

	<b>QUALITY MANAGEMENT SYSTEM</b>		<b>Date of Issue</b>	03-07-2024
	<b>GLOBAL SECURITY SERVICES GROUP</b>		<b>Issue No</b>	04
	<b>Document Name</b>	<b>Human Resources Policy Manual</b>	<b>Revision</b>	03
	<b>Document No</b>	<b>GSSG-HR 100-001</b>		

## 7. Grievance Policy

### 7.1 Grievance Policy Statement

Grievance Policy of Global Security Services Group (GSSG) is to prevent and resolve conflict in the workplace and promotes a process that encourages a workplace free of unfair discrimination and harassment. The policy aims to ensure that all communication channels are open and that all employees have an adequate opportunity to express their grievances. It further aims to ensure that grievances are resolved timeously and fairly by adopting a problem-solving approach and implementing any appropriate corrective action necessary. By taking this structured approach the policy aims to promote a positive climate and labor relations.

### 7.2 Purpose

To provide the guidelines for managers to administer the grievance procedure ensuring that employees are treated equally and fairly in line with the mission, vision and values of GSSG.

### 7.3 Scope

This policy applies to:

The policy and procedures shall apply to all employees working at various levels within the GSSG.

### 7.4 Responsibility

- HR Manager
- HR Section

### 7.5 Definitions

- **Grievance.** A grievance is a formal complaint that is raised by an employee towards an employer within the workplace. There are many reasons as to why a grievance can be raised, and also many ways to go about dealing with such a scenario.
- **Grievance hearing.** A grievance hearing is a meeting that aims to address and resolve any grievance raised by an employee.
- **Grievance appeal.** This means a written or typed statement describing the event or action complained of, the date of the event or action complained of,

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and a concise description of those policies, rules, regulations, or statutes upon which bases his claim.

## 7.6 Procedures

### 7.6.1 General Principles

- The Employee should always be encouraged to speak informally to their immediate Manager or Supervisor about their issue in order to reach a resolution.
- An Employee will not be prevented by any means from raising a formal grievance, if they feel an informal discussion has not brought about a resolution.
- An Employee may bring a work colleague with them at any hearing at any stage of the grievance procedure for support or as a witness.
- Notes of all discussions must be taken throughout all of the hearings.
- The Employee will always be given a written copy of the decisions made in light of the grievance being raised as soon as practically possible following the hearing.
- If as a result of the first stage of the grievance procedure the employee feels that the matter has not been resolved, then they will have the right to take the matter to the next stage of the grievance procedure.
- All efforts to hear the grievance from the employee must be made within 7 calendar days of the employee raising the grievance.
- The employee must ensure that all details of the grievance are communicated to the person (s) hearing the grievance prior to the grievance hearing.
- Employees using the grievance procedure for any reason other than to raise a genuine grievance may subject themselves to disciplinary action.

### 7.6.2 Informal Resolutions

In the majority of situations where the employee has a problem, they should be able to resolve the matter informally through a one-to-one discussion with their supervisor or Manager. If, however the employee feels that they cannot do this, then they should seek the support of a work colleague to help them do this, or if this is not possible, seek the support of the HR Manager, to assist facilitate an informal discussion.

Almost without exception employees would be expected to take this route prior to raising a formal grievance.

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### 7.6.3 Formal Resolutions

If after having tried the informal approach, the employee has not been able to see a satisfactory resolution then they may escalate the matter to the stages of the formal grievance procedure.

#### Stage 1 – Grievance Hearing

- The employee must give full details of their grievance in writing to their immediate Manager. If, however the concern is with the immediate Manager then the details should be given to the HR Manager.
- The employee must then be notified of the date and time of the grievance hearing.
- The hearing should include the employee and if they choose a co-worker (any other employee from the same place of work) for support or as a witness, their immediate Manager and the HR Manager.
- If the immediate Manager has been implicated in the grievance, then the Line Manager attending, will be replaced by another Senior Manager as appointed by the MD /CEO.
- Following the hearing and any subsequent actions the employee should be notified in writing of the outcome as soon as is practically possible
- If the HR Manager is implicated in the grievance, then the MD/ CEO will seek to replace HR Manager with the services of other Senior Manager for the purpose of the hearing.

#### Stage 2 – Appeal

- If the employee, following the first stage of the grievance procedure, is dissatisfied with the outcome, or the matter has failed to be resolved then they have the right to escalate the matter to this stage.
- The employee must give full details of their appeal in writing to their immediate Manager. If, however the concern is with the immediate Manager then the details should be given to the HR Manager.
- The employee must then be notified of the date and time of the appeal hearing.
- The meeting should include the employee and if they choose a co-worker (any other employee from the same place of work) for support or as a witness, the MD and the HR Manager.
- Following the hearing and subsequent actions the employee should be notified in writing of the outcome as soon as is practically possible.
- If the Line Manager was implicated in the grievance, then the MD/CEO must nominate another Senior Manager to hear the appeal.

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- If the HR manager was implicated in the grievance, then the MD/ CEO will seek to replace HR manager with the services of other senior manager and nominate another Senior Manager to hear the appeal.

### Grievance Table – Who’s involved

Given the nature of the Grievance Procedure and the stages, any such grievance hearing must be conducted by any number of individuals in the business.

The table below indicates how this would look.

Stages	Grievance hearing held by
Stage 1 – Grievance hearing	Immediate Manager & HR Manager*
Stage 2 – Appeal	CEO / MD & HR Manager**

will vary, if the Line Manager, HR Manager or MD /CEO is implicated in the grievance where a CEO together with the HR Manager is confident that the Manager conducting the grievance, hearing is confident in the process, then he/she may omit the presence of the HR Manager from this level of hearings.

#### 7.6.4 Level of Authority

Where any such policy is reflected in the GSSG authority levels, businesses must adhere to the appropriate levels of authority indicated. In all other cases – The CEO may designate the level of authority to approve the terms of this policy to any Manager within the Company.

#### 7.7 Related Documents

- Grievance Process Flow Chart GSSG-HR 100-006