



EGH Environmental and Social Risk Management Procedures on Grievance Redress Mechanism

1. SCOPE

This procedure covers the process of addressing E&S concerns/issues raised by all stakeholders including the public.

2. OBJECTIVE

To ensure that all E&S complaints/grievances reported by stakeholders are addressed and resolved amicably.

3. REFERENCE

- Environmental and Social Risk Management Policy
- Environmental and Social Risk Management Statement
- Communications policy
- Speak Up Policy



| Responsibility and Authority | Step | Activities | Reference |
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| ESG Unit | 1. | Receive opinions, suggestions, grievances, and input from stakeholders and the general public (for ease of reference classified as a “grievance” for the purposes of this procedure) via the following email address: sustainability@equitybank.co.ke Note: <i>E&S Grievances may also be received through the Equity call centre and should be dealt with in accordance with this procedure. This also includes matters raised by Regulators. ESG team to sort and review the feedback received to determine grievances and suggestions for appropriate action</i> | |
| | 2. | Log the grievance on the Global Environmental and Social Risk Grievance Register. | |
| ESG Unit/All relevant departments | 3. | Where a response or action is required, complete the Environmental and Social Grievance Form and share the same with the Head of ESG and Group Director, Sustainability (depending on the nature of the grievance) for review. | |
| Head of ESG/Group Director, Sustainability / Head of Communication | 4. | Receive grievance response, review and approve | |
| | 5. | Share the Environmental and Social Grievance Form with the relevant departments, as applicable, for their responses/actions. Note: <ul style="list-style-type: none"> • <i>Response from the relevant departments required within 3 working days.</i> • <i>Review the responses to the grievances and escalate to Management (depending on the nature of the response/actions required) and the Communication Department in accordance with the Bank’s Communications policies and procedures as applicable</i> | |
| | 6. | Depending on the nature of grievance, involve the relevant Head of department e.g. risk, communication in approving the proposed response to the Grievance. | |
| | 7. | Where applicable, respond to the grievance as agreed. | |
| | 8. | Any identified actions relating to grievance are to be tracked to closure. | |



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| | 9. | File the records as per archival and record management procedures. | Archival and Record Management Procedures |
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