

 <b>FIRST CALL</b> <small>SAFETY &amp; SECURITY SERVICES LLC</small>	<b>GRIEVANCE POLICY</b>		
<b>Doc. Code: FC-PL-07</b>	<b>Version : 2.0</b>	<b>Version Date : 28/01/2026</b>	<b>Page 1 of 2</b>

## **GRIEVANCE POLICY**

At First Call, we are committed to providing a fair and transparent process for addressing and resolving grievances from all individuals and entities associated with our organization. This policy statement confirms our dedication to ensuring that all stakeholders, including employees, contractors, clients, and community members, have a clear and effective platform to express concerns and complaints.

**Our Stakeholders Grievance Procedure (FC-PROC-31)** are an integral part of our business operations, designed to maintain a respectful, confidential, and effective process for all.

### **Core Principles**

We affirm our commitment to the following principles, which guide our grievance procedure:

**Accessibility:** The grievance procedure is accessible to all stakeholders, both internal and external.

**Fairness:** Every grievance will be treated with impartiality, ensuring that all parties have the opportunity to present their perspective.

**Confidentiality:** Confidentiality will be maintained throughout the process to protect the privacy of all individuals involved.

**Timeliness:** Grievances will be addressed promptly and efficiently, with clear timelines for resolution communicated to all parties.

**Accountability:** We are committed to taking appropriate action in response to substantiated grievances and ensuring accountability for any identified issues.

### **Scope & Procedure**

This policy applies to all employees, contractors, clients, suppliers, partners, and any other individuals or entities associated with the company. Grievances can include, but are not

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limited to, issues related to human rights, harassment, discrimination, Workplace conflicts, Unfair treatment, International Code of Conduct violation, Ethical misconduct, any other issue affecting the well-being or interests of individuals associated with the company or violations of our organizational policies or procedures.

We ensure that:

**Reporting** is made simple and accessible, with multiple channels for reporting concerns.

**Investigations** are thorough and impartial, with cooperation from competent authorities when necessary.

**Resolution** is achieved through appropriate action, which may include mediation, disciplinary measures, or policy changes.

**Non-Retaliation** is strictly enforced, and any acts of retaliation against an individual who files a grievance in good faith are subject to disciplinary action.

Our management team is responsible for ensuring that this policy is effectively communicated, implemented, and reviewed periodically to maintain its effectiveness. We require all employees and stakeholders to comply with this policy.

#### Contact Information

For inquiries or assistance regarding the grievance policy individuals may contact the HR Department at [hr.coordinator@firstcall.ly](mailto:hr.coordinator@firstcall.ly).

Date 05/02/2026

**CHAIRMAN\CEO**

