



Environmental and Social Grievance Mechanism



For People. For Better.



Introduction and Objective

KCB Group is committed to operating in a socially and environmentally responsible and sustainable manner. This Grievance Mechanism provides a clear, transparent, and accessible process for external stakeholders and community members to raise concerns or complaints related to the environmental and social impacts of our operations and projects. Our objective is to address grievances fairly, effectively, and promptly, fostering trust and continuous improvement in our sustainability performance.

Scope and Applicability

This mechanism applies to all environmental and social concerns linked to KCB's activities, services, and projects. This includes, but is not limited to, issues related to pollution, waste management, community health and safety, resource use, land acquisition, and impacts on local communities. It is available to customers, community members, civil society organizations, and other external stakeholders.

Channels for Grievance Submission

We offer multiple confidential channels to ensure accessibility for all stakeholders. You can submit your grievance through the following options:

- **Email:** Send details to ethics@kcbgroup.com
- **Website:** Make an anonymous report via www.tip-offs.com
- **Phone (Toll-Free):**



Call for free:
0800 720 990



Call for free:
0800 11 00 25



The standard number for international calls:
+27 315 715 795

Note: For specific customer account or service disputes, please first contact the Customer Excellence department or the Customer Care Centre.

Receipt, Acknowledgement and Internal Logging

All grievances received will be promptly acknowledged, typically within two business days. Each grievance will be assigned a unique tracking number for future reference and will be logged in a confidential internal register to ensure it is tracked through to resolution.

Investigation and Resolution

A designated team will conduct a fair, impartial, and thorough assessment of the grievance. The investigation process will be proportionate to the nature and complexity of the issue. We will engage with relevant internal experts and, where necessary and appropriate, with the complainant to fully understand the concern. Our goal is to develop and implement effective corrective actions to resolve the matter in a timely manner.

Response to Complainant

We are committed to maintaining open communication with the complainant throughout the process. Upon conclusion of the investigation, we will provide a clear response outlining the findings, actions taken, and the rationale behind the resolution. The response will be provided via the complainant's preferred method of communication, where possible.

Response to Complainant

The status of all grievances will be monitored regularly by management to ensure timely resolution. The effectiveness of this Grievance Mechanism and trends in grievances will be reviewed periodically to identify systemic issues and opportunities for improving our environmental and social performance. This mechanism is guided by our overarching Sustainability Policy and is supported by a Whistleblowing Policy that protects staff and stakeholders who report concerns in good faith.



Contact Us

Sustainability and Impact Department

Email: sustainability@kcbgroup.com



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