



NEC SECURITY SERVICES LIMITED
INTEGRATED MANAGEMENT SYSTEM
GRIEVANCE HANDLING PROCEDURES
REF: ISO 18788:2015, 9001:2015, 45001:2018, 14001:2015

Doc. No.: NSSL-IMS-PR004
Version: 1.0
Issue Date: 01/05/2023
Rev. (01)

PURPOSE

The purpose of this policy is to provide a clear, orderly, and expedient process through which all employees of the NSSL may process bona fide complaints or grievances.

SCOPE

Some grievances are covered by specific appeal processes; therefore, these procedures have no application to those grievances. These include appeals of tenure and promotion decisions, allegations of discrimination in employment based on race, religion, color, sex, age, handicap, national origin, or veteran status or complaints of sexual harassment or other from either NSSL stakeholders or the public (third parties).

A grievance which is the subject of an action filed with an external body shall be processed through these procedures. The term external body includes a court or federal or state administrative body such as the Equal Employment Opportunity Commission, Office of Civil Rights or Human Rights Commission.

Also, customer and public complaints are included in the scope of this procedure.

POLICY STATEMENT

NSSL is committed to providing an effective procedure for resolution of problems arising from the employment relationship or environment. To this end, a formal complaint/grievance procedure has been established for the use and benefit of all employees, customers and third parties. When an employee, customer or third party believes a condition of employment or our service or conduct affecting him/her is unjust, inequitable or a hindrance to effective performance of his/her employment responsibilities, contractual obligation or infringes on their rights, the party should seek resolution through these procedures without fear of coercion, discrimination, or reprisal. It is the policy of NSSL to make every effort to resolve disputes prior to their being reduced to a grievance.

RESPONSIBILITY

The General Manager is responsible for the implementation of these procedures and has final decision-making authority in any action subject to these procedures.

PROCEDURE

Matters Subject to the Complaint or Grievance Procedures

There are two types of matters which are addressed by this policy:

1. Complaints

A complaint is a concern which an employee, customer or third party wants to discuss with supervisory personnel in an effort to resolve the matter.

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Personnel actions such as performance evaluations, rates of pay, position reclassification or position terminations due to reduction in force do not fall under the definition of complaint.

2. Grievance

A grievance may result from any action the company has taken against the employee, customer (service dissatisfaction) or third party (due to conduct of our employees or impact from our operations).

DEFINITIONS

- Company:** Refers to NEC Security Services Limited
- Customer:** Individuals or organizations that have a contractual relationship with the company.
- Third party:** Individuals or organizations that do not have a contractual relationship with the Company (like clients or candidates), for instance, individuals or communities that live or carry out economical activities in the area where the company operates or come into contact with the company as part of its operations.

GENERAL RULES OF IMPLEMENTATION

- Parties using this procedure shall be entitled to do so without fear of retaliation, interference, coercion, or discrimination.
- A complaint/grievance must be presented to the area manager / office (Step 1) within five (5) working days after the occurrence of the incident. Any claim not presented within the timeframe provided shall be deemed to have been waived.
- For repetitive or ongoing incidents or circumstances, the complaint/grievance must be filed within ten working days of the last occurrence of such incident or circumstance.
- Employees shall be given the opportunity to pursue complaints/grievances during their assigned work time. Access to procedures under this policy shall not interfere with the normal workflow of the company.
- The General Manager may grant reasonable extension of the applicable time limit at each stage of the procedure upon the timely showing of good cause. The request for an extension must be in writing. The approval or denial of the request shall also be in writing.

STEPS FOR FILING THE COMPLAINT

Step 1

- Discussion with the area manager: The party should state the basis for the complaint and the corrective action desired in temperate and reasonable terms.
- The aggrieved party and the area manager shall discuss the complaint in an attempt to resolve the matter.

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- The area manager shall conduct any necessary or appropriate investigation and inform the aggrieved party of a decision based upon full and fair consideration of all the facts within five (5) working days of the initial discussion.
- The area manager will ensure the decision is clearly communicated to the aggrieved party.
- If the aggrieved party is satisfied with the decision, no additional action is required.
- If the aggrieved party is not satisfied with the area manager's action, they may proceed to Step 2.
- If no decision is communicated to the aggrieved party within five (5) working days of the initial discussion, the party may proceed directly to Step 2.

Step 2

Discussion with next level manager

If the aggrieved party and the area manager are not able to reach a mutually satisfactory resolution to the complaint, aggrieved party may proceed to discuss the matter with the next level manager within five (5) working days of the date of the decision of the area manager. The next level manager and the aggrieved party shall then follow the same procedure as required in Step 1. Failure to comply with Step 2 in a timely manner shall be deemed a waiver by the employee and the complaint may not be raised again.

Where the aggrieved party is satisfied with the decision reached by the next level manager, no additional action is required. Where the aggrieved party is not satisfied, the aggrieved party may proceed to Step 3. If no decision is communicated to the aggrieved party within five (5) working days of the initial discussion between the aggrieved party and the next level manager, the aggrieved party may proceed directly to Step 3.

Step 3

Written Grievance Statement

If the party and the higher-level manager are not able to reach a mutually satisfactory resolution to the complaint, the aggrieved party may file a written grievance statement with the Human resources department on the designated form. The grievance statement must be filed within five (5) working days of the date of the decision of the higher-level manager. Failure to comply with Step 3 in a timely manner shall be deemed a waiver by the grievant and the grievance may not be raised again. A copy of the grievance statement, along with any supporting documentation, shall be given to the area manager and the next higher-level manager. The Human resources manager shall attempt to mediate the grievance to an appropriate resolution. If a mediation attempt should fail, the Human Resources Manager will forward the statement, supporting documentation and a recommended solution to the General Manager.

Upon receipt of the written complaint/grievance, the General Manager, in consultation with the appropriate HR, shall, within ten (10) working days of the filing of the request, review all pertinent information presented

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by the Personnel Department. The GM decision shall be directed to the aggrieved party and copies shall be provided to all parties involved.

Grievances, as defined, which cannot be resolved shall be referred to a grievance committee where the grievant requests such review. The grievant has the option of choosing committee review when attempts to resolve the matter have failed or where it is apparent that such an attempt would be futile. Within ten (10) working days of receipt of a request for committee review, the GM shall appoint the grievance committee.

GRIEVANCE COMMITTEE

The grievance committee which is appointed by the General Manager shall include seven members selected under the following guidelines:

The chair and committee members will include individuals who have no vested interest in the outcome.

- At least one committee member will be a peer/associate of the grievant.
- The committee shall conduct an independent and thorough investigation. In order to do so, it has the power to receive evidence from the grievant and to gather evidence from all sources and all witnesses.
- The procedure shall involve a fact finding by the committee at which time the committee will hear each witness, including the grievant, separately. The grievant will be allowed to present any pertinent evidence to the committee and to have the committee call those witnesses who have testimony pertinent to the decision.
- The committee shall make a written report of its recommendation and reasons to the GM. The GM may then adopt the committee's recommendation, in whole or in part, or make his/her decision independent of the committee's findings.
- The grievant shall be provided a copy of the committee's report along with the decision.

MAINTENANCE OF RECORDS

Copies of written complaints/grievances and accompanying responses and documentation will be maintained in the Personnel Office for three years.

Approved by:

Col. Moses Mwesigwa



General Manager

Date:05/05/23

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COMPLAINT/GRIEVANCE FORM

1. Name _____
2. Position _____
3. Department _____
4. Name of area manager _____
5. Date complaint/grievance initially discussed with immediate supervisor _____
6. Name of next higher-level manager _____
7. Date complaint/grievance initially discussed with next higher-level supervisor _____
8. Explanation of complaint/grievance (include identification of any company policy violated) _____

9. Corrective action desired _____

Aggrieved party's Signature and date

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