



IDG Group DMCC


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GRIEVANCE POLICY

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VERSION 3

VERSION CONTROL

VERSION	ISSUED	AUTHOR	AUTHORISED FOR RELEASE
1	AUG 15	G WINTER	I GORDON
2	DEC 20	G WINTER	
3	MAY 22	J PLETT	RONAN BOLGER

GRIEVANCE POLICY

1. Scope

The grievance procedure is a formal way for an employee to raise a problem or complaint regarding any condition of their employment. This procedure is designed to ensure the swift and fair resolution of any grievance.

2. Dealing with Grievances Informally

In the event an employee wishes to raise a grievance, it is preferable for the grievance to be satisfactorily resolved as close to the individual and their line manager as possible.

If you have a grievance or complaint to do with your work or the people you work with, you should, wherever possible, start by talking to your manager. You may be able to agree a solution informally between yourselves.

3. Formal Grievance Procedure

If it is not possible or appropriate to resolve the grievance informally.

3.1 Stage 1 – Line Manager Review

- a) If the matter is serious and / or you wish to raise the matter formally you should set out the grievance in writing, as soon as possible, to your Manager. You should outline the facts and specifics of your grievance clearly.
- b) Where your grievance concerns your immediate Manager and you feel unable to approach him or her, the grievance should be taken to their immediate superior (eg: for a Guard – the Project Manager).
- c) Where a grievance is raised against a more senior manager (eg: Country Manager or equivalent) then the grievance will be heard by the Chief Executive Officer (CEO).
- d) Where your grievance concerns any matter in relation to your terms and conditions of employment, this may be submitted directly to the HR Manager/HR Director via the central email address: grievances@idg-security.com
- e) You should indicate clearly that this is a grievance and outline the facts and specifics of your grievance clearly.
- f) The relevant Manager will complete a review and if necessary, will arrange for a meeting to be held within five working days. Employees will be allowed to explain their grievance and how they think it should be resolved.
- g) You may be accompanied by a colleague, who will be allowed reasonable paid time off from

their duties to act as your companion. Their role will be to act as an observer / supporter. They will not normally take an active role in the hearing. They may put your case for you but will not have any right to answer questions put directly to you. No representative from outside IDG will be allowed to attend an internal hearing or appeal.

- h) The Manager will consider the grievance and undertake any further investigation as necessary. The aim of the investigation is to establish the full facts of the grievance before any decision is taken.
- i) They will normally respond within five working days. If this is not sufficient, an extended period will be confirmed to all parties.
- j) The response will give a full written explanation of the decision.

3.2 Stage 2 - Appeal

- a) In most instances we would expect the situation to be resolved at the first stage. However, if you are unhappy with the decision and you wish to appeal, you can submit an appeal to a more senior manager. This will generally be your manager's manager.
- b) The appeal must be in writing and must be made within 10 working days of the response to your grievance.
- c) The Appeal hearing may be in the form of a review but can take the form of a further hearing. If so, you will be invited to an Appeal Meeting, normally within five days. You have the right to be accompanied by a colleague at this meeting.
- d) This manager will attempt to resolve the grievance. A formal response and full explanation will be given in writing within seven days of the appeal being submitted.
- e) There is no further right of appeal