



IDG Group DMCC

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GRIEVANCE POLICY

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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 (e.g. for a Guard – the Project Manager).
- c) Where a grievance is raised against a more senior manager (e.g. Country Manager or Country Operations Manager) then the grievance will be heard by the Chairman.
- d) The 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.
- e) 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.
- f) 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.
- g) They will normally respond within five working days. If this is not sufficient, an extended

period can be agreed upon by both parties.

- h) The response will give a full written explanation of the decision and the right to appeal.

3.2 Stage 2 – Line Manager’s Supervisor

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.

3.3 Stage 3 – IDG Human Resources Manager

a) If the employee remains aggrieved there will be a final level of appeal to IDG’s Head of HR. This appeal must be made in writing and should enclose a copy of the original grievance. Any employee wishing to make an appeal at this level must submit their written appeal within 10 working days of receipt of the Stage 2 response.

b) The Head of HR will either hear the appeal directly or arrange for a senior management representative to hear the appeal. They will give the appeal full consideration and respond formally with a full explanation within 15 working days.

c) Where a grievance is raised against a senior manager (e.g., Country Manager or Country Operations Manager) then the grievance will be heard by the Chairman.

d) Grievances / Appeals at Stage 3 should be submitted to the following email address:
grievances@idg-security.com

e) There is no further right of appeal. However, if **both** parties agree that there would be some merit in referring the matter to a third party for advice, conciliation or arbitration, arrangements will then be made to find a mutually acceptable third party. IDG’s Chairman, working with the Chief Financial Officer, can on a case-by-case basis allocate funds to assist with the complainant legal fees.

4. Mediation

Internal mediation in the event of a grievance can be a helpful alternative to a formal grievance procedure. Where appropriate and at any stage of the process, either party can request that the matter is subject to mediation. Mediation involves an independent, impartial person working with both sides to find a solution.

Mediation is not part of IDG’s formal grievance procedure. However, if both parties agree to mediation,



then the grievance procedure can be suspended to resolve the grievance through that route. If mediation is not successful, then the grievance procedure can be re-commenced. IDG will offer internal mediation to any employee who wishes to address a reported grievance and may in exceptional circumstances identify an external mediator.

Requests for mediation can be submitted to the email address grievances@idg-security.com.