

Ashmore Colombia Grievance Redressal Mechanism



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Version Control

This grievance redressal mechanism is part of Ashmore Fund's Environmental and Social Management System (ESMS) and will be reviewed with any periodic general ESMS reviews or as required to reflect changes due to modifications on applicable legal requirements and international standards and practices. Each version is reviewed and approved by Ashmore Colombia's ESG Officer and Head of Legal and Compliance.

Version number	Approval Date	Description of Changes	Modified by
1.0	April 7 th , 2016	First version. The scope of the mechanism is for portfolio companies of Ashmore Colombian Fund I (ACFI) and Ashmore Andean Fund II (AAFII).	Carolina Rojas
2.0	March 4 th , 2020	General review and broadening of scope to include the Ashmore Andean Fund III (AAFIII)	Leonardo Cardenas
3.0	November 9 th , 2021	General review, broadening of scope to include Ashmore Colombia, and change of the e-mail address for the reception of grievances.	Leonardo Cardenas
4.0	January 24 th , 2025	Change of name of the mechanism, change of format and general revision of content.	Carolina Polo Daniela Barros

Definitions

Term	Meaning
Anonymous grievance	The stakeholder input that does not record contact details or sender's name.
Complainant	Natural or legal person from a community, company or other internal or external stakeholder using the GRM.
Grievance Redressal Mechanism (GRM)	The GRM is defined as the organisational system and resources established by Ashmore Colombia to receive and address concerns about the impact of their policies, programs and operations (including portfolio companies) on internal and external stakeholders. The stakeholder input handled through this procedure may be called “petitions”, “grievances,” “complaints,” “feedback,” “suggestion”, “commendation” or another functionally equivalent term.

Grievance Redressal Mechanism

1. Objective

To offer a mechanism for both internal and external stakeholders of Ashmore Colombia to submit their concerns or complaints regarding the company's policies, programs, and operations (including portfolio companies). This mechanism also aims to address issues through open dialogue and thorough investigations in a timely, fair, and independent manner.

2. How to submit a grievance

Complainants can submit their concerns or grievances in Spanish, English, or in the local language of the complainant by sending an email to ashcol@ashmoregroup.com.co. Where possible, a translation should be provided in English. Otherwise, Ashmore Colombia will attempt to have the grievance translated and respond in the language of the complainant.

Ashmore Colombia also has direct access to the GRM through the website <http://www.ashmoregroup.com/es-co/contact-us>. Written communications, rights of petition and letters can be addressed to Ashmore Colombia office at Carrera 7 # 75 – 66, Office 702, Bogotá, Colombia.

The complainant should provide the following information:

- Name and contact details (for the response). If the complainant wants to file an anonymous grievance, this should be clearly stated in the input.
- Name of the investee company to which the concern relates (if applicable).
- Description of the concern and any supporting documentation.
- Date of any specific incident or occurrence that may have caused the concern.
- Specific remedy sought (if applicable).
- Any other information that the complainant wishes to offer.

If the concern or grievance is related to a portfolio company, we encourage complainants to discuss the matter first directly with the investee company and contact us where the grievance has not been sufficiently addressed.

3. How is a grievance handled

The process for receiving, reviewing, and responding to grievances at Ashmore Colombia is managed by the ESG Officer or ESG Analyst. A confirmation of receipt will be provided within 5 business days after the grievance is received. Each grievance will be assigned a consecutive number and logged in a matrix for tracking purposes. Once registered, the grievance will be directed to the appropriate professional for response, based on the nature of the complaint. This professional will have 5 business days to prepare a response. All complainants will receive a written reply within 15 business days. Rights of petition in Colombia will be answered according to the times established in Law 1437 of 2011 of 2015 (maximum 15 calendar days).

Ashmore Colombia commits to protecting the identity of all complainants and will not share any personal information with third parties unless required to by law or is formally authorised to in writing by the complainant.

Anonymous complaints are investigated but a response will not be provided, unless contact details are received.

4. Related documents

- GRM Matrix