



## Grievance-Complaints-and-Whistleblowing-Policy-Statement

### Grievance or Complaint

Secure Line takes matters of grievance and complaints against it very seriously and deals with such matters swiftly and effectively. If you have any grievance or a complaint then you can either speak directly to your line manager, or if it is about your line manager you can go direct to the senior manager on site, or alternatively you can email direct to [grievance@securelinecomp.com](mailto:grievance@securelinecomp.com). All such matters are dealt with by senior management and are protected by our confidentiality and whistleblowing policies so you can be sure your case will be dealt with in the strictest confidence. You should receive a formal response within 48- 72 hours from one of our top management dealing with the issue and then you can expect a full and final response within 10 days of initial formal response.

### Whistleblowing

A whistleblower is a person who raises a concern about a wrongdoing in their workplace. If a person wishes to raise their concerns they should obtain a copy of their organizations whistleblowing policy and seek advice.

Qualifying disclosures are disclosures of information where the employee reasonably believes (and it is in the public interest) that one or more of the following matters is either happening, has taken place, or is likely to happen in the future.

- A criminal offence
- The breach of a legal obligation
- A miscarriage of justice
- A danger to the health and safety of any individual
- Damage to the environment
- Deliberate attempt to conceal any of the above.

If an employee is going to make a disclosure it should be made to the Secure Line first, or if they feel unable to use the organizations procedure the disclosure should be made to a prescribed person, so that employment rights are protected.

### Your Safety

The Board and the Chief Executive and the staff from Secure Line are committed to this policy. If you raise a genuine concern under this policy, you will not be at risk of losing your job or suffering any detriment (such as reprisal or victimization). Provided you are acting in good faith (effectively this means honestly), it does not matter if you are genuinely mistaken or if there is an innocent explanation for your concerns. This assurance is not extended to those who maliciously raise a matter they know is untrue.

Employees who 'blow the whistle' on wrongdoing in the workplace can claim unfair dismissal if they are dismissed or victimized for doing so. An employee's dismissal (or selection for redundancy) is automatically considered 'unfair' if it is wholly or mainly for making a protected disclosure.

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