



PROCEDURE FOR GRIEVANCE HANDLING

Doc number

SPUL/HR/ PR/10

1. Policy brief & purpose

This grievance procedure policy is intended to give guidelines on how employees and third parties can voice their complaints in a constructive way. Supervisors and senior management should know everything that annoys employees or hinders their work, so they can resolve it as quickly as possible. Employees should be able to follow a fair grievance procedure to be heard and avoid conflicts.

The company encourages employees to communicate their grievances. That way we can foster a supportive and pleasant workplace for everyone.

2. Scope

This policy covers everyone in the company regardless of position or status, company suppliers, sub-contractors and members of the public that may negatively be affected by the behavior of our employees or the activities of our company.

3. Policy Definitions

a) Grievance

We define grievance as any complaint, problem or concern of an employee regarding their workplace, job or coworker relationships.

Employees can file grievances for any of the following reasons:

- Workplace harassment
- Health and safety
- Supervisor behavior
- Adverse changes in employment conditions

This list is not exhaustive but employees are encouraged to resolve less important issues informally before they resort to a formal grievance.

Employees who file grievances shall:



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- Reach out to their immediate supervisor or HR department
- File a grievance form explaining the situation in detail
- Refuse to attend formal meetings on their own
- Appeal on any formal decision

Employees who face allegation shall have the right to:

- Receive a copy of the allegations against them
- Respond to the allegations
- Appeal on any formal decision

The company shall be obliged to:

- Have a formal grievance procedure in place
- Communicate the procedure
- Investigate all grievances promptly
- Treat all employees who file grievances equally
- Preserve confidentiality at any stage of the process
- Resolve all grievances when possible
- Emphasize a no-retaliation culture when employees file grievances with the company or external agencies (e.g. labour officer, or police)

b) Third parties

Third parties are people who are not formally employed by the company but have a business relationship with Security Plus (U) Ltd or affected by the activities of our company. These can make a complaint through emails or phone call on company control room telephone line (+256-750333336) that is clearly indicated on our company vehicles, website and all our letter heads.

4. References

1. Communication and Awareness Procedure
2. Participation and Consultation Procedure
3. Incident Reporting and Investigations procedure
4. Risk, Opportunities and Aspect Procedure
5. Preventive Action Procedure
6. Control of Document Procedure



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7. Human Rights Policy
8. Employment laws of Uganda

5. Process owner

Human Resource & Administration Manager shall be responsible for reviewing, updating, implementing and maintaining the procedure.

6. Procedure

The procedure encourages employees to first utilize the option of talking to each other and try to resolve their problems in minor infringements. After failing to resolve a minor infringement or if the infringement is major, the following steps will be followed by employees to file a grievance:

1. Communicate informally with their immediate supervisor. The supervisor will try to resolve the problem. When employees want to complain about their supervisor, they should first try to discuss the matter and resolve it between them. In that case, they're advised to request an informal meeting. Supervisors should try to resolve any grievance as quickly as possible. When they're unable to do so, they should refer to the HR department and cooperate with all other procedures.
2. If the grievance relates to a supervisor behavior that can bring disciplinary action (e.g. sexual harassment or violence), employees should refer directly to the HR department or the next level supervisor.
3. Accommodate the procedure outlined below

The HR department (or any appropriate person in the absence of an HR department) should follow the procedure below:

1. Ask employee to fill out a grievance form
2. Talk with the employee to ensure the matter is understood completely
3. Provide the employee who faces allegations with a copy of the grievance
4. Organize mediation procedures (e.g. arranging a formal meeting)
5. Investigate the matter or ask the help of an investigator when needed
6. Keep employees informed throughout the process
7. Communicate the formal decision to all employees involved
8. Take actions to ensure the formal decision is adhered to



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9. Deal with appeals by gathering more information and investigating further
10. Keep accurate records

7. Closing the Reported Grievance

After the investigations of the procedure in a transparent and impartial manner and it is discovered that the grievance was major, the Human Resource & Administration Manager shall cause the matter to be reported to the Disciplinary committee that will sit and further hear the allegation and offer a fair hearing to both the complainant and the alleged offender after which disciplinary actions ranging from written warning, termination of services to taking the offender to police if the offence is of criminal nature shall be made.

8. Time frame

The grievance should take not more than five working days from the time it is reported to the time it is closed off and a decisions taken.

9. Protection from Retaliation

All managers, supervisors and other officers are obligated by this procedure to protect at all times those that report their complaints against retaliation from those reported and any employee, supervisor or manager involved in retaliation must be reported to the HR department and immediate stringent actions be taken against retaliating employee following company disiplinary procedures.

Prepared by:

Human Resource & Admin Manager

Date: **29th September 2023**

Approved by:

Chief Executive Officer

Date: **29th September 2023**