

FRONTIER RISK SOLUTIONS

GRIEVANCE POLICY

The following guidance sets out the procedure by which an employee can formally report a concern about their treatment - a grievance - regarding any condition of their employment. The procedure sets out the procedure by which this grievance is heard by the management of the Frontier Risk Solutions Somalia Country Office.

In the event an employee wishes to raise a grievance against a Frontier Risk Solutions employee, it is preferable for the grievance to be satisfactorily resolved as close to the individual and their line manager as possible. It is understood however that this is not always possible and that a formal procedure is required to ensure the swift and fair resolution of the grievance.

FRS Company Commitment.

Frontier Risk Solutions is utterly committed to honesty and integrity, and the highest standards of ethical behaviour. Frontier Risk Solutions is committed to fair, objective, and balanced treatment of all its personnel without favour or preference.

Discipline and Performance.

Frontier Risk Solutions' employees must meet basic standards of conduct and discipline, as well as standards of performance in the role against which they are employed. It is against these standards that Frontier Risk Solutions will review this aspect of overall performance. The standards required of Frontier Risk Solutions employees are defined within the Employment Policy, and within an individual's contract which also details the job performance standards required.

A. Addressing with Grievances

In the event an employee wishes to raise a grievance, it is preferable for the grievance to be satisfactorily resolved as close to the individual and their line manager as possible. If the employee has a grievance or complaint to do with his/her work or the people they work with, he/she should, wherever possible, start by talking to his/her direct line manager. An employee may be able to agree a solution informally between themselves.

B. FRS Formal Grievance Procedure

Process One.

1. If an employee wishes to raise the matter formally, he/she should set out the grievance in writing, as soon as possible, to his/her direct line manager.
2. Where an employee's grievance concerns their immediate line manager and they feel unable to approach him or her, the grievance should be addressed to their immediate superior.



3. Where a grievance concerns a more senior manager or equivalent) the employee should submit their concern through the Frontier Risk Solutions grievance email: grievances@frs.so The grievance will be immediately forwarded to Frontier Risk Solutions CEO.
4. Where employee grievance concerns any matter in relation to his/her terms and conditions of employment, this may be submitted directly to the Human Resource Department via: grievances@frs.so
5. In all instances employee should indicate clearly that this is a grievance and outline the facts and specifics of his/her grievance clearly.
6. The HR Manager or Frontier Risk Solutions CEO) will complete a review and if necessary, will arrange for a meeting to be held within 3 working days.
7. All employees will be allowed to explain their grievance and how they think it may be resolved.
8. The Manager will consider the grievance and undertake any further investigation as necessary. The aim of the investigation is to establish the full facts of the grievance before FRS senior Management team take decisions regarding the issue.
9. FRS Senior Management team will normally respond within 3 working days. If this is not sufficient, an extended period can be agreed upon by both parties.
10. The response will give a full written explanation of the decision and the right to appeal.

Process Two.

Appealing

1. In most instances Frontier Risk Solutions would expect the situation to be resolved at the at process one. However, if employee are unhappy with the decision and they wish to appeal, they can submit an appeal to a more senior leadership.
2. The appeal must be in official writing and submitted within 14 working days of the response to their grievance. Employee should address all grievances to this email grievances@frs.so clearly indicating the reasons for appeal. Employee should enclose a copy of the original grievance.
3. The Appeal will be reviewed by a more senior leadership of Frontier Risk Solutions. This will generally be their direct line manager's manager or Frontier Risk Solutions will arrange.
4. for the most appropriate senior management representative to review the grievance and hear the appeal.
5. The Appeal hearing may be in the form of a review but can take the form of a further hearing. If so, employee will be invited to an appeal meeting, normally within 7 days. The employee will have the right to be accompanied by a colleague at this meeting.
6. The senior management team will officially attempt to resolve the grievance. A formal response and full explanation will be given in writing within 7 days of the appeal being submitted or the appeal meeting.
7. There is no further right of appeal. However, if both parties agree that there would be some merit in referring the matter to a third party for advice, conciliation or arbitration, arrangements will then be made to find a mutually acceptable third party. Frontier Risk Solutions's CEO.



Grievance Mediation

Frontier Risk Solutions believes that internal mediation in the event of a grievance can be a helpful alternative to a formal grievance procedure. Mediation is not part of Frontier Risk Solutions's formal grievance procedure. However, if both parties agree to mediation, then the grievance procedure can be suspended in an attempt to resolve the grievance through that route. If mediation is not successful, then the grievance procedure can be re-commenced.

Frontier Risk Solutions will offer internal mediation to any employee who wishes to address a reported grievance and may in exceptional circumstances identify an external mediator.

Mediation is a voluntary process where the mediator helps two or more people in dispute to attempt to reach an agreement. Any agreement comes from those in dispute, not from the mediator.

Official requests for mediation can also be submitted to the email address grievances@frs.so

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