



## ALSS- Grievance Policy

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# Grievance Policy

In line with the International Code of Conduct for private security companies, **AL SHAHER SECURITY SERVICES** or **ALSS**, has established procedures to enable staff or other stakeholders to report any potential violations of the ICoC or company policies. Grievances can be registered on a "Grievance Voicemail" by telephoning **(+964(0)7732160008)** It is a voicemail system, available 24 hours a day, 365 days a year and is monitored by a senior member of PSI's staff responsible for implementing the code of conduct. Callers may leave their details or speak anonymously. Alternatively, an email can be sent to [info@alshahercompany.com](mailto:info@alshahercompany.com). Calls and emails can be anonymous, and every reasonable effort will be made to protect the identity of the caller. **AL SHAHER SECURITY SERVICES**, undertakes to:

Investigate allegations promptly, impartially and with due consideration to confidentiality.

Keep records about any such allegations, findings, or disciplinary measures. Except where prohibited or protected by applicable law, such records will be made available to a Competent Authority on request.

Cooperate with official investigations, and not participate in or tolerate from their Personnel, the impeding of witnesses, testimony, or investigations.

Take appropriate disciplinary action, which could include termination of employment in case of a finding of such violations or unlawful behavior; and

Ensure that their Personnel who report wrongdoings in good faith are provided protection against any retaliation for making such reports, such as shielding them from unwarranted or otherwise inappropriate disciplinary measures, and That matters raised are examined and acted upon without undue delay



Kahdum Abdullah Guhdyeb | CEO  
AL SHAHER SECURITY SERVICES