

### 1. EXTERNAL COMMUNICATION MECHANISM

#### 1.1. Rationale for the External Communication Mechanism

AFIG Funds has established an External Communication Mechanism (also referred to as external grievance or whistleblowing mechanism) to deliver prompt, and impartial solutions to external complaints. This system offers a venue for both individuals and institutions to file a complaint if they believe they have suffered adverse impacts, either directly from AFIG Funds or indirectly via its portfolio firms and collaborators.

#### 1.2. Scope

The External Communication Mechanism is relevant to anyone who interacts with AFIG Funds' activities (the "External Party.") Before an External Party's complaint can be processed, it must meet two conditions:

- The complaint must state a specific issue or unfair situation for which the External Party believes AFIG Funds is directly or indirectly responsible.
- The complaint must be based on facts and supported by evidence.

Participation in the External Communication Mechanism does not abrogate or compromise the legal rights of any party. This mechanism operates under the jurisdictional laws of Mauritius, and its applicability is constrained thereby.

### 2. COMMUNICATION PROTOCOL

#### 2.1. Initial Contact from External Party

A person, community, or other external stakeholder can submit their questions or concerns to the AFIG Funds either by sending an e-mail to the following e-mail address:

[info@afigfunds.com](mailto:info@afigfunds.com), or by sending a mail to the following address:

AFIG Funds  
Villa Palmium  
Rue FN-11  
Dakar  
SENEGAL.

They can also contact us via our website at [www.afigfunds.com](http://www.afigfunds.com) through our general contact form, or call our main officer at +221 33 865-0515.

AFIG Funds agrees to respond to any and all complaint inquiries that arise from the Fund's activities, even if they are identified as not being explicitly related to AFIG Funds' operations.

#### 2.2. Information To Be Provided by External Party

The external party filing the complaint should provide the following to help us address it quickly:

- Name and how to reach them;
- What the complaint is about;
- If possible, any paperwork or files that support the complaint.

#### 2.3. Internal Processing

- **Acknowledgement:** AFIG Funds will provide a confirmation of receipt to the External Party within 72 hours of receiving the written question or concern and inform them that

they will receive a response in writing within 7 days but no longer than 15 days.

- **Review:** AFIG Funds will review and investigate all information necessary to validate received and collected to understand and validate the complaint, fully assessing each inquiry thoroughly and preparing a correction action measure if required. The information will be shared internally with the relevant investment team member responsible for the project.
- **Response:** Within 7 days, AFIG Funds respond to the External Party to indicate any preliminary findings and establish next steps, if the complaint is justified. Otherwise, the External Party will be notified that the case is closed.
- **Resolution:** In case AFIG Funds considers that the communication from the sender raises serious Business Integrity, Environmental, and/or Social issue(s) either for AFIG Funds, its portfolio companies, or collaborators., the relevant team member will contact the appropriate parties to seek any relevant information and carry out additional investigation. If such an investigation leads AFIG Funds to conclude that its policies are not met or are breached, AFIG Funds will seek immediate remedial action.
- **Follow-Up:** Within 30 days, AFIG Funds will reach out to the External Party to share its conclusions, ensure that the complaint has been addressed, and, if needed, establish a post-resolution mechanism to prevent future occurrences or provide monitoring.

#### 2.4. Other Considerations

- There is no cost or fee associated with submitting a complaint or concern through this procedure;
- Interested and affected parties may submit queries or concerns without fear of retribution and may request that AFIG Funds not disclose the names of individuals related to the complaint without prior permission.

### 3. CONFIDENTIALITY AND DATA PROTECTION

AFIG Funds is unequivocally committed to upholding the confidentiality of the individual lodging the complaint. We will rigorously implement safeguarding measures to secure any sensitive or personal data shared. Disclosure of the External Party's private information will be strictly circumscribed to AFIG Funds personnel or external consultants directly participating in the complaint resolution proceedings.