

BLACK WOLF

GRIEVANCE POLICY

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GRIEVANCE POLICY

HR-G-GP-2501

Abstract

This document must be read only by all involved parties and implement its protocols & Procedures accordingly

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GRIEVANCE POLICY

1. PURPOSE

This policy provides a formal mechanism for employees to raise concerns or grievances arising from their employment. It ensures that all grievances are addressed promptly, fairly, and in alignment with the Company's other relevant policies and procedures.

Grievances may involve actions, inactions, or contemplated actions by supervisors, colleagues, or management that an employee believes to be unfair or inappropriate.

This Policy should be read in conjunction with the following related documents:

- Code of Conduct
- Policy Against Harassment
- Respect for Colleagues Guideline

Any additional related policies adopted by the Company will automatically be considered supplementary to this Policy.

2. SCOPE

Employees are encouraged to first attempt to resolve any issues informally through open dialogue with their immediate supervisor. If informal discussions fail to resolve the concern, and the employee believes it constitutes a formal grievance, the procedures outlined in this policy should be followed.

For the purpose of this Policy, a *grievance* is defined as any concern, complaint, or problem related to work conditions, environment, decisions, or behavior that an employee deems unfair, discriminatory, or unjustified.

This policy does **not** apply to matters that fall under separate appeal processes established by the Company. It cannot be used to challenge decisions regarding dismissal, demotion, suspension, or other disciplinary actions. If a grievance is filed on an issue that is concurrently under disciplinary review, the grievance process shall be suspended until the disciplinary matter is resolved.

3. GUIDING PRINCIPLES

The following principles guide the fair and effective resolution of grievances:

- Employees should make every effort to address workplace concerns at the earliest opportunity and with minimal formality.
 - All issues should be addressed constructively before escalating to a formal grievance.
 - Matters should be raised and responded to promptly, with reasonable timeliness in scheduling meetings and delivering decisions.
 - Consistency in handling similar cases across the organization must be maintained.
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4. TIME LIMITATIONS

This policy applies to grievances submitted after its effective date. A grievance must be formally filed within thirty (30) calendar days of the incident or condition that prompted the complaint. Grievances submitted beyond this timeframe may not be considered.

5. GRIEVANCE COMMITTEE

The Managing Director shall appoint a four (4) member Grievance Committee within fifteen (15) days of this Policy's ratification.

Appointments will take into consideration gender balance and representation across different levels of staff. Committee members will serve a one-year term, after which new appointments shall be made.

6. GRIEVANCE PROCEDURES

The Human Resources Department, in consultation with the Grievance Committee and Management, shall develop detailed procedures for lodging and managing grievances. These procedures must be finalized within thirty (30) days of the Committee's formation and will serve as an implementation guide for this Policy.

7. ROLES AND RESPONSIBILITIES

The Grievance Committee is responsible for ensuring that grievances are handled in accordance with the established procedures and with the utmost integrity and fairness. The Committee shall:

- Treat all grievances seriously and consider the employee's perspective with empathy.
- Conduct a thorough and sensitive investigation of the facts and context.

- Seek practical resolutions that address the grievance without imposing unreasonable burdens on the organization or colleagues.
- Provide clear, timely feedback to the employee regarding the outcome and any limitations.
- Ensure appropriate follow-up actions are implemented.

8. RECORD KEEPING

The Committee shall maintain the following minimum documentation for each case:

- A description of the grievance
- The employee's written grievance statement
- The actions taken and rationale for those actions
- The Committee's final written decision

The Human Resources Department is responsible for maintaining secure and confidential records of all grievance matters.

9. DECISIONS

Decisions made by the Grievance Committee are final. However, the grievance procedures shall incorporate an appeal mechanism for employees who are dissatisfied with the outcome.

The Committee must provide a written response detailing its decision within ten (10) days of completing the grievance review.

10. CONFIDENTIALITY

All individuals involved in the grievance process—including Grievance Committee members, HR personnel, and any staff engaged in the investigation—are required to maintain strict confidentiality. All information and documents exchanged during the process must be kept secure and handled with discretion at all times.

