

# Grievance Policy

*HR Department*

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# Grievance Policy

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## Revisions

Specify the significance from previous versions of the document

Rev.	Date	Revision Description
00	01/01/2022	Initial release of the document.
01	31/12/2023	Comprehensive review and updates, including layout improvements.
02	31/12/2024	Revisions to align with company standards, enhance document quality, and update layout.



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## 1. Introduction

Septimius Security is committed to maintaining a workplace environment that is fair, open, and respectful for all employees, external stakeholders, and interested parties. This Grievance Policy provides a clear and effective process for resolving grievances relating to company actions, policies, or behaviors in a timely, fair, and confidential manner.

A grievance may include issues related to employment, health and safety, working conditions, human rights, or violations of company policies and codes. Septimius Security ensures that every grievance is taken seriously and resolved efficiently, protecting those raising concerns from retaliation.

## 2. Objectives

- Provide a straightforward process to address grievances promptly and fairly.
- Encourage a culture of openness and transparency in addressing complaints.
- Protect complainants against retaliation and ensure confidentiality throughout the grievance process.

## 3. Scope

This policy applies to all Septimius Security employees, subcontractor workers, and external stakeholders directly impacted by the company's operations.

## 4. Reporting Grievances

- **Who Can Report:** Employees, subcontractor workers, and external stakeholders may report grievances directly to their supervisor, team leader, or the HR Manager.
- **How to Report:**
  - In-person, in writing, or via email to [hr@septimiussecurity.com](mailto:hr@septimiussecurity.com).
  - Complaints must include detailed information such as:
    - Nature of the grievance.
    - Date, time, and location of the incident.
    - Names of individuals involved.
- **Acknowledgment:** Grievances will be acknowledged in writing within 72 hours.



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## 5. Grievance Process

- **Step 1: Receipt of Grievance**

- The grievance is documented and assigned to the Compliance Manager, who appoints an impartial investigator.

- **Step 2: Investigation**

- The appointed investigator will collect relevant information and may conduct interviews to determine facts.
- All investigations will be conducted with confidentiality and fairness.

- **Step 3: Resolution**

- Findings and resolutions will be communicated to the complainant within three months.
- If unlawful or substandard behavior is identified, corrective actions, including disciplinary measures, will be implemented.

- **Step 4: Appeals**

- If the complainant is unsatisfied, they may escalate the grievance to the CEO within five working days of receiving the resolution.
- Appeals will be reviewed and finalized within ten working days.

## 6. Non-Retaliation

Septimius Security strictly prohibits retaliation against anyone who raises a grievance in good faith. Retaliation may result in disciplinary action, including termination of employment.

## 7. Confidentiality

All grievance-related information will be treated as confidential. Disclosure will only occur where required by law or necessary to fulfill a duty of care.

## 8. Monitoring and Record Keeping

- All grievances, investigations, and resolutions will be documented and securely stored.
- Grievance records will be reviewed periodically to identify trends and areas for improvement.



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## 9. Third-Party and External Stakeholder Grievances

- Subcontractor workers and external stakeholders are entitled to raise grievances using the same process.
- In cases where subcontractors lack grievance mechanisms, Septimius Security will provide access to its own grievance system.

## 10. Employee Training and Awareness


- All employees will be informed of the grievance mechanism during onboarding.
- Periodic reminders and updates will ensure continued awareness of the process.

## 11. Policy Review

This policy will be reviewed annually to ensure it remains relevant and effective. Feedback from stakeholders and employees will be incorporated into updates.

# Contact Us

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