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INTEGRATED MANAGEMENT SYSTEMS

Based on ISO 9001, ISO 45001, ISO14001, &ISO18788

Complaints and Grievance Handling Procedure

	DESIGNATION	SIGN	DATE
Prepared by	Head Of Risk & Compliance		15/09/2025
Reviewed by	Chief Operating Officer		15/09/2025
Approved by	Group Chief Executive Officer		15/09/2025



CIRCULATION

Copy No.	Copy Holder
1.	Head Of Risk & Compliance
2.	Chief Operating Officer
3.	Group Chief Executive Officer



AMENDMENT SHEET

Issue/ Revision Number	Subject of amendments	Reviewed by		Authorized by		Date
		Name	Sign	Name	Sign	
May 2024/ 00	Initial issue	-	-	-	-	May 2024
Sep 2025/001	Incorporation of ISO 18788					Sep 2025



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OUR VISION

Our vision is to become the leading protection and security service provider in Eastern Africa. We aspire to set the industry standard for excellence, innovation, and reliability, delivering unparalleled security solutions to our clients across the region.

As the preferred choice for protection and security services, we aim to be recognized for our unwavering commitment to customer satisfaction, our uncompromising adherence to the highest professional and ethical standards, and our ability to consistently exceed expectations.

OUR MISSION

Our mission is to become the preferred supplier of domestic, corporate, and banking security and protection solutions in Kenya. We are committed to achieving this objective by continuously investing in and developing our resources, including our people, processes, and technology.

We recognize that the security landscape is ever-evolving, and our customers' needs are diverse and dynamic. Therefore, we strive to stay at the forefront of the industry by constantly enhancing our capabilities and adapting to emerging trends and challenges.

OUR CORE VALUES

❖ Focus

We prioritize our clients' security needs by creating tailor-made security solutions to ensure that their assets and personnel are protected. We are dedicated to providing unparalleled security services that meet and exceed our client's expectations.

❖ Accountability

We believe in taking responsibility for our actions, decisions, and results. Therefore, operating with transparency, honesty, and integrity in all our interactions with our clients, employees, and stakeholders. Our commitment to accountability ensures that our clients can trust us to always act in their best interests.

❖ Reliability

We are committed to delivering reliable security services to our clients. Our experienced and trained security personnel are equipped with the latest technology and techniques to provide comprehensive security solutions that meet and exceed our client's expectations.

❖ Growth

We are committed to growing our business by continually improving our security services and expanding our reach. We embrace innovation and adapt to new challenges to achieve our mission and stay ahead of our competitors.

❖ Organized

We are a well-organized security company that utilizes a structured approach to manage our clients' security needs. We ensure that our personnel, technology, and processes are coordinated and aligned to deliver the best possible security services to our clients.



COMPLAINTS & GRIEVANCE HANDLING PROCEDURE

Purpose

A grievance procedure policy is a formal process that outlines how an organization handles employee complaints or concerns. It provides a structured way for employees to voice their issues and ensures that these concerns are addressed fairly and consistently. The mechanisms employed must be accessible, prompt and confer confidentiality and upholds the dignity of personnel.

The company recognizes that from time-to-time employees may wish to seek redress for grievance relating to their employment. This policy is to encourage cordial relationship between it's to ensure that questions, problems, and/or grievances arising during their course of employment can be aired and resolved quickly, fairly, and consistently throughout the company, to the satisfaction of all concerned. The management shall act as a mediator in the grievance process and if at any time during employment with the Company, an employee has a problem or complaint, every endeavor should be made to resolve it informally.

The company encourages employees to informally resolve grievances as far as possible. If the initial informal approach fails to produce a satisfactory solution, then a formal procedure may be followed to attempt to resolve the grievance where the management will intervene.

This Policy is designed to support the Company's core values and facilitate reporting of employees' and other parties' concerns about possible improprieties at the earliest opportunity to ensure that concerns can be raised without fear of reprisal or detrimental action.

Grievance Handling Procedure

a.) Informal Resolution: Employees are encouraged to first attempt to resolve issues informally with their immediate supervisor or manager.

b) Formal Grievance Procedure: Outlines the steps for filing a formal grievance, including:

- Filing the Grievance: Specifies how to submit a grievance (e.g., in writing, using a specific form) and what information to include (e.g., details of the issue, dates, names of individuals involved).
- Investigation: Describes how the organization will investigate the grievance, including gathering information from relevant parties and maintaining confidentiality.
- Meeting: Explains the process for holding a meeting with the employee to discuss the grievance and potential solutions.
- Decision: Specifies how the organization will communicate its decision to the employee and any actions that will be taken.
- Appeal: Outlines the process for appealing the decision if the employee is not satisfied.
- Time Limits: Sets clear time frames for each stage of the grievance process to ensure timely resolution.
- Record Keeping: Specifies how grievance records will be maintained and stored.

Procedure for group grievance

If a grievance is common to a group of employees, then the employees shall nominate 2 representatives to represent them in pursuing the grievance.

Suggestion Boxes

Suggestion boxes are available to any employee wishing to communicate any matters to the management in cognition. The suggestion boxes are checked regularly by the HR representatives. The relevant matters are forwarded to the management for positive resolutions.

Investigation and Response

- a) All reports will be promptly investigated by staff.complaints@fargo.co.ke. The investigation will be conducted impartially, thoroughly, and with due regard for the rights of all parties involved.
- b) Upon completion of the investigation, appropriate action will be taken to address the reported concern. This may include disciplinary action against individuals found to have engaged in illegal, unethical, or improper conduct.

Confidentiality

Confidentiality will be maintained throughout the investigation process to the extent possible, consistent with the need to conduct a thorough and effective investigation.

Information reports will only be disclosed on a need-to-know basis or as required by law.

False Reporting

Making false or malicious reports under this policy is strictly prohibited and may result in disciplinary action, up to and including termination of employment.

Compliance with Laws

This Whistleblowing Policy is designed to comply with all relevant laws and regulations in Kenya, including but not limited to whistleblower protection laws as may be amended from time to time.

Training and Awareness

The Company will provide training and awareness programs to educate employees and other stakeholders about their rights and obligations under this Policy.

Review and Update

This policy will be reviewed periodically to ensure its effectiveness and compliance with relevant laws and regulations. Amendments may be made as necessary.

Contact Information

For reporting concerns or seeking clarification on this policy, individuals may contact staff.complaints@fargo.co.ke. Wells Fargo Limited and Fargo Courier Limited is committed to fostering a culture of transparency, integrity, and accountability, and encourages all stakeholders to speak up if they become aware of any conduct that violates this commitment.

Non-Retaliation Statement

The Company prohibits retaliation against any individual who, in good faith, reports suspected or actual misconduct. Retaliation is a violation of company policy and will not be tolerated.

The Company is committed to maintaining a culture of integrity, transparency, and accountability, and encourages all individuals associated with the organization to speak up if they become aware of any behaviour that contradicts these principles.