



Grievance Policy



Al Waha Company for Security Guards and Protections Ltd **Grievance Policy**

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30th March 2025

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1. REVISION HISTORY

Revision No#	DATE	Initiated By	Description of Changes	Completed By
1.1	08-01-25	COO	COO and HR details included, and minor amendments	COO
1.2	27-01-25	COO & HR Manager	Review and additional serials added	COO & HR Manager
1.3	30-03-25	COO & HR Manager	Review and additional serials added	COO & HR Manager

2. DISTRIBUTION LIST

S.#	Name	Designation	Issue Date	Distributed by
01	Mr. Aziz Matoog Mohammed	General Manager	03 rd Aug 2024	Management
02	Mr. Ahmed Aziz	Executive Manager	03 rd Aug 2024	Management
03	Mr. Lloyd Gwasira	Operations Manager	03 rd Aug 2024	Management
04	Mr. Saif Al Ghazi	HSSE Manager	03 rd Aug 2024	Management
05	Mr. Mahmood Laftah	H.Q Coordinator	03 rd Aug 2024	Management
06	Mr. Haider Aziz	Finance Manager	03 rd Aug 2024	Management
07	Mr. Matthew Nichol	Chief Operating Officer	08 th Jan 2025	Management
08	All HR & Recruitment Teams	HR	08 th Jan 2025	Management



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1. Purpose

The Grievance Policy and Procedure addresses employees' concerns regarding their employment and compensation. The Company reserves the right to modify this procedure to ensure compliance with applicable laws and regulations. Please refer to the following examples of grievances that should be handled through this policy in collaboration with the Al Waha Security Management team:

Misuse of Assets: This includes theft, such as the unauthorised use of petty cash, office supplies, or fuel from company vehicles, as well as the improper use of company assets by employees.

Employment Conditions: Employees may raise grievances related to work or accommodation conditions, payroll and benefits issues, or concerns about work schedules, such as unfair overtime allocation, shift patterns, or unjust denial of change requests. Complaints about coworkers, allegations of harassment, unlawful discrimination, and instances of unfair discipline or dismissal are also included here.

Health, Safety, and Environmental Concerns: This section addresses actions that could harm the environment or pose a threat to the safety of employees and others. It includes worrying behaviours that put individuals at risk, potential violations of human rights policies, wrongful detentions, and withholding of employees' passports or visas. Furthermore, any threats or incidents of physical violence should be reported.

Policy and Process Integrity: Concerns in this area encompass violations of laws, company policies, and internal guidelines. This may include minor breaches, such as failing to adhere to uniform or dress code standards, incorrectly managing requests related to statutory entitlements, or other policy breaches involving the use of drugs or alcohol, as well as violations of security procedures. Additionally, any deceptive behaviour towards customers or exploitation of customer relationships falls under this category.

Open to third Parties and Public Accessibility: In compliance with ICoCA standards and ISO 18788, ISO 9001, and PSC.1-2022, our grievance mechanism is designed to be accessible to all stakeholders, including internal employees, external parties, and third parties with no direct financial relationship with the company, such as local community members. By making the grievance process publicly accessible, we are dedicated to fostering transparency, accountability, and inclusivity.

To fulfil this commitment, the grievance mechanism is presented in a clear and accessible format, accompanied by other relevant policies. For broader reach, it is made available through publicly accessible resources such as company noticeboards, local offices, or distributed informational materials. This inclusive approach ensures that all individuals and organisations can raise concerns or submit grievances through a transparent, fair, and effective process, thereby reinforcing our commitment to ethical practices and maintaining stakeholder trust.

Note: The Al Waha company website was updated in April 2025 and will include the grievance mechanism and other relevant policies associated with Al Waha Company for Security Guards and Protection Ltd. This



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initiative ensures that all stakeholders can access the mechanism and submit grievances through a process that upholds transparency and accountability, strengthening trust and ethical business practices.

Protection Against Retaliation: In line with ICoCA standards, ISO 18788, ISO 9001, and PSC 1-2022, we are committed to protecting all individuals who submit grievances or raise concerns through our mechanism from any form of retaliation. Retaliatory actions such as intimidation, harassment, or other adverse measures against individuals acting in good faith to report grievances are strictly prohibited. Confidentiality is maintained throughout the grievance process to safeguard the identities of all parties, and measures are in place to address concerns of reprisal. This protection fosters trust, encourages stakeholders to voice concerns without fear, and reinforces our commitment to ethical practices and accountability.

Disciplinary Measures: In alignment with ICoCA standards, ISO 18788, ISO 9001, and PSC 1-2022, our grievance policy outlines transparent and equitable disciplinary measures for addressing violations of company policies, procedures, and ethical standards. Suppose an investigation confirms misconduct or a breach of policies. In that case, appropriate disciplinary actions will be implemented, ranging from retraining and corrective measures to suspension or termination, depending on the severity of the violation. These actions are applied consistently and adhere to relevant laws and regulations. We uphold our commitment to ethical behaviour, operational integrity, and stakeholder trust by enforcing fair disciplinary measures.

Records: In alignment with ICoCA standards and compliance with ISO 18788, ISO 9001, and PSC.1-2022, we maintain accurate and comprehensive records of all grievances, resolutions, and corrective actions. These records are securely stored for a minimum of seven (7) years to ensure confidentiality and are managed in accordance with applicable laws, company policies, and international standards. Regular reviews and audits of grievance records are conducted to identify trends, enhance processes, and drive continuous improvement in the grievance mechanism. Maintaining transparent and reliable records reinforces our dedication to accountability, operational excellence, and stakeholder trust.

Cooperation with External Authorities: In compliance with ICoCA standards, ISO 18788, ISO 9001, and PSC 1-2022, we are fully committed to cooperating with external authorities to resolve grievances as required by applicable laws and regulations. Suppose a grievance falls within the jurisdiction of law enforcement, regulatory bodies, or other relevant authorities. In that case, we will facilitate open and transparent communication, providing the necessary information while safeguarding confidentiality and protecting the rights of all parties involved. This collaborative approach ensures grievances are resolved thoroughly and ethically, reinforcing our commitment to accountability, integrity, and respect for the rule of law.

For any grievances, please follow the appropriate channels outlined in this policy.

2. Responsibilities

The Al Waha Senior Management Team, along with the HR Teams, is tasked with the critical role of ensuring that this policy reaches every employee.



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3. Applicability

This policy applies to all employees involved in Al Waha Security projects and contracts. It will also be subject to regular audits, both internally and externally.

4. Policy

We hope that most workplace concerns or minor disagreements can be resolved informally between the Line Manager and Employees. If an informal resolution isn't feasible, we must follow the established formal procedure. There are specific timeframes for each stage of this process. However, with the mutual agreement of both the Employee and the Manager, these timeframes can be adjusted as needed for individual circumstances.

5. Grievance Procedure

Stage 1:

If you have any concerns regarding your employment, please submit them in writing to your Line Manager. If your grievance pertains specifically to your line manager's actions, you should address it with their supervisor and send a copy to the Executive Manager for Al Waha Security. This should be done within seven days of the incident. Be sure to clearly articulate your grievance and the desired outcome you hope to achieve. The investigating Manager will notify individuals mentioned in the grievance that an investigation is underway, including details about the timing and nature of the complaint. They will also receive updates about the findings following the hearing or investigation.

Stage 2:

Once your Line Manager (or your superior, if the grievance directly concerns your Line Manager) has gathered the relevant facts, they will aim to meet with you within three working days to discuss and attempt to resolve the issue. In this meeting, or beforehand if appropriate, both parties should share any information that may be relevant to the grievance. Following the meeting, your manager will communicate the outcome and the decision made and will also provide you with the option to appeal if you wish.

Stage 3:

If the grievance remains unresolved to everyone's satisfaction, please get in touch with your manager and submit a written copy to the Executive Manager of Al Waha Security detailing your reasons. The issue will then be escalated to the General Manager of your employing company, whose decision will be final and binding. You can expect that at least one Senior Manager will review your appeal.

5.1 At every step of the grievance process, you may invite a work colleague to accompany you during any interviews. While your colleagues can participate in discussions and offer support during the interview, they will not be able to respond to questions on your behalf.



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5.2 If the grievance remains unresolved after Stages 1 and 2, upon concluding Stage 3, the General Manager will summarise the Grievance Committee's findings to all relevant parties.

5.3 Al Waha Security reserves the right to conduct an initial assessment of any grievance received before proceeding with a formal investigation by a Grievance Committee. Any grievance deemed to stem from malice or to be frivolous may be dismissed. The Executive Manager will arrive at this decision after consulting with the relevant parties.

5.4 The Executive Manager will not rule out attempting mediation and resolution before any formal hearing if they believe it is in the best interests of the parties in dispute to resolve their differences in a less confrontational manner.

The Executive Manager for Al Waha Security is open to exploring mediation and resolution options before any formal hearing, should it be deemed beneficial for all parties involved to settle their disputes in a less adversarial way.

Modified Procedure

In certain exceptional situations where you are no longer employed when filing a grievance, a modified grievance procedure, outlined below, may be utilised. This approach requires mutual agreement between you and your employer.

Stage 1:

Please provide a written account of your grievance to your employer, detailing the reasons for your concern and the resolution you seek.

Stage 2:

Your employer will establish a committee of three managers led by a senior independent manager of suitable rank. This committee will investigate the grievance and provide a written response to your initial grievance, which will be returned to you.

5.5 The decision documented is final and cannot be appealed.

Aziz Matooq

General Manager

Al Waha Company for Security Guards and Protections Ltd

30th March 2025

