



SEPTIMIUS SECURITY
Security & Safety Services

GRIEVANCES ARISING FROM A THIRD PART

Septimius Security Grievance Procedure

The SEPTIMIUS SECURITY grievance procedure is a means by which an employee or third party can present workplace disputes and complaints and raise any concerns that Septimius Security 's operations are violating any laws, or are contradicting any compliance standards that we have committed to adhere too (PSC.1, ICoCA, ISO, etc.). We will make every effort to resolve every grievance raised, in a fair and unbiased manner. Complaints arising within the SEPTIMIUS SECURITY workplace and those that arise from third parties from within the areas we operate in, will be resolved impartially, promptly and efficiently. We commit to retaining records about any such allegations and cooperate with official investigations and when appropriate take disciplinary action, which could include termination of employment in case of a finding of sever violations or unlawful behavior.

All SEPTIMIUS SECURITY personnel have been informed of the process for registering a complaint. For anyone not part of the SEPTIMIUS SECURITY team, please see below.

SEPTIMIUS SECURITY 's corporate offices in Libya will be responsible for managing any instances of external complaints and third-party grievances.

Septimius Security 's HR Manager will be the designated point of contact for the Grievant and will be responsible for managing the process and bringing the case to as satisfactory an outcome for the reporting party as reasonably possible.

All grievances should be reported to HR@septimiussecurity.com or (+218)19 088 7990

At a minimum the following detail should be provided in writing:

- Nature of the infraction
- Date and Time of the infraction
- Country of the infraction
- Any personnel involved

Once the grievance has been reported the following steps will be taken:

STAGE 1 – Informal discussions and meetings to attempt to resolve the matter (Third Party that has a grievance, SEPTIMIUS SECURITY HR Manager). The parties will meet informally to attempt to negotiate and informally resolve the issue (“meet” can be via face to face, video teleconference, telephone or any other feasible mode of communication). If after informal discussions, the matter is not resolved to the satisfaction of the aggrieved, within 7 days, SEPTIMIUS SECURITY 's HR Manager will request in writing, that the matter be escalated to STAGE -2.

STAGE 2 – Formal discussions and meeting to attempt to resolve the matter (Third Party that has a grievance, SEPTIMIUS SECURITY HR Manager and SEPTIMIUS SECURITY Chief Operating Officer). The parties will meet formally within 10 calendar days of the receipt of the written request for escalation, to attempt to negotiate and resolve the issue (“meet” can be via face to face, video teleconference, telephone or any other feasible mode of communication). If after formal discussions, the matter is not resolved to the satisfaction with the grievance, within 7 days, the COO will request in writing that the matter be escalated to STAGE-3



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STAGE 3 – Hearing (Third Party that has a grievance, SEPTIMIUS SECURITY HR manager, SEPTIMIUS SECURITY Chief Operating Officer, SEPTIMIUS SECURITY B.D Manager, SEPTIMIUS SECURITY Legal Counsel). Within 10 calendar days of the receipt of the written request for escalation the parties will conduct an official hearing under the direction of SEPTIMIUS SECURITY 's legal counsel to attempt to resolve the complaint to the satisfaction of the aggrieved

Non – Retaliation

All personnel affected in any way by SEPTIMIUS SECURITY 's operations, have the right to file what they believe to be a legitimate grievance without fear of retaliation of any kind. SEPTIMIUS SECURITY will not tolerate any retaliation, intimidation or any form of attempted persuasion against the Grievant or any other party that has any influence in the grievance process, in any way shape or form. Any person who attempts to do so, will be subject to disciplinary action, up to and including termination.