



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

- a) If you wish to raise the matter formally you should set out the grievance in writing, as soon as possible, to your Manager.
- b) Where your grievance concerns your immediate Manager and you feel unable to approach him or her, the grievance should be addressed to their immediate superior (e.g. for a Guard – the Project Manager).
- c) Where a grievance concerns a more senior manager (Country Manager/Deputy Country Manager or equivalent) you should submit this through the central email address: grievances@idg-security.com. The grievance will be forwarded to 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) In all instances you should indicate clearly that this is a grievance and outline the facts and specifics of your grievance clearly.
- f) The Manager (or HR Manager/Director/CEO) will complete a review and if necessary, will arrange for a meeting to be held within 5 working days. Employees will be allowed to explain their grievance and how they think it may 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 5 working days. If this is not sufficient, an extended period can be agreed upon by both parties.
- j) The response will give a full written explanation of the decision and the right to appeal.

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.
- b) The appeal must be in writing and submitted within 10 working days of the response to your grievance. You should address this to the email grievances@idg-security.com clearly indicating the reasons for appeal. You should enclose a copy of the original grievance.
- c) The Appeal will be reviewed by a more senior manager. This will generally be your manager's manager or we will arrange for the most appropriate senior management representative to review the grievance and hear the appeal.
- d) 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 5 days. You have the right to be accompanied by a colleague at this meeting.
- e) This manager will attempt to resolve the grievance. A formal response and full explanation will be given in writing within 10 days of the appeal being submitted or the Appeal Meeting.
- f) 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 this.

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 also be submitted to the email address grievances@idg-security.com.