



ARB SECURITY

Grievance Policy & Procedures

Main Principles

- ARB Security considers all political, economic, civil or social factors that may impact human rights and our Company business, which could inspire or aggravate complaints. financial, operational, legal and reputational risks.
- ARB Security is committed to transparent procedures for staff and service employees to express their concerns and record their grievances, including any possible anonymous grievance.
- ARB Security ensures that there will be no any retaliation or discrimination to those who voice their grievances.
- ARB Security ensures that any anonymous grievances will be treated confidentially.
- Complaints and Claims Settlement Board (herein after CCSB) will treat grievances seriously and will response with immediate and appropriate measures.
- ARB Security grievance Policy and Procedures does not replace other legal and sublegal grievances” resolution.

ARB Security, while conducting its Policy & Procedures, undertakes the following steps:

- Encouraging and dealing with grievances informally, in order to pursue an informal approach in discussion with line managers to any issue that may be raised from the staff or/and service employees.
- If the grievance is serious and the employee wishes to raise the matter formally, ARB Security sets the conditions to address it in written form and based on verified facts.
- The respective department/supervisor considers the written grievance that has been addressed by the employee
- If the employee does not agree with the solution offered by the department/supervisor, than it is the CCSB that calls the employee to a meeting to listen and analyses the employee’s grievance within a month (that is predetermined period of time after receiving the complaint).
- After the above mentioned meeting, CCSB will give the employee a decision within a predetermined period.
- If the employee does not agree with the solution offered by the CCSB, he/she may refer his/her grievance or complaint to the respective legal authorities, as specified by Albanian Code of Labor.

Implementation Process

- In order the process be transparent, impartial and confidential, all the employees and staff of ARB Security are informed of the above mentioned Policy & Procedures.
- A contact point (HR manager) is established in order any employee may inform about his/her complaint.
- The CCSB treats the employee's grievance within a month.
- Once a grievance/complaint has been raised formally, proper written records are kept, including the employer's response and any action taken.
- Minutes of the meetings are signed by both parties and documentation respects employees' rights to privacy and data protection.
- Any collective grievances and disputes is handled using the same approach as that used for individual complaints and grievances.
- The employee is informed that he or she has a right to recourse to judicial or administrative channels.

In this framework, ARB Security takes the appropriate disciplinary actions for all types of grievances. For this purpose, it cooperates with external investigation, ensuring that there is no intimidation or retaliation against any complainant.

Grievance Procedures for client's workers and community

- ARB Security ensures that its client's workers and community have availability and access to its Grievance Policy & Procedures.
- Further on, ARB Security pursues its respective Grievance Policy & Procedures.
- ARB Security, upon contracting, provides the client's Grievance Policy & Procedures to its staff and employees in order to duly respond them.

ARB Security

Legal Representative
Perparim Hasani

