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GRIEVANCE MECHANISM PROCEDURE

| | | Sign | Date |
|--------------------|------------------------|--------------|-------------------|
| Approved By | Chief Executive | <i>N.R.M</i> | 01-10-2021 |

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|  | GRIEVANCE MECHANISM POLICY | ID NO. | BM-QMS-HR-POL-27 |
| | | DATE OF ISSUE | 01-09-2019 |
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| | | REV DATE | 01-10-2021 |
| | | PAGE NO. | Page 2 of 5 |
| | | | |
| BM SECURITY Polo Cottage, Jamhuri Road, off Ngong Road P. O. Box 21606 (00505) Nairobi - Kenya | | | |

Contents

| | |
|---|----------|
| 1. Introduction | 3 |
| 2. Application of the Procedure | 3 |
| 3. Grievance Scope and Procedure | 4 |
| 4. Number of Appeals Permitted | 4 |
| 5. Time Limits | 4 |
| 6. Notification of Appeal Results | 4 |
| 7. Discipline Management | 5 |
| 8. Compliance with the Policy | 5 |
| 9. Communication and awareness of the policy | 5 |
| 10. Review of the policy | 5 |

| | | | |
|--|---------------------------------------|---------------|------------------|
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| | | PAGE NO. | Page 3 of 5 |
| | | | |
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1. Introduction

The BM Grievance procedure sets out the ways in which certain actions concerning people should be carried out by the management, employees, third parties or other stakeholders. It is a formalized approach to deal with specific matters of grievance and complaints at work or concerning the BM work place.

It is important that employees or third parties understand what steps need to be taken when faced with situations that adversely affect the well-being of individual employees in terms of work relationships and work environment.


This Procedure has been publicly availed for access of all our employees, third parties and stakeholders.

2. Application of the Procedure

This policy applies to any irregularity, or suspected irregularity, involving employees, as well as third parties including individuals or communities that live or carry out economical activities in the area where BM Security operates, outside agencies doing business with employees of such agencies and/or any other parties with a business relationship with BM Security.

The grievance procedure is intended for employees and third parties who have a grievance or complaint about:

- 2.1 Their work or conditions of employment
- 2.2 Harassment and bullying (unwanted and unjustified verbal or physical advances or derogatory remarks made by an employee to another or by a senior to a junior officer in the work place or within an environment connected to the work of an employee)
- 2.3 Unfair or perceived unfair treatment by a supervisor(s) or by a member of management
- 2.4 Unfair performance appraisal assessment
- 2.5 Management act or failure to act which affects them individually
- 2.6 Discrimination on the basis of gender, ethnicity, disability or other unjustified grounds in the workplace.
- 2.7 For third parties who wish to complain about the conduct of our security officers, personnel, management or any other relation which violate the Code of conduct shall follow the BM Fraud and Investigation Policy (BM-QMS-POL-28)– Part Two which draws out the communication channel, confidentiality and Whistle Blower

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| | | REV DATE | 01-10-2021 |
| | | PAGE NO. | Page 4 of 5 |
| | | | |
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where need be.

3. Grievance Scope and Procedure

Any employee or third party who has been aggrieved by a given punishment, which he/s considers unfair, has the right to appeal to the appropriate authority. Grounds for appeal will be based on the facts of the case and/or the level of disciplinary action taken. All appeals will be submitted to the office of the Human Resources Chief of Staff, who will in turn, channel them to the appropriate disciplinary committee/Office for review.

An employee who appeals under this regulation shall be required to appear in person before the committee to defend his/h case. A fellow employee of their choice and a representative from the department will also appear before the appropriate disciplinary committee. The Officer/ manager (where applicable) who initiated the case shall be required to appear in person where necessary to present the facts of the case before the appropriate disciplinary committee.

At any stage during hearing, either party has the right to a brief adjournment on request if it is for the interest of fairness and justice.

4. Number of Appeals Permitted

An employee shall be entitled to two appeals against any specific disciplinary action taken against him/her.

5. Time Limits

Appeal against all forms of punishment must be lodged with the relevant level within seven days from the date which the employee receives the punishment decision.


Any appeal received after the expiry of the above time limits will not be considered unless the reasons advanced are justified and acceptable.

6. Notification of Appeal Results

The result of any appeal under this regulation will be conveyed to the employee concerned within thirty (30) days from the date of receipt of the application.

Where a disciplinary action is reconsidered or withdrawn on appeal, no reference will be made to the case in future.

Notwithstanding the right an employee has under this regulation, disciplinary action will not be deferred or

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| | | PAGE NO. | Page 5 of 5 |
| BM SECURITY Polo Cottage, Jamhuri Road, off Ngong Road P. O. Box 21606 (00505) Nairobi - Kenya | | | |

suspended pending the result of an appeal.

7. Discipline Management

7.1 All staff members are required to maintain the company's standards of conduct. Any staff member who fails to maintain acceptable standards of conduct in accordance with his/her employment contract, specific position requirements and/or the company's rules, renders himself/herself liable to disciplinary action. Such disciplinary action is designed to be corrective and to improve conduct (other than where dismissal is warranted) and should be taken as soon as possible after the event. Disciplinary procedures must be fairly, legally, humanely and procedurally carried out. At all times the employees' rights must be respected throughout the process.

7.2 The company reserves the right to impartially administer discipline and the employee will have a right to be granted a fair hearing at all times. An appeal from an employee who is dissatisfied by the decision reached shall be handled by a higher level panel who shall thoroughly interrogate the issues raised and clear any doubts about the decision or render a more considered decision.

8. Compliance with the Policy

It is the responsibility of all staffs to comply with this policy. The compliance and internal audit depart shall verify this through bi annual audits

9. Communication and awareness of the policy

This policy has been documented and availed publicly for all BM staff and stakeholders through memos, posters and the company website.

10. Review of the policy

The policy shall be reviewed annually or on need basis.