the Group Executive Head ESG and/or the operations' HSE managers at sustainability@liquid.tech .

9. Review Cycle

This Procedure will be reviewed and updated at least every two years or whenever the changes in business environment or significant changes to the operating procedure demand such a review.

10. Version History

Version	Date of Issue	Effective Date	Purpose of the Change
1	October 2020	November 2020	New Procedure
2	November 2020	December 2020	Include GBVH grievance requirements
3	April 2021	April 2021	Rebranding
4	June 2024	September 2024	Rebranding, updated procedure scope, roles and responsibilities and including of Appendix B

Appendix A : Grievance Form – Example

GRIEVANCE ACTION FORM					
PART A					
Location:		Complaint No:		Date Received:	
Name:		Method of Response:			
Address:				Verbal (in person)	
				Verbal (telephone)	
				Written /Email	
Contact Details:					
PART B					
Description of Grievance:					
PART C					
Liquid Telecom Response					
PART D					
Verification of Response and Corrective Action:					

Appendix B : External Grievance Register - Example

Grievance #	Date grievance received	Reporting method of grievance	Grievance type	Project related to Grievance	Internal Responsible Person	Affected Party(ies)	Resolved 30 days / 60 days	Close-out status
01/23	12 Jan 2023	Verbal	Damage to infrastructure	Eastern Cape Project	Johan Smit	Mr T Nthabo	30	2 Feb 2023