

COMMUNITY GRIEVANCE MECHANISM PROCEDURE

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[1] DEFINITIONS

- **Access Channels:** The means through which a complainant can submit a grievance.
- **Grievance:** A concern or complaint arising from Catalyst-financed activities that affects communities.
- **Grievance Mechanism:** A structured framework of procedures, defined roles, and rules established to systematically receive, assess, manage, and resolve grievances in a timely, fair, and consistent manner.
- **Grievance Owner:** The party responsible for addressing grievance and implementing corrective, preventive, and/or remedial actions (e.g. Contractor/Subcontractor, Portfolio Company/Project Entity, Catalyst, or shared).

[2] PURPOSE

Catalyst Investment Management (“Catalyst”) establishes this Community Grievance Mechanism to provide a credible, accessible, and effective process for receiving, assessing, and facilitating the resolution of concerns and complaints from project-affected communities and other eligible external stakeholders regarding Catalyst’s environmental and social performance.

In line with the IFC Good Practice Note “*Addressing Grievances from Project-Affected Communities (2009)*”, the Grievance Mechanism is designed based on 5 principles:

- ❖ Principle 1: A mechanism scaled to risk and adverse impact on affected communities.
- ❖ Principle 2: Designed to take into account culturally appropriate ways of handling community concern.
- ❖ Principle 3: A clear and understandable mechanism that is accessible to all segments of the affected communities at no cost.
- ❖ Principle 4: Transparency and Accountability.
- ❖ Principle 5: A mechanism that prevents retribution and does not impede access to other remedies.

The objectives of this Grievance Mechanism are to:

- ❖ Provide accessible and safe channels for communities to raise concerns, at no cost.
- ❖ Ensure a transparent and predictable process with defined steps, roles, and timeframes.
- ❖ Promote fairness, consistency, and accountability via documentation and escalation pathways
- ❖ Protect complainants through anonymity requests and non-retaliation commitments.
- ❖ Support continuous improvement of project performance.

This mechanism is established at Fund level and is intended to address community grievances related to environmental and social impacts associated with Catalyst-financed activities (including impacts linked to contractors working on Catalyst’s behalf). For each Catalyst-financed investment, this mechanism will be adapted, updated, and operationalized on a project-level grievance mechanism in coordination with project entity, considering the project details and local context. The mechanism complements without replacing other stakeholder engagement.

[3] SCOPE

This Community Grievance Mechanism applies to Catalyst-financed activities, including investments, projects, and portfolio companies under Catalyst's control or significant influence, across investment life cycle to the extent permitted by applicable law and contractual arrangements.

3.1 Who can use this Mechanism

This Community Grievance Mechanism is available to project-affected communities and other external stakeholders, including but not limited to:

- Individuals, groups, households, and community representatives are affected or potentially affected by project activities.
- Community-based organizations, NGOs, local associations, and traditional or elected community leaders.
- Other external stakeholders who may experience environmental or social impacts linked to a Catalyst-financed activity.

3.2 What issues this Mechanism covers

This Grievance Mechanism covers concerns or complaints related to actual or potential environmental and social risks, impacts, or performance associated with Catalyst-financed activities, including those arising from contractors, subcontractors, and Catalyst or its portfolio companies. Examples include:

- Environmental impacts: dust/noise, traffic impacts, waste and wastewater, spills/pollution, water use/quality concerns, and biodiversity/ecosystem disturbance.
- Community health and safety: unsafe site conditions, access restrictions, road safety incidents, hazardous materials transport concerns, emergency preparedness issues, and disease prevention concerns.
- Land and community impacts: access to resources, livelihood impacts, disruption to community services, damage to property, and community infrastructure concerns.
- Allegations of misconduct or human rights-related impacts linked to project activities.

3.3 What this Mechanism does not cover

The following are outside the scope of this Community Grievance Mechanism and are managed under separate channels/procedures:

- Worker grievances (employees, contracted workers, and subcontracted workers), which are handled through the Worker Grievance Mechanism.
- Whistleblowing / ethics reports (e.g., fraud, corruption), which are handled through the designated ethics/whistleblowing channel.
- Commercial disputes unrelated to environment and social impacts.
- Political, legal, or judicial matters not linked to project-related environment and social performance (while noting complainants may pursue external remedies at any time).

3.4 Grievance management

During project life cycle, all community grievances under this mechanism are received by Catalyst ESG Team, which serves as the primary receiving channel. The Catalyst ESG Team is responsible for intake, registration, tracking, acknowledgement coordination, screening, investigation coordination, engagement with complainants (if needed), and verification of close-out. Corrective and preventive actions, where required, are implemented by Grievance Owner with oversight and follow-up by the Catalyst ESG Team.

3.5 Special handling of sensitive grievance

Certain grievance types may require enhanced confidentiality, survivor-centered handling, and restricted access to information, including:

- Sexual Exploitation, Abuse, and Harassment (SEAH).
- Violations based on gender.
- Child Labour or Forced Labour.
- Retaliation or Intimidation Claims.
- Serious violent threats.

Such grievances will be managed under strict confidentiality and escalation protocols under management of the ESG team, including referral pathways where appropriate, while respecting the complainant's preferences and safety.

[4] GRIEVANCE MECHANISM PROCESS

This section describes the end-to-end process for receiving, registering, assessing, resolving, closing, and documenting community grievances as shown in **Figure 1**.

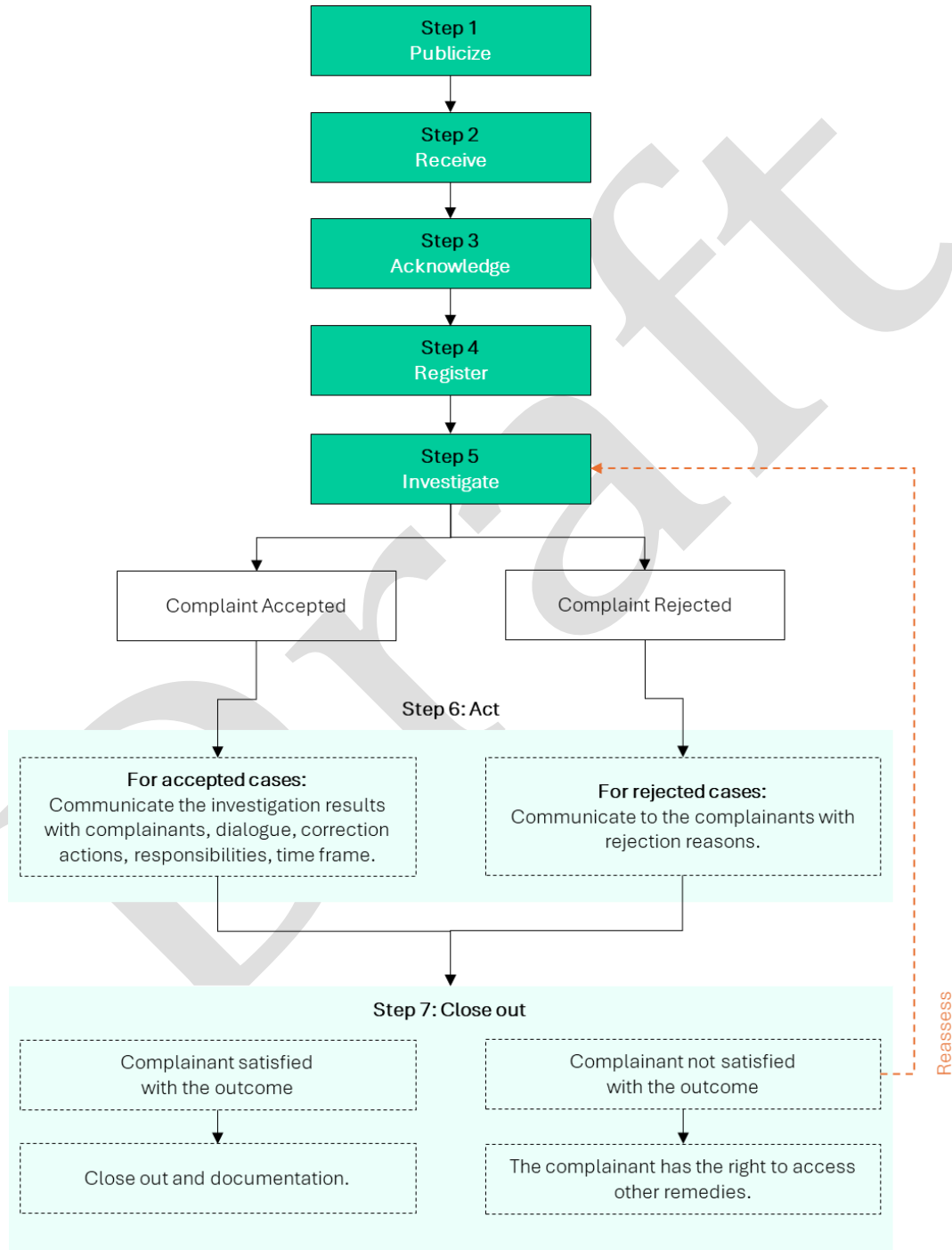


Figure 1. Grievance Mechanism Process

STEP 1: PUBLICIZE THE MECHANISM

To ensure accessibility and cultural appropriateness, Catalyst will maintain ongoing awareness about the purpose and scope of this mechanism. Publicizing is continuous across the project lifecycle during stakeholder engagement activities. All official grievance channels in **Table 1** route directly to Catalyst ESG & Impact Lead with access by Catalyst Team. Catalyst ESG & Impact Lead and/or ESG Team serve as the primary receiving channel during project implementation and operations. Use of this mechanism does not limit the complainant’s right to access other applicable remedies.

Table 1. Access Channels to Raise a Grievance

Onsite	A signboard with online submission details will be installed in a designated and accessible location at the project site. Clear instructions will be displayed on the signboard as shown in as per Annex 2: Grievance Registration Online Submission . The content of the online grievance registration form is shown (Annex 3: Grievance Registration Form) and will be made available in the relevant community languages.
Project Company Website	[To be Determined]

STEP 2: RECEIVE A GRIEVANCE

Any community member (or group) who is affected, or may be affected, by Catalyst’s activities may submit a grievance regarding actual or potential environmental and/or social impacts, including impacts caused by contractors working on Catalyst’s behalf, through either of the following routes:

Route A	Route B
Direct submission via official Access Channels	Submission support through on-site Grievance Support Contact
Complainants may submit grievances directly through the Access Channels listed in Table 1 .	<p>Where a complainant prefers in-person support, they may approach a dedicated trained person at the project site (the Grievance Support Contact) to support them in submitting the grievance through the official Access Channels Table 1.</p> <p>The Grievance Support Contact role is only to explain the mechanism and guide the complaint to submit the grievance online.</p>

Procedure for Verbal Grievances

- A. If grievance is raised verbally to any staff member, the staff member shall:
 - Listen respectfully without making any commitments or promises regarding outcomes.
 - Refer the complainant promptly to the trained Grievance Support Contact at the project site for support in submitting the grievance through the official Access Channels in **Table 1**.

- B. If grievance is raised verbally to the Grievance Support Contact, the Grievance Support Contact shall:
 1. Listen respectfully without making any commitments or promises regarding outcomes.
 2. Explain that grievances are formally received only through the official Access Channels in **Table 1**, and guide the complainant to use online grievance form.
 3. Confirm protection and access:
 - The mechanism is free of charge.
 - No retaliation is permitted for raising grievance.
 - The complainant may remain anonymous.
 4. In grievance where the complainant is unable to submit the online grievance form due to illiteracy, the complainant can choose one of the following options:
 - Option 1: The complainant may choose to consult a trusted person to assist them in completing and submitting the online form; or
 - Option 2: The complainant may seek the Grievance Support Contact support to fill and submit the online form in the complainant’s presence, without collecting unnecessary personal information and in a manner that respects the complainant’s request for anonymity.

Urgent grievances (cannot wait) – Immediate risk escalation

If the Grievance Support Contact and/or ESG Team received a high-severity grievances requiring immediate action (“cannot-wait” cases – check Level (3) Severity **Table 2**) excluding sensitive grievances in Section **3.5 Special handling of sensitive grievance**: immediately inform the relevant Site Manager / Site Representative / designated responsible party (e.g. contractor supervisor or HSE lead), and the Catalyst ESG & Impact Lead, to enable prompt risk-control actions on site.

Upon notification, the responsible party shall take immediate precautionary measures appropriate to the nature of the risk where eligible and permitted (e.g., stop unsafe activities, isolate hazards, activate emergency response procedures, provide urgent medical assistance, secure the area) to stabilize the situation. This urgent response is intended solely to prevent or control harm and does not replace the grievance process. The complainant should still be directed to submit the grievance through the official online form.

- Note: Sensitive grievances are subject to strict confidentiality requirements and shall be reported directly to the ESG & Impact Lead as per Section **3.5 Special handling of sensitive grievance**.

Table 2. Grievance Level of Severity

Severity	Classification	Grievance / Examples (Non-exhaustive)
Level 1 (Low)	Limited harm, localized impact, easily resolvable through routine actions, minimal risk of recurrence or legal/reputational impact.	Nuisance issues such as occasional noise or dust within expected limits; minor, short-term access inconvenience where safe alternatives exist; minor service disruption (e.g., short interruption of non-essential services); minor contractor behavior issues (non-threatening, non-discriminatory); small property disturbance with no structural damage or safety risk (e.g., superficial fence or landscaping damage); general inquiries, information requests, or suggestions about project activities..
Level 2 (Medium)	Repeated complaints, broader community impact, credible risk of escalation, or potential non-compliance with commitments, ESMP, permits, or contractual requirements.	Recurring dust/noise beyond agreed controls or outside permitted limits; repeated traffic safety concerns or documented near-misses linked to project vehicles/routes; repeated access disruption affecting livelihoods, school access, or access to health services; damage to property, crops, or assets that requires verification and possible compensation; patterns of inappropriate or disrespectful behavior by contractor personnel (non-SEA/SH) towards community members; persistent water quality/availability concerns (non-acute) plausibly linked to the project; repeated grievances on the same topic/area/contractor indicating that previous measures were insufficient; recurring dissatisfaction with the way grievances are handled or closed.

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Severity	Classification	Grievance / Examples (Non-exhaustive)
Level 3 (high)	Urgent grievance (cannot wait), serious harm or imminent risk, credible rights violations, or issues with severe legal, contractual, or reputational risk, including sensitive grievance requiring special handling and senior oversight.	<p>Actual or imminent fatality or serious injury to community members; major pollution/spill or hazardous substance release with current or likely health or environmental impacts; structural damage to houses or community infrastructure that compromises safety (e.g., cracks, instability, risk of collapse); acute water contamination or interruption posing an immediate public health risk; physical attacks; large-scale community unrest, organized protest; repeated unresolved Level 2 grievances with worsening impacts; any grievance likely to trigger legal action, regulator involvement, media exposure, or lender notification.</p> <p>Sensitive grievances:</p> <ul style="list-style-type: none"> • Sexual Exploitation, Abuse, and Harassment (SEAH). • Violations based on gender. • Child Labour or Forced Labour. • Retaliation or Intimidation Claims. • Serious violent threats.

STEP 3: ACKNOWLEDGE THE GRIEVANCE

The Catalyst ESG Team will acknowledge receipt of each grievance with the complainant to confirm that it has been received and explain the next steps without promising or providing any solution. The acknowledgement also allows the Catalyst ESG Team to request any clarifications or additional information necessary to further assess grievance.

Language

Where the grievance is submitted in a language not spoken by the Catalyst ESG Team, reasonable efforts will be made to facilitate understanding and communication, including, where feasible, engaging employees or other personnel with appropriate language skills (such as native speakers) or routing the acknowledgement and follow-up communication through a designated Grievance Contact Person who can support translation or interpretation, while maintaining anonymity and avoiding conflicts of interest.

Timing

- Acknowledgement will be issued within 2 working days of grievance receipt.
- The date of each acknowledgement will be documented in the **Annex 1: Grievance Log**.

How acknowledgement is provided

Acknowledgement will be provided using the complainant's preferred method of contact. If the grievance is anonymous, acknowledgement cannot be sent directly. In such grievances, the Catalyst ESG Team will document this in the grievance file and proceed with the process based on available information.

Acknowledgement content

Where contact details are available, the acknowledgement will include, at minimum:

- Confirmation that the grievance has been received.
- A confirmation that a reference number will be issued upon registration.
- A brief description of the next steps (registration, review, investigation, and follow-up).

Acknowledgement output

The Catalyst ESG Team will update **Annex 1: Grievance Log** with the acknowledgment time by updating the following section and sharing it with Catalyst ESG Team:

1. Date Acknowledged.

STEP 4: REGISTER THE GRIEVANCE

All grievances received under this mechanism will be registered in **Annex 1: Grievance Log**. Each grievance will be assigned a unique reference number (Grievance Number), which will be used in all follow-up actions and communications (where contact details are available).

The Grievance Log will be accessible to the Catalyst Team to ensure proper tracking, accountability, and timely follow-up. Registration is an administrative step and does not determine whether grievance is valid or accepted. The Catalyst ESG Team is responsible for registering grievances and sharing the log entry with the Catalyst ESG function for central tracking and follow-up.

Timing

- The Catalyst ESG Team shall register grievances within four (4) working days of grievance receipt.
- For Level (3) grievances, registration should be completed as soon as practicable, without delaying immediate risk-control notifications described in **STEP 2: RECEIVE A GRIEVANCE**.

Recordkeeping

- Where anonymity is requested, the Grievance Log will not include identifying details, and the Grievance will be managed accordingly.
- The Grievance Log and all supporting documents shall be saved in Catalyst shared file system for record keeping purposes.

Registration output

The Catalyst ESG Team will update **Annex 1: Grievance Log** by updating the following sections:

1. Grievance Number.
2. Date Received.
3. Type of Issue.
4. Topic.
5. A Recurring Issue?
6. Received By.
7. Access Point.
8. Name Of Complainant (Or “Anonymous”).
9. Brief Grievance Description.

STEP 5: INVESTIGATE GRIEVANCE

The investigation step follows grievance registration and preliminary screening and focuses on fact-finding, assessment, and determination of appropriate response measures. Investigation is the process of collecting and reviewing information to:

- (i) understand the grievance, and
- (ii) determine whether it falls within the scope of this Community Grievance Mechanism, and
- (iii) confirm urgency and severity in accordance with **Table 2**.
- (iv) determine the Grievance Owner, and
- (v) understand what happened and potential root causes, and
- (vi) define appropriate corrective and/or preventive and/or remedial actions.

Grievance Committee consists of:

1. Core Member/s:

- Catalyst ESG & Impact Lead.
- Catalyst ESG Team (if available and applicable).

2. Investigation Support Member/s:

Depending on the grievance nature and the information required, the Catalyst ESG Team determines whether support from relevant party/parties is needed during the investigation process for the purposes of evidence collection, technical assessment, and resolution planning. Relevant parties may include:

- Catalyst HR (for advice and sensitive grievance handling, as needed).
- Catalyst Technical Team / Site Team / Site Representative (for site evidence, access facilitation, and implementation coordination).
- Catalyst Senior Management (for Level (3) Severity grievances, significant legal/contractual implications, high reputational risk, or decisions requiring executive approval).
- Portfolio Company / Project Entity representatives (e.g., Project Manager, E&S focal point, Community Liaison Officer) to provide project documentation, clarify commitments, and propose corrective actions.
- Qualified external experts / mediators where specialist support is required (e.g., technical E&S matters such as water quality/biodiversity, structural safety, independent mediation, or SEA/SH safeguarding expertise for sensitive grievances).

If any person supporting the investigation is implicated in grievance or has a conflict of interest, they shall not be involved in handling that grievance.

Investigation Arrangements

1. Catalyst ESG Team shall convene an investigation meeting with Investigation Support Member to review grievance, confirm scope and severity, determine information needs, and agree with the next steps.
2. The Catalyst ESG Team shall coordinate the investigation process, schedule and document the investigation process, and ensure evidence requests, actions, and decisions are recorded.
3. Where feasible, the Grievance Committee shall commence the initial investigation assessment within five (5) working days of grievance receipt. If the investigation is expected to take longer, the Catalyst ESG Team shall inform the complainant (where contact details are available) of progress and revised timelines.
4. The complainant's identity shall remain anonymous if requested by the complainant, and all individuals involved in the investigation shall be informed of and respect this requirement.

Investigation actions and responsibilities

During investigation, the Grievance Committee will, as appropriate:

- Review the grievance submission and identify any additional information required for effective follow-up.
- Confirm applicability and scope by assessing whether the grievance relates to Catalyst-financed activities and falls within **[3] SCOPE**.
- Assess urgency and apply immediate risk notification requirements for Level (3) Severity grievances.
- Assign and/or confirm the severity classification using **Table 2**, and update it if new information indicates a change.
- Identify/confirm the Grievance Owner.
- Request and review evidence, which may include site-based documentation and records (e.g., logs, monitoring records, incident registers, photos where appropriate, relevant reports, contractor records), respecting anonymity.
- Engage the complainant (where possible) to clarify facts or request additional information. For anonymous grievances, the investigation proceeds based on available evidence.
- Communicate with Contractor/Subcontractor representatives (e.g., site supervisor, HSE lead, Community Liaison Officer) to provide site records, incident logs, and data.
- Decide whether grievance is accepted or rejected under this mechanism based on **[3] SCOPE**, and document the rationale.
- While the Catalyst ESG Team coordinates and oversees the investigation, corrective and remedial actions are implemented by the Grievance Owner, with oversight and verification by Catalyst.

Investigation output

The Catalyst ESG Team will update **Annex 1: Grievance Log** by updating the following sections and sharing it with Catalyst:

1. Grievance Committee.
2. Investigation Outcome.
3. Grievance Owner.
4. Level Of Severity.
5. Internal Review and Proposed Resolution.
6. Expected Date of Resolution.

STEP 6: ACT ON THE GRIEVANCE

Following the investigation (Step 5) and after the Grievance Committee decision whether grievance is accepted or rejected, the resolution of the grievance will go through two tracks:

Rejected Grievance

1. Catalyst ESG Team records the rejection decision and rationale in **Annex 1: Grievance Log** (e.g., out of scope, not actionable, insufficient information, unsubstantiated based on available evidence).
2. Where contact details are available, the Catalyst ESG Team shall inform the complainant of:
 - the decision to reject/close without action,
 - the reason(s) (in plain language), and
3. The grievance may be closed **STEP 7: CLOSE OUT & FOLLOW UP** for formal close-out or be recorded as “Closed – Rejected” in the log (unless new credible information is received).

Accepted Grievances

For accepted grievances, resolution will be managed through an Action Plan developed and implemented by the Grievance Owner, with Catalyst ESG coordinating and tracking completion. The resolution process is as follows:

1. The Grievance Committee confirms the Grievance Owner.
2. Catalyst ESG Team (or delegate) notifies the Grievance Owner in respect to the communication protocols:
 - investigation findings (as appropriate),
 - required actions and expected timeframe,
 - evidence requirements for verification.
3. The Grievance Owner prepares an Action Plan that includes:
 - corrective / preventive / remedial measures,
 - responsible person(s),
 - target completion dates,
 - required resources,
 - verification evidence to be provided,
 - any interim risk-control measures (where relevant).
4. Where contact details are available, the Catalyst ESG Team shares the proposed resolution with the complainant using **Annex 4: Grievance Resolution Form** to collect initial feedback/acknowledgement:
 - The complainant may accept, comment, or request clarification.
 - The complainant retains the right to reopen/escalate if actions are not implemented or not solved the issue.
 - For sensitive grievances, the “initial feedback/acknowledgement” may be adapted, restricted, or replaced with appropriate referral pathways and safety planning.
5. The Grievance Owner implements the Action Plan actions in accordance with agreed timelines.
6. The Catalyst ESG Team tracks progress against milestones using updates and evidence.
7. Where contact details are available, the Catalyst ESG Team provides the complainant with reasonable updates on progress and revised timelines where required.

Documentation

The Catalyst ESG Team will update **Annex 1: Grievance Log**, including:

1. Actions Description.
2. Actions Completion Date.

STEP 7: CLOSE OUT & FOLLOW UP

Close-out is the formal confirmation that the grievance has been addressed and that the grievance can be closed in **Annex 1: Grievance Log**. The Catalyst ESG Team leads the close-out process, track completion, and ensures the outcome is communicated to the complainant (where contact details are available).

Close-Out Requirements

A grievance may be closed only when one or more of the following conditions are met and properly documented:

- The Grievance Owner has implemented all agreed corrective / preventive / remedial actions within the Action Plan.
- The Grievance Committee to track the completion based on evidence provided by the Grievance Owner.
- Where relevant, effectiveness is to be reasonably confirmed (e.g., follow-up checks indicate improvement; recurrence has not been observed within an appropriate period).
- A documented decision if grievance is out of scope, not actionable, unsubstantiated, or cannot be progressed due to insufficient information.
- The complainant withdraws the grievance, noting that the Grievance Owner may still implement preventive actions if material risks remain.

For Level (3) Severity grievances, closure requires confirmation that urgent risk-control and safeguarding measures were completed and that any residual risk has been reduced to an acceptable level, with approvals and documentation recorded as applicable.

Close-Out Communication to the Complainant

Where contact details are available, the Catalyst ESG Team will formally notify the complainant (using their preferred method of contact) that the grievance is being closed, including:

- A summary of the grievance and the outcome (in plain, culturally appropriate language).
- Actions taken (or the rationale for no action).
- The basis for closing grievance.

Where grievance is anonymous and direct communication is not possible, the close-out decision must still be documented in the grievance file and **Annex 1: Grievance Log**.

Satisfaction with the Outcome

- Satisfied:
If the complainant is satisfied with the outcomes, the Catalyst ESG Team will close the grievance, finalize the documentation, and invite the complainant to provide feedback on the process and outcome by completing the **Annex 5: Grievance Close Out Form**.
- Not Satisfied:
If the complainant is not satisfied with the outcome and provides credible grounds for reassessment (e.g., new information, recurrence, non-implementation, or evidence that actions were ineffective), the Catalyst ESG Team will reopen the grievance and return it to Step 5 (Investigate) for reassessment. This may include additional evidence requests, escalation as needed, and requiring the Grievance Owner to revise the Action Plan and implement additional measures.

It is worth noting that a complainant may or may not be satisfied with the outcome and process followed to address the grievance, for example due to expectations, personal interests, or understanding of the issue. Even in such situation, a grievance may still be considered “Closed” where it was handled in good faith and any agreed actions (if applicable) were implemented in line with the documented process.

The Catalyst ESG Team will record the reason for closing and/or reassessment outcome in the **Annex 1: Grievance Log** including complainant feedback and the Grievance Owner’s evaluation of the process and satisfaction level.

Where feasible, the complainant will be invited to provide feedback on the process and outcome by completing the **Annex 5: Grievance Close Out Form** under Catalyst Team Management.

Documentation

The Catalyst ESG Team will finalize the grievance file and ensure that close-out is fully recorded in **Annex 1: Grievance Log**, including:

1. Date Closed.
2. Satisfaction With Process.
3. Comments (Process).
4. Satisfaction With Outcome.
5. Comments (Outcome).
6. Status (Closed/Open/In Progress).

[5] CONTINUOUS IMPROVEMENT

The Catalyst ESG Team will periodically review grievance records to identify trends, recurring issues, root causes, and any gaps in controls or communication. Catalyst will use these lessons learned to strengthen contractor/portfolio oversight, improve mitigation and stakeholder engagement measures, and update this mechanism and related tools (**ANNEXES**) where needed, while maintaining anonymity.

Catalyst will provide periodic training and refreshers for relevant Catalyst staff, the on-site Grievance Support Contact, and contractors/subcontractors (as applicable) to ensure consistent implementation, proper escalation, and adherence to anonymity and non-retaliation requirements.

[6] REFERENCE

- CIM-QHSSE-DOC-002 Grievance Log Form
- CIM-QHSSE-DOC-003 Grievance Registration QR Code
- CIM-QHSSE-DOC-004 Grievance Registration Form
- CIM-QHSSE-DOC-005 Grievance Resolution Form
- CIM-QHSSE-DOC-006 Grievance Close Out Form
- 2012 IFC Performance Standard 1: Assessment and Management of Environmental and Social Risks and Impacts.
- 2009 IFC Good Practice Note: Addressing Grievances from Project-Affected Communities.

ANNEXES

Annex 1: Grievance Log

Excel Sheet: CIM-QHSSE-DOC-002

GRIEVANCE LOG

PROJECT/ASSET:	
COUNTRY:	
LAST UPDATE:	
PREPARED BY:	
STATUS: Open	
	Close

STEP3: ACKNOWLEDGEMENT				
DATE ACKNOWLEDGED <i>(Notify Complainant of Receipt)</i>	GRIEVANCE NUMBER	DATE RECEIVED	TYPE OF ISSUE <i>(Worker grievance / Local community grievance / Other)</i>	TOPIC

STEP4: REGISTER				
A RECURRING ISSUE? <i>(Yes / No)</i>	RECEIVED BY	ACCESS POINT <i>(QR Code / E-mail / In-person / Other)</i>	NAME OF COMPLAINANT (OR "ANONYMOUS")	BRIEF GRIEVANCE DESCRIPTION

STEP 5: INVESTIGATION				
GRIEVANCE COMMITTEE <i>(Names and roles)</i>	INVESTIGATION OUTCOME <i>(Accepted/Rejected) Case</i>	GRIEVANCE OWNER <i>(Responsible entity to solve)</i>	LEVEL OF SEVERITY <i>(Low / Medium / High)</i>	INTERNAL REVIEW AND PROPOSED RESOLUTION

STEP 6: ACT				
EXPECTED DATE OF RESOLUTION	ACTIONS DESCRIPTION <i>(Action1, Action 2,..)</i>	ACTIONS COMPLETION DATE <i>(Action 1, Action 2,..) Completion Date</i>	DATE CLOSED <i>(Per Grievance Close-Out Form)</i>	SATISFACTION WITH PROCESS <i>(Yes/No)</i>

STEP 7: CLOSE OUT			
COMMENTS <i>(Process)</i>	SATISFACTION WITH OUTCOME <i>(Yes/No)</i>	COMMENTS <i>(Outcome)</i>	STATUS <i>(Closed, Open, In Progress)</i>

Annex 2: Grievance Registration Online Submission



C A T A L Y S T

 Investment Management

GRIEVANCE REGISTRATION - ONLINE SUBMISSION


INSTRUCTIONS	
<p><i>How to use the QR code to submit your complaint?</i></p>	<p>Step 1: Open your phone's camera and scan the. Step 2: Tap the link that appears to open the Grievance Registration Form. Step 3: Fill in the form and click "Submit".</p> <p>QR code:</p> 
<p><i>How to use the Link to submit your complaint?</i></p>	<p>Step 1: Open any web browser (e.g., Chrome, Safari, Edge). Step 2: Go to: www.shorturl.at/p7t38 Step 3: The Grievance Registration Form will open. Step 4: Fill in the form and click "Submit".</p>

If you need assistance with the QR code or Link, please feel free to contact Grievance Support Contact Person at the Project Site.

By submitting this Grievance Registration Form, you acknowledge and agree that your grievance will be received, recorded by Catalyst Investment Management Company ("Catalyst"). Catalyst will review the information you provided, conduct inquiries, collect relevant information, communicate with you, and coordinate with relevant internal and external parties, including project companies and contractors for the purposes of assessing, investigating, and addressing the grievance. Information provided through this form may be shared for grievance management, investigation, review and resolution. If you choose to remain anonymous, your name will not be recorded and direct feedback to you may not be possible; however, the grievance will still be reviewed.

CIM-QHSSE-DOC-003_rev00_Grievance Registration Online Submission
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Annex 3: Grievance Registration Form



GRIEVANCE REGISTRATION FORM


GENERAL INFORMATION	
Project/Asset	
Case Number	
Date Received	Date: _____ / _____ / _____ Time: _____
Complainant full Name <i>(Mark one)</i>	<input type="checkbox"/> I wish to stay anonymous <i>(If selected, we may not be able to contact you directly or provide case updates)</i> <input type="checkbox"/> Name: _____
Complainant Gender <i>(Mark one)</i>	<input type="checkbox"/> Male. <input type="checkbox"/> Female. <input type="checkbox"/> Prefer not to say.
Contact Information <i>(Mark how you prefer to be contacted)</i>	<input type="checkbox"/> Mobile Phone: _____ <input type="checkbox"/> E-mail: _____ <input type="checkbox"/> Other: _____
GRIEVANCE DESCRIPTION	
<i>(What happened? Where did it happen? Who was affected? What impacts or problems resulted?)</i>	
Timing of the Issue	<input type="checkbox"/> One-time incident/grievance: Date _____ Time: _____ <input type="checkbox"/> Occurred more than once (dates): _____ <input type="checkbox"/> On-going issue (since): Date _____
PROPOSED RESOLUTION	
What would you like to see happen to resolve the issue?	

By submitting this Grievance Registration Form, you acknowledge and agree that your grievance will be received, recorded by Catalyst Investment Management Company ("Catalyst"). Catalyst will review the information you provided, conduct inquiries, collect relevant information, communicate with you, and coordinate with relevant internal and external parties, including project companies and contractors for the purposes of assessing, investigating, and addressing the grievance. Information provided through this form may be shared for grievance management, investigation, review and resolution. If you choose to remain anonymous, your name will not be recorded and direct feedback to you may not be possible; however, the grievance will still be reviewed.

Signature: _____ **Submission Date:** _____ / _____ / _____

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Annex 4: Grievance Resolution Form



GRIEVANCE RESOLUTION FORM

GENERAL INFORMATION	
Project/Asset	
Case Number	
Complainant full Name <i>(Mark one)</i>	<input type="checkbox"/> Anonymous. <input type="checkbox"/> Name: _____
PROPOSED ACTIONS FOR RESOLUTIONS	
Proposed actions and timeframe	
Justification for the action	
Complainant Satisfied with the Proposed Actions	<input type="checkbox"/> Yes <input type="checkbox"/> No Comments:

By signing this form, the complainant confirms that they have been informed of the investigation outcome, that the proposed actions have been explained in a clear and understandable manner, and that they agree to the implementation of these actions. This acknowledgment does not constitute a waiver of the complainant's right to pursue other applicable remedy channels.


Complainant Side

Name _____ Signature: _____ Date: ____ / ____ / ____

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Annex 5: Grievance Close Out Form



GRIEVANCE CLOSEOUT FORM

GENERAL INFORMATION	
Project/Asset	
Case Number	
Complainant full Name <i>(Mark one)</i>	<input type="checkbox"/> Anonymous. <input type="checkbox"/> Name: _____
ACTION FOR RESOLUTIONS	
Resolutive action and timeframe	
Justification for the action	
CONCLUSIONS <i>(This section to be completed once all agreed actions have been fully implemented.)</i>	
Action Implementation	Date: ____ / ____ / ____ Time: _____
Complainant Satisfied with Process	<input type="checkbox"/> Yes <input type="checkbox"/> No Comments:
Complainant Satisfied with Outcome	<input type="checkbox"/> Yes <input type="checkbox"/> No Comments:

By signing this form, the complainant confirms that they have been informed of the investigation outcome and the actions taken and/or decision made and agrees that the grievance formally closed. This acknowledgment does not constitute a waiver of the complainant's right to pursue other applicable remedy channels.

Complainant Side
 Name _____ Signature: _____ Date: ____ / ____ / ____

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