

## REH GROUP'S EXTERNAL COMMUNICATIONS AND GRIEVANCE MECHANISM

### INFORMATION FOR ALL INTERESTED PARTIES AND THE WIDER PUBLIC

This brochure is intended to provide public information regarding REH Group's Grievance Mechanism\* and the way it deals with any general external communications or grievances that are submitted in respect of any of its projects.

#### 1. RECEIPT AND REGISTRATION OF EXTERNAL COMMUNICATIONS AND GRIEVANCES

- External communications and grievances can be addressed in the following manners:
  - By email (preferred) to: [comments@REHgroup.co.za](mailto:comments@REHgroup.co.za).
  - By ordinary mail to: REH Project Development (Pty) Ltd, PO Box 23589, Claremont 7735, South Africa.
- When submitting external communications or a grievance, please specify which project it relates to and your personal details such that we can follow up with you.

#### 2. PROCESSING OF EXTERNAL COMMUNICATIONS AND GRIEVANCES

- REH Group, through REH Project Development, has a designated Compliance Officer who registers, monitors and follows up on all grievances and other external communications that are received.
- All grievances are registered in a company database, which monitors their status and the result of any follow-up communications.
- REH aims to address and respond to any external communications or grievances in the shortest time period possible. As a general guideline:
  - Receipt of any message will be acknowledged within 5 working days.
  - An official response will be sent within a maximum of 20 working days since receipt of the original message.
- Upon receipt, the Compliance Officer will assess the message (whether a grievance or general external communications) and make an initial assessment of the severity of the issue contained therein. The Compliance Officer will then follow up within the company to put the issue on the agenda of the management team and discuss any potential changes in REH's development plans and/or operations regarding the applicable project in order to address the issue.

*\* Renewable Energy Holdings (Pty) Ltd ("REH") as well as all affiliated companies within the REH Group, such as REH Project Development(Pty) Ltd and REH Operations and Maintenance (Pty) Ltd.*

### **3. ONGOING REPORTING AND EXTERNAL COMMUNICATIONS ON ENVIRONMENTAL AND SOCIAL IMPACT MANAGEMENT TO ALLOW FOR INFORMED CONSULTATION**

- The Compliance Officer will document the response and actions taken on the company database and update the person from which the message originated regarding the actions taken.
- Information relating to the environmental and social aspects of each project will be made available to the general public whenever relevant. Per project, actual information regarding the status of environmental and social aspects will be made publicly available via the website [www.REHgroup.co.za](http://www.REHgroup.co.za).
- Upon request, this information can also be provided in hardcopy format.
- In the event that the relevant national regulation does not provide for frequent reporting regarding the process of assessing and managing environmental and social impacts of any given project, REH will provide periodic reports to any interested and affected parties to keep them updated and informed, on request.

### **4. INTERNAL REPORTING ON ENVIRONMENTAL AND SOCIAL IMPACT MANAGEMENT**

- Underlining its commitment to the implementation of the Equator Principles, REH\* has also set up an internal reporting and review mechanism regarding its assessment and management of environmental and social risks and impacts.
- A summary overview of all external communications and grievances that have been registered on the company database will be reported upon to the company's lenders and discussed in Board of Directors meetings, to provide them with full transparency regarding any issues that have been raised relating to a project's environmental and social impact.
- Based on the above internal reporting, the management system regarding environment, social, health and safety aspects will be regularly reviewed and adjusted.

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