



GRIEVANCE POLICY

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1 Introduction

At SAM 58, our commitment to excellence extends beyond the scope of our daily operations. We believe in fostering an inclusive and respectful workplace culture where every voice matters. Our Company Grievance Policy underscores our dedication to addressing concerns and grievances promptly and equitably. This policy outlines the procedures and principles guiding our approach to resolving workplace (internal and external) issues, ensuring that Employees/Contractors/Sub-Contractors/Vendors/Suppliers/Stakeholders/Clients and any member of the public are heard, supported, and valued. We recognize that open communication and a fair resolution process are fundamental to maintaining a harmonious and productive work environment.

2 Policy Statement

SAM 58 is committed to fostering a workplace environment built on trust, fairness, and respect for all employees. We recognize that from time to time, concerns and grievances may arise. Our Grievance Policy reaffirms our dedication to address such matters promptly and effectively in a transparent and impartial manner.

Our policy is rooted in the principles of open communication, fairness, and procedural equity. We encourage all parties to express their concerns without fear of reprisal. Whether these grievances pertain to working conditions, interpersonal conflicts, or any other aspect of employment, we are resolute in our commitment to addressing them promptly and professionally.

SAM 58 is committed to:

- Providing clear and accessible channels for all parties to raise concerns and grievances.
- Ensuring that all grievances are treated with utmost confidentiality and sensitivity.
- Conducting thorough and impartial investigations, where necessary, to establish facts and determine appropriate resolutions.
- Engaging in open dialogue with the involved parties to explore solutions and foster mutual understanding.

- Implementing corrective actions when warranted to prevent the recurrence of similar issues.
- Upholding the rights and protections afforded to parties under applicable laws and regulations.

By adhering to our Grievance Policy, we strive to maintain a harmonious and productive work environment where every employee's well-being and concerns are valued. SAM 58 is committed to

continuous improvement in our grievance resolution processes, reflecting our dedication to a workplace culture built on fairness, integrity, and inclusivity.

3 Scope

This policy and procedures apply to all Company staff (consultants/contractors or employees), sub-contractors and any third party who have cause, or feel that they have cause, for complaint against SAM 58.

4 Objective and Intent

A grievance is defined as 'A wrong or a hardship suffered, which is grounds for complaint'. Grievances may arise from within the Company or from an external source; SAM 58' policy on the handling of grievance covers both these circumstances but the procedures vary. This document reflects this situation.

The aim of this document is to present SAM 58' policy and procedures for the handling of any grievance from within or outside the Company with a view to facilitating their successful resolution in a timely fashion.

5 Policy Directives

5.1. Overview

Ø It is to be transparent and fair by nature and in its application.

Ø Informal action will be considered, where appropriate, to resolve problems. Often an informal meeting between the aggrieved party and their manager/SAM 58 Representative is the most effective way of resolving minor complaints and encourages direct communication between management and staff.

Ø in the case of formal action, the aggrieved party must provide SAM 58 management with a written submission, which provides details of the complaint.

Ø SAM 58 management and aggrieved parties are to raise and deal with issues promptly and not unreasonably delay meetings, decisions, or confirmation of such decisions.

Ø SAM 58 management and aggrieved parties are to act consistently.

Ø Aggrieved parties have the right to be accompanied at any meeting concerning a grievance. In cases where group grievances are addressed, a maximum of two observers will be allowed to attend the grievance process in addition to the representatives.

Ø Aggrieved parties may appeal against the decision made.

Ø No person shall be victimized for invoking this grievance procedure; where victimization is suspected, a grievance should be submitted in accordance with the Company's grievance procedure.

5.2. Internal Procedures

A consultant/employee or contractor who has a grievance over any work-related issue has the right to raise their concerns with SAM 58 management; Figure 1 illustrates the internal process that will be undertaken to resolve any grievance case.

Informal Process

Issues of a serious nature should always be dealt with formally; however, when mutually agreed, less serious grievances should be dealt with informally. This should take the form of an informal discussion between the aggrieved party and an appropriate manager. If it becomes clear that the matter cannot be resolved satisfactorily, or that the case is more serious than first assessed, the formal process must be adopted. If both parties agree that the grievance has been resolved satisfactorily no further action need be taken but the manager should make an informal note to record the event, its nature and outcome.

Formal Process

a. Submission

The aggrieved party must provide an appropriate SAM 58 manager with a written submission which gives details of the grievance; these should include:

- The nature of the grievance
- Where the incident(s) has occurred
- Who has been involved?
- When the incident(s) happened or has been happening.

- Any actions that have been taken so far by any of the parties concerned

b. Hearing

SAM 58 management will arrange for a meeting to take place within 5 days to discuss the grievance. In preparing for such a meeting managers should consider the following: having an impartial record keeper, making themselves aware of the full facts of the case, how similar grievances may have been resolved in the past, whether an interpreter may be needed. The aggrieved party has the right to be accompanied by a colleague, who may be allowed to address the meeting on the aggrieved individuals' behalf, sum up the aggrieved individual case, respond to any views expressed at the meeting and confer with the aggrieved individual. Once the hearing has finished the SAM 58 manager will take time to consider the case.

c. Decision

In making the decision upon the outcome and SAM 58' position the manager should consult the HR Manager, Country Director, or other senior managers within the Company – and is encouraged to do so. Regardless the decision should be presented in writing within 24hrs of the hearing. Once it has been made the manager is to inform the aggrieved party in writing of the outcome. The latter has the right to appeal if they are dissatisfied.

d. Appeal

The aggrieved party has grounds for dissatisfaction they appeal but this must be submitted within 5 days explaining their grounds for appealing in writing to SAM 58 management. An appeal meeting should be arranged within 5 days and should be run by the next more senior manager. The hearing will follow the format described in "b" above and the aggrieved party may be accompanied.

e. Records

Records of the following are to be made and kept for 7 years:

- Nature and details of the grievance.
- What was decided, and the actions taken.

- The reasons for these actions.
- Whether an appeal was made and its outcome.
- Any other subsequent developments.

5.3. External Procedures

The procedure applies to all external parties who has a grievance to make against the Company.

Procedures shown in Figure 1 are very similar, but the complaint is likely to be dealt with at a Director/Stakeholder level in the first instance.

Informal Approach

SAM 58 prefers to resolve grievance issues on an informal basis whenever possible; but only when this course is mutually agreeable.

Formal Approach

The formal approach requires the aggrieved party to submit the details of their complaint per email to SAM 58 for attention the Country Director.

Arrangements will be made for a hearing – the composition of attendees will be agreed on a case-by-case basis. SAM 58 will inform the aggrieved party of its decision via email within 24 hours of the hearing being completed. The aggrieved party has the right to appeal within 5 days and this process should be started by a submission in email explaining the grounds for this appeal. A further hearing will be convened but managed by a different person with the findings being promulgated within 24 hours of its completion.

5.4. Non-Retaliation

SAM 58 strictly prohibits retaliation against anyone registering a grievance. We will protect all parties and ensure their confidentiality in line with our Human Rights Policy.

6 Review and Continuous Improvement

This Grievance Policy will be reviewed regularly to ensure its relevance and effectiveness. Our Grievance Policy reaffirms our dedication to address matters promptly and effectively in a transparent and impartial manner.



7 Conclusion

Grievances are to be handled with sensitivity, respect but without undue delay. The procedures are relatively straightforward and must be followed precisely; the importance of keeping records is emphasized. Advice should be sought from senior managers (particularly the Human Resources Manager and the Country Director) from the outset. To ensure compliance with international standards, the version on the company website must be replaced with version changes are made to this document.



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