

GRIEVANCES

ARAF is committed to actively enhance the livelihoods and climate resilience of smallholder farmers in East and West Africa. ARAF is a responsible investor and seeks to do no harm through its investment activities. We are aware that our work is especially impactful to vulnerable populations, and, as such, we have an obligation to listen to the concerns of the communities in which we operate. ARAF's Grievance Redress Mechanism (GRM) therefore provides a platform for stakeholders to engage with the Fund on concerns that affect their communities and livelihoods.

Eligibility criteria

This Grievance Redress Mechanism (GRM) is available to parties who have grievances arising from ARAF's investment activities. These grievances could be related, but not limited to:

- Environmental, social, community health, safety, and security;
- Gender bias and harassment;
- Labor, compensation, and any issues that may arise due to interactions between the labor workforce and host communities;
- Resettlement-related grievances, such as the valuation of assets, amount of compensation paid, level of consultation, non-fulfilment of contracts, and timing of compensation, amongst others, will also be handled by this process.

Grievances will be deemed non-eligible if:

- Complaint is submitted 2 years after exit of the Fund's investment;
- Complaint is submitted 2 years after the date that the complainant became aware of the negative impacts by the Fund's investment activities.

Grievance and complaints process

1. A complaint is received (via website, email, meeting, or mail).
2. The complaint is recorded in ARAF's Grievance Redress Mechanism Tracker and the complainant is notified of receipt and informed of next steps.
3. Involved parties are informed (an initial assessment may be required to understand who the involved parties are). On occasion, an involved party, particularly the complainant, may be informed later in the assessment phase, to preserve information and review baseline facts before notice.
4. The complaint is assessed by ARAF's ESG officer, Managing Director and Acumen's General Counsel. This may involve interviewing additional parties to collect more information or bringing in third parties to support the investigation and assessment. The investigation is conducted by someone independent of the program execution. The complainant is notified when the investigation ends.
5. A response/resolution is decided on by the Managing Director along with Acumen's General Counsel, where necessary. The decision is made by someone independent of the program execution.
6. Response is communicated to the complaining party (where possible) and to relevant involved parties.
7. Resolution is recorded in our Grievance tracking mechanism.

8. Any lessons are applied internally as appropriate (e.g., updating policies or processes).

Team

All grievances shall be received by the ESG officer, Managing Director, or the respective Investment Director of the portfolio companies. Resolution shall be undertaken by the Managing Director or, if the grievance is in relation to any of our portfolio companies, the Investment Director in charge of the respective portfolio company. Acumen's General Counsel will observe the grievance redress process to support with mediation expertise, provide objectivity in the redress process, and ensure complainant is centered in the grievance redress process.

How to submit your grievance

ARAF aspires to make any effort to report a grievance easily accessible through a variety of communications channels. The Fund also seeks to ensure anonymity if the complainant requests anonymity or we believe that identification could lead to harm, intimidation, or fear. The following methods of communication are available for lodging a grievance:

- Using the complaints box below where complainants can confidentially and anonymously share their grievances if they so choose
- Emailing ARAF's email address: info@arafund.com
- Mailing ARAF's address: P.O. Box 101833-00101, Nairobi, Kenya

Outline of the complaints box

Name of complainant	*Not required if complainant wishes to remain anonymous*
Contact details of complainant	*Not required if complainant wishes to remain anonymous*
Date of incident	Required
Description of complaint	Required
Parties involved	Required