



## G4S SECURE SOLUTIONS (TANZANIA) LIMITED

# Grievance Policy and Procedures

### Preface and document control

This document provides information in respect of G4S policy, procedure, standards or guidance and will be periodically updated to reflect any changes due to business requirements or infrastructure.

### Grievance Procedures & Reporting

This grievance procedure is designed to allow all parties to report any alleged failures by the Company to respect the Voluntary Principles of Security and Human Rights or business ethics. Personnel and third parties are encouraged to report allegations of improper and/or illegal conduct, including such acts or omissions that would violate the principles contained in the International Code of Conduct Association (ICoCA). Our grievance procedures are equitable, accessible and offer effective remedies, which include recommendations for the prevention of recurrence. Procedures also facilitate the reporting of improper or illegal conduct, or a violation of ICoCA Code, that has occurred or is about to occur. All allegations will be investigated promptly and impartially and with due consideration to confidentiality. G4S will;

Maintain records about any such allegations, findings or disciplinary measures. Except where prohibited or protected by applicable law, such records should be made available to a Competent Authority on request;

Cooperate with official investigations, and not participate in or tolerate from their Personnel, the impeding of witnesses, testimony or investigations.

Take appropriate disciplinary action, which could include termination of employment in case of a finding of such violations or unlawful behaviour; and

Ensure that their Personnel who report wrongdoings in good faith are provided protection against any retaliation for making such reports, such as shielding them from unwarranted or otherwise inappropriate disciplinary measures, and that matters raised are examined and acted upon without undue delay.

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## GRIEVANCE POLICY AND PROCEDURES

### Document owner and approver(s)

<b>Owner</b>	Head of Human Resource
<b>Approver(s)</b>	Managing Director

### Version control

Version	Version date	Document history
1.0	20/12/2015	1 <sup>st</sup> Formatted live document
1.2	14.02.2019	Incorporation of ICoCA Code

### distribution list

Heads of Departments	
Human Resources Managers	
Human Resources Officers	
All employees	
Company Web Site	

### External distribution

Via Web Site.

### INTRODUCTION

This Policy defines G4S's grievance procedure. The success of the company depends on the quality of the service delivered to customers, and that depends on the people employed in the Company. To ensure that we maintain high standards all employees are required to sign the confirmation of their understanding and compliance with the Code of Conduct and Managers need to be proactive in managing the capability and conduct of their employees

### PURPOSE

The policy is designed to ensure that good practice exists in all of our businesses in handling grievance issues, in accordance ICoCA, legislation and Company regulations. They are necessary to ensure that issues are dealt with fairly and reasonably and to help foster a good relations climate.

### IMPORTANCE OF GRIEVANCE PROCEDURES

In conjunction with the Code of Conduct, to set the standards of capability and conduct required of all employees. Create an opportunity to agree to suitable goals and timescales for improvement in an individual's performance or conduct. Provide a mechanism whereby 3<sup>rd</sup> parties may report breaches and be provided with the outcome of any investigation into any alleged breach. It will

Set out the steps to be taken in the event that these standards are not met

Provide a fair and consistent approach in dealing with such breaches, and ensures that remedial action is consistent with policy

Provide employees and third parties with right to be heard

Try to resolve matters of conduct or capability without recourse to legal mechanisms

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## Grievance Procedures

- To provide complainants with a course of action should they have a complaint which they are unable to resolve through communication at the scene / with the alleged offender or their line manager
- Provide a framework for ensuring that all such complaints are treated fairly and in a consistent way
- Provide an opportunity for the complaint to be recorded and for the issue to be addressed promptly. This does not necessarily mean that the grievance will be settled in favour of the complainant
- Ensure that any decisions regarding complaints are communicated clearly
- To try to resolve matters without recourse to legal mechanisms whenever possible

## Grievance Procedure

A grievance is a complaint against the Company regarding improper and/or illegal conduct, including such acts or omissions that would violate the principles contained in the International Code of Conduct Association (ICoCA).

### 1. Informal Procedure

The first step is to encourage the parties involved to try to resolve the complaint informally, except in the case of harassment. The manager should investigate the grievance which may involve meeting the complainant so that they can be clear about the nature of the complaint.

The manager is responsible for:

Clarifying whether there is an issue to be addressed

Advising the steps that have been, or will be taken to resolve the issue

Providing a note of the grievance, discussion and outcome for their own records, with a copy to be provided to the complainant

### 2. Formal Procedure

#### (i). Written Notification of a Grievance

If the issue is not resolved informally, the complainant has the opportunity to raise a formal grievance with the Company. This document needs to clearly state the nature of the complaint and the grievance. The complainant may not necessarily use the term 'grievance' in the letter. However, this does not prevent the letter being a grievance. The manager is responsible for investigating the complaint and holding a meeting with the complainant within 5 days of receiving the grievance.

#### (ii). Grievance Meeting

The purpose of this meeting is to discuss the complaint with the aim of identifying all relevant issues such that the Manager is able to make a decision in relation to the grievance either at the end of the meeting or shortly afterwards. The manager is then responsible for:

- Making a decision in relation to the complaint
- Notifying the complainant of the decision within 5 days of the meeting

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- Advising the complainant of the appeals procedure, to whom the appeal should be addressed and the time limit for receiving the appeal
- Providing a letter confirming their decision.
- The investigating manager may also hold a meeting with a person/s whom the complaint is against.

### (iii). Appeals Procedure

The complainant has the right to appeal a decision. Such an appeal must be in writing. The role of the senior manager hearing the appeal is to hear any new evidence, provide an independent view of the situation, and to review the original decision. The senior manager is responsible for:

- Hearing the appeal
- Making a decision in relation to the appeal
- Advising the complainant in writing of the outcome of the appeal

### 3. Meetings

- When holding a grievance meeting we will
  - Introduce everyone and explain why they are there
  - Explain that the meeting is to consider the complaint raised
  - Explain that the content of the meeting is confidential
  - Explain that a decision regarding the complaint will be made after the meeting and notified in writing
  - Explain how the meeting will be conducted, for example, who will speak first
  - Give the complainant the opportunity to describe the exact nature of the complaint and state the reasons for the grievance
  - Ensure that the manager gets all the facts relating to the complaint and takes note of any special circumstances
  - Allow the presentation of any statements made by witnesses.
  - Ask the complainant if they have any suggestions regarding potential solutions to the problem
  - Summarise the main points made by both parties and highlight any issues that need to be investigated further
- When holding a meeting with the person who the complaint is against:
  - Explain the nature of the complaint
  - Find out this person's view of the situation
  - Find out if they have any suggestions that may solve the problem
  - Explain what will happen next

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- When holding a grievance appeal meeting:
  - Ensure that all relevant documents and facts are available for the meeting
  - Inform any witnesses or managers who may need to attend
  - Arrange for another manager to observe the meeting to ensure that an appropriate process is followed

### Meetings should be stopped if:

- It becomes clear during the meeting that the issue has been resolved satisfactorily and that no action should be taken
- The individuals are too distressed to continue or further investigation outside the meeting seems necessary

### Documentation

Managers are responsible for maintaining records of any action taken in response to the informal grievance procedure. However, it is mandatory for a copy of these records to be kept for five years.

### Ways to Register a Grievance / Complaint

**Email:** [Barry.Hogg@tz.g4s.com](mailto:Barry.Hogg@tz.g4s.com) Managing Director  
[Imelda.Lutebinga@tz.g4s.com](mailto:Imelda.Lutebinga@tz.g4s.com) Head of Human Resources  
[Beatrice.Mwakyembe@tz.g4s.com](mailto:Beatrice.Mwakyembe@tz.g4s.com) Customer Service Executive

**Post ;** G4S Secure Solution (T) Lts. Plot 37 Ali Hassan Mwinyi Road, Dar es Salaam  
P O Box 5555

**Tel:** +255 769 222 900

Or visit <http://www.g4s.com> – go to contacts and register the issue with G4S Group.

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