



## GRIEVANCE POLICY AND PROCEDURES

*Good Knight Security Services*

<p><b>Document Reference:</b> GKS-COM-POL-005 – Grievance Policy and Procedures <b>Version:</b> 1.0 <b>Effective Date:</b> April 2026 <b>Review Cycle:</b> Annual <b>Approved By:</b> CEO</p>
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### 1. PURPOSE

Good Knight Security Services (GKS) is committed to maintaining a fair, transparent, and accountable working and operational environment. This policy establishes a structured process for the submission, handling, and resolution of grievances raised by employees, contractors, clients, and external stakeholders. The objective is to ensure that all concerns are addressed in a timely, consistent, and professional manner while promoting trust, integrity, and respect across all operations. This policy aligns with the principles of the International Code of Conduct for Private Security Service Providers (ICoC) and internationally recognized best practices.

### 2. SCOPE

This policy applies to all GKS personnel, including employees, contracted staff, and subcontractors, as well as clients, beneficiaries, and members of the public who may be affected by GKS operations. It covers grievances related to workplace issues, operational activities, professional conduct, human rights concerns, and any actions or omissions that may impact individuals or communities.

### 3. POLICY STATEMENT

GKS recognizes the importance of providing effective and accessible mechanisms through which concerns can be raised and addressed. All grievances will be treated seriously and handled in an impartial and respectful manner. The company ensures that individuals can raise concerns without fear of retaliation, intimidation, or discrimination. GKS maintains a strict zero-tolerance approach to human rights violations, including sexual exploitation and abuse, and will take appropriate action in response to any substantiated allegations.

GKS strictly prohibits:

- Torture or cruel, inhuman, or degrading treatment
- Sexual exploitation and abuse
- Retaliation against individuals reporting concerns

#### **4. PRINCIPLES**

All grievances will be addressed promptly and without unnecessary delay. The process will be conducted fairly, ensuring that all parties have the opportunity to be heard. Confidentiality will be respected to the extent possible, and information will be shared only on a need-to-know basis. Consistency will be maintained in handling similar cases, and proper documentation will be ensured throughout. Where appropriate, early and informal resolution is encouraged, but this does not prevent formal complaints, especially in serious cases.

#### **5. REPORTING CHANNELS**

Grievances may be raised through appropriate internal or external reporting channels, including supervisors, Human Resources, or designated company representatives. In addition, GKS provides a dedicated reporting channel for ethical concerns. Complaints related to misconduct, corruption, abuse of authority, or breaches of the Code of Conduct may be submitted via email to [ethics@gkssecurity.com](mailto:ethics@gkssecurity.com), which is monitored by designated personnel. All reporting mechanisms are maintained to ensure accessibility, proper management, and timely handling of concerns.

Available reporting options include:

- Supervisor or line manager & country managers
- Human Resources
- [ethics@gkssecurity.com](mailto:ethics@gkssecurity.com)

#### **6. GRIEVANCE PROCEDURE**

GKS adopts a two-stage approach consisting of informal and formal processes. Where appropriate, individuals are encouraged to raise concerns informally with a supervisor or relevant representative to allow for quick and practical resolution. This step may be bypassed in cases involving serious misconduct or where the individual is not comfortable raising the issue directly.

##### **6.1 Informal Resolution**

Where appropriate, individuals are encouraged to raise concerns directly with their immediate supervisor or relevant company representative. The purpose of this stage is to resolve issues quickly and amicably, without the need for formal proceedings.

Informal resolution is not mandatory and may be bypassed in cases involving serious misconduct, human rights concerns, or where the individual does not feel comfortable addressing the matter directly.

##### **6.2 Formal Grievance Process**

Where informal resolution is not appropriate or unsuccessful, a formal grievance may be submitted verbally or in writing. The complaint should include relevant details such as the nature of the issue, dates, locations, and individuals involved.

Upon receipt of a formal grievance, GKS will acknowledge the complaint and conduct an initial assessment to determine the appropriate course of action. An investigation will then be carried out by designated personnel, which may include interviews, review of documentation, and collection of relevant evidence.

Following the investigation, a decision will be made and communicated to the complainant where appropriate. Corrective or disciplinary measures will be implemented as necessary.

The formal process includes:

- Submission of grievance
- Acknowledgment and assessment
- Investigation
- Decision and corrective action

## **7. CONFIDENTIALITY AND PROTECTION**

GKS is committed to handling all grievances with discretion. Information will only be shared on a need-to-know basis. The company strictly prohibits retaliation against any individual who raises a concern in good faith, and any such behavior will be treated as a serious disciplinary matter.

This includes:

- Protection from retaliation
- Confidential handling of information

## **8. RECORD KEEPING**

All grievances and related actions will be properly documented and securely maintained. Records will include details of the complaint, the investigation process, and the outcome, supporting transparency, accountability, and continuous improvement.

## **9. ESCALATION AND REPORTING**

Serious allegations, including those related to human rights violations, criminal conduct, or sexual exploitation and abuse, will be escalated to senior management without delay and handled in accordance with legal and contractual obligations, including reporting to relevant authorities where required.

## **10. RESPONSIBILITIES**

Management is responsible for ensuring the implementation of this policy. Designated personnel, including Human Resources and Security Management, are responsible for handling and investigating grievances. All personnel are expected to cooperate fully and uphold the principles outlined in this policy.

## **11. REVIEW**

This policy will be reviewed periodically to ensure continued alignment with legal requirements, operational needs, and international standards, including the ICoC. GKS remains committed to maintaining effective and accessible grievance mechanisms.