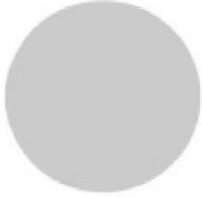




GLOBAL STAR  
— SECURITY SERVICES COMPANY —



# GRIEVANCE MECHANISM OPENED TO THIRD-PARTIES PROCEDURE





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## Grievance Mechanism Opened to Third-Parties

Global Star Security (GSS) Services Company is dedicated to transparency, accountability, and the well-being of all stakeholders. As part of our commitment to upholding human rights and ethical practices, we have established a grievance mechanism that is open to third-parties.

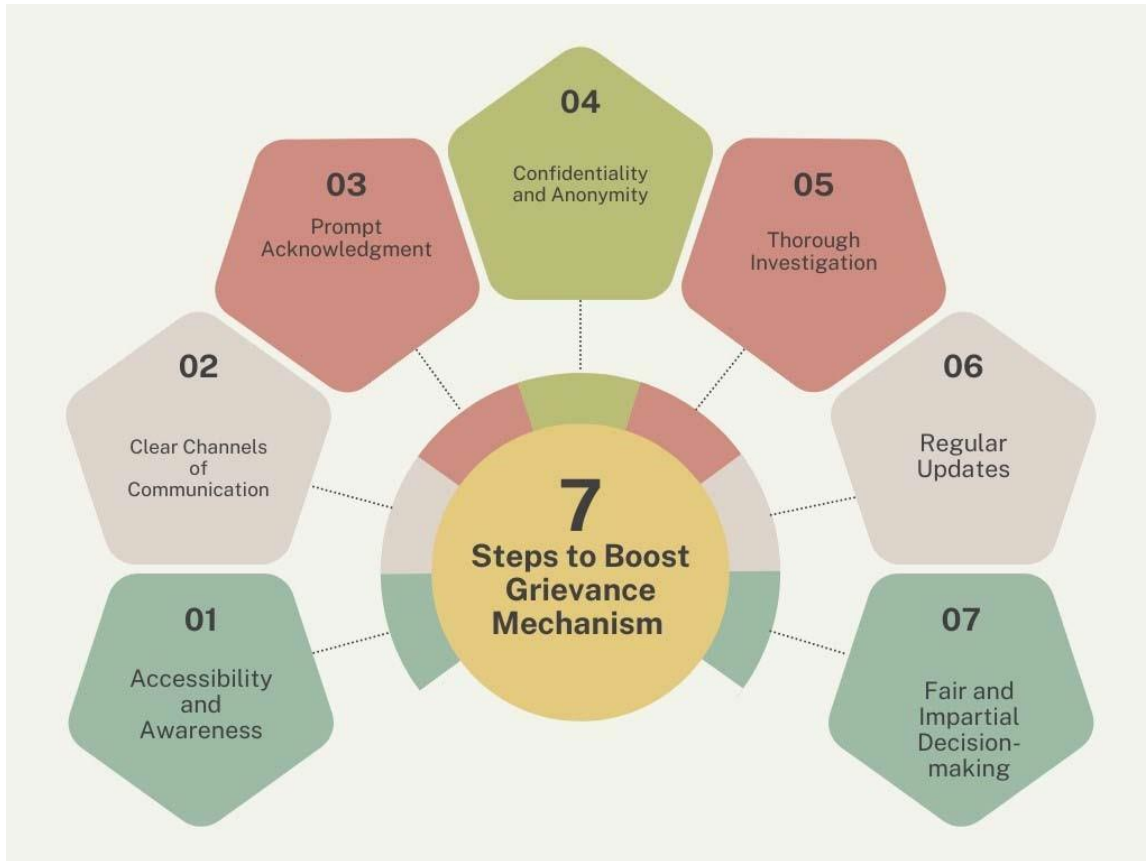
This mechanism provides a platform for any individual or organization, including employees, clients, partners, and community members, to report concerns, complaints, or grievances related to our operations. We welcome and encourage the input of third-parties to ensure that our actions align with our values and meet the highest standards of integrity.

Reports can be submitted through various channels, including a dedicated hotline, email address, or an online portal. Each grievance will be treated with confidentiality, and an impartial investigation will be conducted to address the concern in a fair and timely manner. We are committed to providing feedback on the resolution process and implementing necessary corrective actions.

By offering this grievance mechanism to third-parties, GSS Services Company aims to foster trust, accountability, and continuous improvement in our operations.

**Tip:** *GSS Services Company places a high priority on transparency and accountability, and as such, has established a grievance mechanism open to third-parties. This mechanism serves as a vital channel for individuals and entities, including employees, clients, partners, and community members, to voice their concerns or grievances. To ensure accessibility, multiple channels have been provided, including a dedicated hotline, email address, and an online portal. Confidentiality is of utmost importance, with assurances that all grievances will be handled discreetly. An impartial investigation process has been outlined, with designated individuals uninvolved in the matter to ensure fairness. Thorough documentation and record-keeping are maintained for each grievance, tracking the nature of the concern, actions taken, and final resolutions. Regular updates are provided to all parties involved, emphasizing a commitment to transparency and progress. Furthermore, a non-retaliation policy is in place to safeguard those who come forward with grievances. Employees and stakeholders are trained on how to utilize the mechanism effectively. Post-resolution, follow-up is conducted to ensure satisfaction with the outcome. The mechanism undergoes continuous evaluation for refinement, considering feedback, trends, and organizational changes. Periodic data analysis enables identification of patterns, facilitating systemic improvements. This comprehensive approach underscores GSS Services Company's dedication*

**A.1:** *Commitment Steps for GSS Services Company's Grievance Mechanism Opened to ThirdParties*



We are pleased to outline the commitment steps for GSS Services Company's Grievance Mechanism, which is now open to third-parties. This mechanism reflects our dedication to transparency, accountability, and continuous improvement in our operations.

**1. Accessibility and Awareness:**

- Ensure that information about the Grievance Mechanism is readily accessible on our official website, in our facilities, and through other communication channels.
- Conduct regular awareness campaigns to inform employees, clients, stakeholders, and the public about the availability and purpose of the Grievance Mechanism.

**2. Clear Channels of Communication:**

Establish dedicated channels (e.g., email, hotline) for reporting grievances and concerns, ensuring that they are monitored by designated personnel.

**3. Prompt Acknowledgment:**



Commit to acknowledging receipt of a grievance within [specified time frame], providing a unique reference number for tracking purposes.

**4. Confidentiality and Anonymity:**

Guarantee that all grievances will be handled with utmost confidentiality, and provide an option for anonymous reporting.

**5. Thorough Investigation:**

Appoint a designated team or individual responsible for conducting unbiased and comprehensive investigations into reported grievances.

**6. Regular Updates:**

Keep all parties involved informed of the progress and status of the investigation, adhering to predetermined intervals for updates.

**7. Fair and Impartial Decision-making:**

Ensure that decisions regarding the grievance are based on factual evidence and in accordance with applicable laws, regulations, and company policies.

**8. Corrective Actions and Remediation:**

- Implement corrective actions and appropriate remedies as necessary, and communicate these actions to the relevant parties.

**9. Feedback and Closure:**

- Solicit feedback from the parties involved regarding their satisfaction with the resolution process and outcomes. Document lessons learned and make improvements accordingly.

**10. Record-keeping and Documentation:**

- Maintain thorough records of all grievances, investigations, decisions, and actions taken for future reference and analysis.

**11. Continuous Improvement:**

- Regularly review the effectiveness of the Grievance Mechanism and make necessary adjustments to enhance its efficiency and responsiveness.

**12. Annual Reporting:**

- Publish an annual report summarizing the grievances received, actions taken, and lessons learned. This report will be made available to stakeholders and the public.

**A.2:** Our commitment is demonstrated through the following key principles:



**Vigilance and Alertness:** *We pledge to remain vigilant at all times, actively observing and monitoring our assigned areas for any unusual activity or potential threats.*

**Professionalism and Integrity:** We will conduct ourselves with the utmost professionalism and integrity, treating all individuals with respect and fairness.

**Adherence to Company Policies:** We will strictly adhere to the company's policies, procedures, and guidelines, ensuring that we operate within legal and ethical boundaries.

**Effective Communication:** We understand the importance of clear and concise communication. We commit to promptly reporting any incidents, concerns, or observations to our supervisors and relevant authorities.

**Continuous Training and Development:** We are dedicated to ongoing training and development to enhance our skills, knowledge, and capabilities in security operations.

**Emergency Response Readiness:** We will be prepared to respond swiftly and appropriately in the event of emergencies, including but not limited to fires, medical situations, and security breaches.



**Customer Service Excellence:** We recognize that our interactions with clients, visitors, and employees contribute to their overall experience. We will strive to provide exceptional customer service.

**Collaboration and Teamwork:** We will work cohesively with our fellow security guards, supervisors, and other stakeholders to ensure a unified and effective approach to security.

**Proactive Risk Mitigation:** We will take proactive measures to identify and address potential security risks, implementing preventative strategies to maintain a safe environment.

**Confidentiality and Discretion:** We understand the sensitive nature of our role and will treat all information with the highest level of confidentiality and discretion.

**Professional Appearance and Demeanor:** We will present ourselves in a professional manner, maintaining a neat and tidy appearance, and demonstrating a calm and composed demeanor.

**Compliance with Regulatory Requirements:** We will comply with all relevant laws,

*“Regulations, and licensing requirements pertaining to security operations*

*resolute commitment of security guards towards ensuring the utmost safety and security within their purview. It highlights their **DEDICATION TO MAINTAINING A VIGILANT AND ALERT STANCE, CONTINUOUSLY MONITORING THEIR DESIGNATED AREAS FOR ANY POTENTIAL THREATS** or suspicious activity. Moreover, the guards emphasize their unwavering dedication to professionalism and integrity, treating all individuals with*

*respect and fairness. They pledge strict adherence to company policies and guidelines, operating within the bounds of legality and ethics. Effective communication is deemed paramount, with an emphasis on promptly reporting any incidents, concerns, or observations to relevant authorities. The guards also express their commitment to ongoing training and development, striving to enhance their proficiency in security operations. In the event of emergencies, they stand prepared to respond swiftly and appropriately, underscoring their preparedness for any unforeseen situation. Their dedication to excellent customer service, collaborative teamwork, and proactive risk mitigation further solidifies their role as integral guardians of safety. The guards' assurance of confidentiality and discretion, coupled with their professional demeanor, instills a sense of trust and confidence in their capabilities. Lastly, their unwavering compliance with all regulatory requirements serves as a testament to their unwavering commitment to conducting operations in adherence to legal and ethical standards. This collective set of commitments epitomizes the guards' steadfast dedication to safeguarding the environments entrusted to their care”*

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