

# CATAL1.5°T

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DEUTSCHE ZUSAMMENARBEIT

## CATAL1.5°T Initiative

# Grievance Redress Mechanism

## Procedures and guidelines

### What is it?

We designed this Grievance Redress Mechanism for **individuals, groups, or communities affected by activities of the ventures** supported by the CATAL1.5°T Initiative and for **workers engaged by these ventures**. It aims to properly address complaints and minimize social risks linked to these ventures. Complaints can be for example in the context of high informality of labor or specific complaints and incidents of **sexual exploitation, abuse, and harassment (SEAH)**.

The mechanism recognizes and respects a **complainant's right to confidentiality** and does all it can to ensure there are no negative repercussions for the complainant, provided there was no wrongdoing on their part.

For more information, please visit  
<https://catalist-initiative.eco/grm>

### How can you submit your grievance?

- You can submit it in English or French.
- You can submit it in writing via mail or email.
- If you prefer, you can also submit it anonymously.
- It should include the name, location and nature of activity that caused or may cause adverse impacts.
- It should include a brief explanation as to how the complainant has been or may be adversely affected by the CATAL1.5°T project.

### Where to report your grievance?

Comoé Capital, Initiative CATAL1.5°T  
92F4+536, Angré (street J47, Cocody)  
Abidjan, Côte d'Ivoire

Email: [catalistgr@ietp.com](mailto:catalistgr@ietp.com)

After you filed a grievance, we will directly contact you within the next 14 working days.

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