



Jubba Security Company

Protect & Serve

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Jubba Security Company Grievance Policy

Date of Issue:	July, 2019
Revised Date:	April, 2024
Responsible Policy:	HR Department
Approved By:	Senior management Team

Introduction:

Jubba Security Company wishes to provide its employees legal and ethical work environment without fear of jeopardizing their work. Jubba Security gives full respect and recognition to the significance of grievances. If you have any kind of grievance related your employment with the company, you first bring your attention to the supervisor and, if necessary, to the upper-level management. To implement of these the following grievances procedure should be followed:

Purposes of the Grievances and procedures:

It is the purpose of this procedure to help maintain a positive work environment with respect and responsibility towards each other. The grievances procedure is also intended to avoid unnecessary employee claims and company legal exposure. The company cannot promise that your specific grievance or complain will result in the action you request or that you will be satisfied with the outcome of the grievance procedure.

- 1- If you feel that you there is grievances on the part of the company, we request that you bring your concern to the immediate attention of the supervisor.
- 2- If you have discussed this matter with your supervisor and still you feel that you did not receive the appropriate response, we request that you present your concerns to your supervisor in writing. Please indicate your exact issues you have concerned and steps you believe will solve the problem.
- 3- If you did not receive a sufficient response to your written complaint within 2 working days from providing to your immediate supervisor, you should contact the next chain of command which is the manager.

- 4- The manager will arrange a conference together with your supervisor to resolve the problem
- 5- If the employee did not certify the outcome of the manger, then the grievances should be forwarded to the Human Resources for further review. The Human Resource will prepare the review document and schedule meeting with the upper management within 3 days
- 6- The Jubba Security HR and the upper management will provide chance to the employee to present their grievances and review the case investigation that was documented from the beginning. The upper management will investigate the facts in the case and finally make a decision to solve the case
- 7- The upper management will respond in writing and provide abroad explanations regarding the verdict of the case. Jubba Security is confident that If the employee is not happy with the outcome, then he/she has the right to request for an appeal. The is consist the Jubba Security company CEO and the board of Directors.
- 8- **The appeal processes:** The company CEO and the board of Directors will review the case and hold a hearing motion to consider the employee grievances. The Senior management and the board of directors will try to resolve the case. Before the decision is made the employee will be discussed the existence of third party arrangement if he/she is not accepting the decision reached by the board. The employee will be given a full report regarding their decision and this report will be the final solution to the grievance.

9- Open to third parties

Jubba Security aims to promote the highest standards of conduct and demonstrate leadership in transparency, accountability and safeguarding. Anyone who has lodged a grievance will be granted an opportunity to have someone accompanying them to meetings and interviews held during the investigation of the grievance.

All reported grievances must be taken seriously and handled accordingly. In this regard it is worth noting that women and men might report different issues and staff responsible for handling the complaints will avoid subjective value judgements that may lead to the trivializing of complaints.

The methods used to publicize the availability of the grievance mechanism are culturally appropriate and be in accordance with how stakeholders usually acquire information. Women and men may access information differently and it needs to be ensured that both have equal access to information which may require the provision of multiple modes of communication.

Third party or community members willing to lodge a grievance will be able to use one or several of the following ways:

For community accessibility Jubba Security has designated a point of contact within the public relations department, to which grievances should be addressed. Once the grievance

has been received and acknowledged, several trained staff have been allocated resolution responsibilities depending on the scope of the grievance.

Also we set telephone hotlines, and online grievance filing so that the community gets access to the grievances mechanism.

Confidentiality:

Jubba Security Company treats all matters as confidential and sensitive or private information in respect of its staff, clients and business associates.

During grievances process, JSC limits both the number of people who are aware of the grievance and the information that each of those have access to. The company respects the confidentiality and aware that any breach of confidentiality can have serious consequences for the person providing the information or for those implicated, for the credibility and safety company. Only those who need to know about the grievance will be informed. This approach will reduce the risk of confidential information being shared and the subsequent negative impact on the parties involved.

Confidentiality for Witness.

Grievances will be treated as confidential and sensitive by all parties. The nature of the grievance should not be shared by either party with people outside the process except where advice is being sought e.g. from HR, a senior manager.

Training and support Managers involved with investigating and hearing grievances will be trained in these procedures.

The manager and employee may seek advice and support from HR at all stages, and the employee should be notified where HR will be attending a meeting. Individuals will be invited to attend hearings at all stages of the procedure and may choose to be accompanied by a trades union representative or workplace colleague.

To ensure that all testimony is made and received in good faith, witnesses should be informed about the following:

- The uses to which the evidence will be put.
- Whether the evidence will be shared and whether the witness will approve this.
- The consequences that will follow if confidential information is leaked, including the disciplinary action that will be taken.

Protection and Retaliation

It is the Policy of JSC that Retaliation against individuals holding Contract and assigned to work for JSC (i.e., staff members and non-staff member personnel) who have, in good faith, properly reported allegations of misconduct, or who have cooperated with a duly authorized audit or investigation, is strictly prohibited. Such Retaliation violates the fundamental obligation of all personnel to uphold the highest standards of efficiency, competence and integrity as required under the rule of Law, and to discharge their functions. If Jubba Security personnel commits Retaliation, he/she will be subject to disciplinary measures.

Disciplinary measures:

To accommodate the handling of disciplinary and grievance issues in the workplace Jubba Security pays particular attention to those employees who have difficulty reading or whose first language is not English. To ensure that the disciplinary and grievance procedures are understood and operate effectively the use of translators or translate the document into their own language. Jubba Security Disciplinary measures promotes fairness and consistency in the treatment of individuals.

Record Keeping

Jubba Security records are maintained in a fashion commensurate with the principles of the Data Protection Act of 1998. Full and complete records of the formal grievance procedure and the appeal, if relevant, will be presented to the employee/third party for their review and confirmation as to the accuracy of the record. Once the employee/third party has confirmed the accuracy of the record by signing and JSC has counter signed the documents the employee/third party will be presented with a copy of the record for their safekeeping. JSC will keep the original record documents of the grievance in a secure and confidential store that only the managing director will have access to. The records of the grievance will be CONFIDENTIAL and stored in JSC Storage for at list seven years.

Approved By: 

Muktar Hassan Hirsi
The Managing Director
Jubba Security Company

