

Grievance Policy

The Grievance Policy aims to provide a fair and transparent process for addressing and resolving grievances within First Call Safety and Security Ltd. This policy ensures that all employees, stakeholders, customers, and other parties have a platform to express concerns, complaints, or grievances in a manner that is respectful, confidential, and effective.

Scope This policy applies to all employees, contractors, clients, suppliers, partners, and any other individuals or entities associated with First Call Safety and Security Ltd.

Principles

- **Accessibility:** The grievance policy shall be accessible to all individuals and parties associated with the organization.
- **Fairness:** Every grievance will be treated with impartiality, and all parties involved will have an opportunity to present their perspective.
- **Confidentiality:** Confidentiality will be maintained throughout the grievance process to protect the privacy of individuals involved.
- **Timeliness:** Grievances will be addressed promptly and efficiently, with clear timelines for resolution communicated to all parties.
- **Accountability:** First Call Safety and Security Ltd is committed to taking appropriate action in response to substantiated grievances and ensuring accountability for any identified issues.

Types of Grievances Grievances may include, but are not limited to, the following:

- Harassment or discrimination
- Human Rights
- Workplace conflicts
- Unfair treatment
- Violations of organizational policies or procedures
- Safety concerns
- The International Code of Conduct violation
- Ethical misconduct
- Any other issue affecting the well-being or interests of individuals associated with the organization

Grievance Procedure

a. **Reporting:** Individuals with grievances should report them to their immediate supervisor, Human Resources, or any designated grievance officer. Grievances may be submitted verbally or in writing, and efforts will be made to accommodate individuals who require assistance in filing a grievance.

b. **Investigation:** Upon receipt of a grievance, First Call Safety and Security Ltd will conduct a thorough and impartial investigation to gather relevant information and evidence. First Call guarantee the cooperation with competent authorities & any violation of the principles of the code (The Code) should be reported to the competent authorities.

c. **Resolution:** After completing the investigation, First Call Safety and Security Ltd will take appropriate action to address the grievance. This may include mediation, disciplinary action, policy changes, or any other measures deemed necessary to resolve the issue.

d. **Appeals:** If the individual filing the grievance is not satisfied with the resolution, they may appeal to a higher authority within the organization or an external mediator, as appropriate.

e. **Documentation:** All grievances, investigations, and resolutions will be documented in writing for record-keeping purposes.

Protection Against Retaliation First Call Safety and Security Ltd prohibits retaliation against any individual who files a grievance in good faith or participates in the grievance process. Any acts of retaliation will be subject to disciplinary action.

Communication and Training First Call Safety and Security Ltd will communicate this Grievance Policy to all employees and stakeholders and provide training on its implementation and procedures as needed.

Review and Evaluation This policy will be reviewed periodically to ensure its effectiveness and make any necessary revisions in response to changing circumstances or feedback.

Compliance All employees and stakeholders are expected to comply with this Grievance Policy. Failure to do so may result in disciplinary action, up to and including termination of employment or contractual relationship.

Contact Information For inquiries or assistance regarding the grievance policy individuals may contact the HR Department at hr.coordinator@firstcall.ly

This Grievance Policy is effective as of 28/02/2024 and supersedes any previous policies or procedures related to grievance handling within First Call Safety and Security Ltd.