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1. Purpose

This standard operating procedure is designed to establish best practices within Bidvest Protea Coin for addressing grievances and issues, in compliance with relevant laws and regulations. Its goal is to ensure that matters are handled fairly and reasonably, thereby promoting a positive stakeholder relationship.

2. Scope

This SOP ensures compliance with ISO 18788:2015 and sets clear guidelines for addressing and resolving grievances and complaints systematically, efficiently and in a manner that fosters continual improvement in security operations.

3. Reference

ISO 18788:2015 Clause 8.8.3

4. Associated Documents

BPC-FT-034 Grievance Committee Meeting Records

5. Responsibility

It is the responsibility of every HOD to ensure that this SOP is followed within their area of responsibility.

6. Definitions

IMS

Integrated Management System

HOD

Head of Department

SOP

Standard Operating Procedure

7. Procedure

7.1 Grievance Procedures & Reporting

This SOP is designed to provide all employees, customers and clients of Bidvest Protea Coin with a clear understanding of the procedures for submitting a formal complaint/grievance related to Bidvest Protea Coin and/or its failure to execute contractual requirements, violations of business ethics, and/or violations of human rights. Personnel and third parties are encouraged to report allegations of improper and/or illegal conduct, including such acts or omissions that would violate the principles contained in the International Code of Conduct (ICoC). Our grievance SOP is equitable and accessible which offers effective remedies, that include recommendations for the prevention of reoccurrence. Procedures also facilitate the reporting of improper or illegal conduct or a violation of business ethics,

and/or violations of corporate confidentiality policies. All allegations will be investigated promptly by an impartial outside entity to ensure confidentiality.

Bidvest Protea Coin shall:

- Maintain records of any/all reported allegations, to include findings and any disciplinary taken except were prohibited or protected by applicable law; such records should be made available to a Competent Authority on request.
- Cooperate with official investigations and not participate in or tolerate from its personnel, the impeding of witnesses, testimony or investigations.
- Take appropriate disciplinary action, which may include termination of employment.

Ensure that personnel who report wrongdoings in good faith are provided protection against any retaliation for making such reports.

7.2 Importance of Grievance Procedure

In conjunction with the Code of Conduct, this procedure sets the standards of capability and conduct required of all employees. It creates an opportunity to agree to suitable goals and timelines for improvement in an individual's performance or conduct and provides a mechanism whereby third parties may report violations. The final investigation finding may or may not be discussed publicly depending on the severity of the violation(s).

The grievance/complaint procedure will at a minimum:

- Outline the steps to be taken in the event of an alleged violation. Provide a fair and consistent approach for dealing with alleged violations and ensure the appropriate level of remedial action(s) are applied to prevent reoccurrence. Provide employees and third parties with the ability to report alleged and/or actual violations.
- Attempt to resolve matters of conduct or capability without recourse to legal mechanisms.

7.3 Grievance Procedure

- Provide complainants with a course of action, should they have a complaint that they are unable to resolve through communication at the scene with the alleged offender or their Head of Department.
- Provide a framework for ensuring that all such complaints are investigated thoroughly in a consistent manner. Provide an opportunity for the complaint to be recorded and for the issue to be addressed promptly. This does not necessarily mean that the grievance will be settled in favour of the complainant.
- Attempt to resolve matters without recourse to legal mechanisms whenever possible.

7.4 Steps for Grievance Procedure

A grievance may be a complaint against the Bidvest Protea Coin as company or an employee of the company or a Bidvest Protea Coin client/customer regarding improper and/or illegal conduct, including such acts or omissions that would violate the principles contained in the International Code of Conduct (ICoC). All violations will be reported on an official complaint/grievance incident form.

Step 1

Any Employee who believes that he/she has a justifiable grievance shall submit, in writing, his/her grievance to the immediate superior concerned and shall discuss the grievance with his/her

immediate superior at the soonest possible opportunity to settle the matter. Every effort should be made by the immediate superior and the Employee to resolve the grievance in a manner acceptable to both sides as soon as possible.

The grievance should be settled within (15) fifteen working days of being raised, and if not, STEP 2 may follow.

Step 2

If the parties concerned are unable to resolve a grievance in STEP 1, then both must refer the matter to the next management level. Additional Employees may be called in to assist in giving full facts. Every effort should be made to resolve the matter at this STEP.

A maximum of twenty-one (21) working days is allowed to resolve the complaint at this step and if this is not accomplished, then STEP 3 may be followed.

The employee must be given the opportunity to state or argue his or her case.

Step 3

If there is no resolution of the grievance in STEP 2, then either or both parties must refer the matter to the relevant Director or Executive. The decision of the Director/Executive will be final and shall be conveyed to all the parties in writing. The Director/Executive should finalise the grievance within twenty-one (21) working days of receipt of the grievance. A copy of the grievance escalated to step 3 must be copied to the Human Resources Executive.

GENERAL

If a grievance is against a Director/Executive, then the grievance will be attended by the immediate superior of the Director/Executive and whose decision will be final. Should an employee or group of employees remain dissatisfied and where the grievance remains unresolved then the employee or employees are reminded of their rights conferred in the Labour Relations Act.

7.5 Documentation

The investigator will provide a copy of the summary report of the investigation to the Security Management team which will be maintained for a period of not less than five (5) years.