



ARCFYRE
INTERNATIONAL

Document Title:	External Stakeholder Grievance Policy and Procedure
Authorised and Approved By:	Chief Executive Officer
Applicable to:	All External Stakeholders

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1 General

1.1 Private Security Companies (PSC) and Private Security Service Providers (PSSP) play an important role in protecting state and non-state clients engaged in relief, recovery, and reconstruction efforts, commercial business operations, diplomacy, and military activity. In providing these services, the activities of PSCs/PSSPs can have potentially positive and negative consequences for their clients, the local population in operation, the general security environment, the enjoyment of human rights and the rule of law.

1.2 The Montreux Document recognises that well-established rules of international law apply to States in their relations with private security service providers and provides for good practice's relating to PSCs.

1.3 Building on these foundations, Arcfyre Group commits to the responsible provision of Security Services, to support the rule of law, respect the human rights of all individuals and protect the interests of their clients.

1.4 The mechanism and process for handling complaints is intended to achieve the resolution of disputes, identify causes, and improve accountability and continue to improve procedures.

1.5 It is important that we understand the need to ensure a free and open reporting procedure to allow any individual to report cases of allegations of abuse against a person or persons working within any environment. All allegations of abuse must be taken seriously and treated in accordance with these procedures.

1.6 Where an individual wishes to make a complaint or grievance either from within the organisation or externally regarding any individual working on behalf or alongside Arcfyre Group, then a Director or Manager will deal with the matter, as appropriate. If a complaint or grievance is made about a Director or Manager then it should be forwarded to the appropriate authorities for investigation. The individual may also take their complaint externally to the relevant authorities at any time.

1.7 In compliance of Arcfyre Groups commitments to the ICoC code it will report known or reasonably suspicion of any of the acts shown below to the relevant authority in the country where the act took place, the country of the nationality of the individual (s) or the country of the nationality of the perpetrator.

- War crimes
- Human Rights violations
- Genocide
- Torture
- Forced labour
- Child trafficking
- Hostage taking
- Sexual exploitation
- Discrimination
- Weapons or Drug trafficking
- Summary executions

2 Criminal Responsibility

2.1 Complaints alleging any act of criminality, Human Rights abuses or where it provides imminent danger to individuals, will be dealt with immediately by Arcfyre Group or the appropriate authorities.

2.2 This process should be used in respect of all cases in which it is alleged that an individual(s) has:

- Behaved in a way that has harmed another person(s).
- Possibly committed a criminal offence against or related to any another person(s).
- Behaved towards a person or persons in a way that indicates they may be unsuitable to work within that environment.

3 Reporting Claims

3.1 It is incumbent on Arcfyre Group to ensure that it provides the means to enable the submission of complaints, be ensuring that mechanisms through which complaints and grievances can be submitted by both external and internal parties and ensuring that the communication of this procedure is communicated to all.

3.2 Arcfyre Group will look to provide the following:

- Reporting complaints via our website to a dedicated email address (complaints@arcfyre.com).
- 24/7 reporting via a dedicated phone number (+27 011 794 9502).
- Complaints procedure included in any induction material.
- Details of the contact information published in the Induction Handbook and Contractor briefing documents.

4 Receiving Claims

4.1 It is important that the person making any such claims understands that there is a process that will be adapted and that they should not fear any reprisals in respect of their actions. It is important that they also understand that their confidentiality and privacy will also be considered.

4.2 The following information will need to be received from the individual:

- Details of the complaint, with any evidence or information to support the allegation.
- Contact details of the individual.
- Confirm whether the individual wishes to remain anonymous.

5 Confidentiality

5.1 Arcfyre Group requires all personnel working as employees or on its behalf to ensure that they do not react to negative complaints. They will not engage in intimidation, bullying or discriminatory behaviour against any individual submitting a complaint or grievance. This also applies to any individual engaged in or cooperating with investigations of complaints. Any failure to abide by this requirement will result in disciplinary action against the individual(s) concerned.

6 Investigation

6.1 Upon receipt of the report/allegation the Director or Manager must consult the person making the allegations as a soon as possible. However, the priority must be to ensure the immediate safety of the individual concerned (if appropriate) and any other individuals affected or in contact with the person who is being alleged to have committed the act and to consider what, if any, immediate arrangements are required to further safeguard the individuals concerned and potential others.

6.2 It is important that all correspondence and conversations are recorded for future investigation and referencing.

6.3 Procedures need to be applied with common sense and judgement. Some allegations will be so serious as to require immediate referral to the relevant Police Authorities for investigation. Others may be much less serious and at first sight might not seem to warrant consideration of a Police investigation. However, it is important to ensure that even apparently less serious allegations are examined objectively by someone independent. This person will be a senior member of Arcfyre Group, which will at least be a Director or Manager.

6.4 An Arcfyre Group Director or Manager will always consult the relevant authorities and will aim to establish the following:

- That the allegation is within the scope of procedures for the organisation to deal with it.
- That the allegation is not demonstrably false or unfounded.
- The nature of the concern, how and why it has arisen, and any previous information about the person and their relationship with the accused person.
- Any background information relevant to the allegation.
- Any arrangements taken to secure the immediate safety of the individuals involved.
- Necessity for a strategic company meeting to discuss whether the police should be contacted.

6.5 The process identified cannot be rigid and sequential as any complaint must be based on the circumstances and reasons indicated by the person making the complaint.

7 Notifying the Individual Concerned

7.1 An Arcfyre Group Director or Manager should inform the accused person about the allegation as soon as possible after consulting the appropriate authorities. Where a strategic company meeting is needed, or it is clear that external authorities may need to be involved, that should not be done until those agencies have been consulted and have agreed what information can be disclosed to the person. If the person is a member of a union or professional association, they should be advised to seek support from that organisation. However, it is anticipated that even if external authority's involvement is required; the person will be notified of the allegation's existence within 3 working days.

7.2 During the enquiry the individual concerned will be asked not to contact or to discuss the matter with any colleagues.

7.3 The individual concerned will have a nominated 'support person' who they can contact and who will keep them up to date on progress.

8 Outcomes of the Enquiries / Investigations

8.1 If there is cause to suspect a person is suffering or is likely to suffer significant harm and a referral is made to any external authority, the Director or Manager must obtain the following information:

- The name of the individual who the allegation is made against.
- The individual's address.
- The individual's date of birth.
- The location of where they work or have worked where the allegations were made.
- Date of incident and date allegation made.
- Nature of allegation.

8.2 The investigation will have three related, but independent strands:

- An Arcfyre Group investigation, relating to the safety and welfare of any person who are or who may have been involved in the allegation.
- An external authority investigation into a possible offence.
- Disciplinary procedures (including internal investigation) where it appears that the allegations may amount to misconduct or gross misconduct on the part of individual.

8.3 The fact that a prosecution is not possible does not mean that action in relation to safeguarding individuals, or employee discipline, is not necessary or feasible. The important thing is that each aspect is thoroughly assessed, and a definite conclusion reached that is focused to be fair, open, and conclusive.

8.4 There must be a decision about who will provide support to the individual. This includes the need to keep the accused person informed of the process and decisions relating to the allegation. It is good practice for the accused individual to be provided with the substance of the allegation within 3 days.

8.5 Strategic Review meetings relating to the investigation should be conducted at least weekly with the individual who raised the complaint being updated on the outcome at all points of the investigation as is fit.

9 Meeting Liabilities

9.1 Arcfyre Group will ensure that they always have sufficient financial capacity in place to meet reasonably anticipated commercial liabilities for damages to any person in respect of personal injury, death, or damage to property. Sufficient financial capacity may be met by customer commitments, adequate insurance coverage, (such as by employer's liability and public liability coverage appropriately sized for the scale and scope of its operations. Where it is not possible to obtain suitable insurance cover, Arcfyre Group will make alternative arrangements to ensure that it is able to meet such liabilities.

10 Records

10.1 Arcfyre Group will be required to maintain all records in respect of any allegations made against any employee or individual working on their behalf.

11 Improvement

11.1 Arcfyre Group is committed to the continued improvements in the provision of its services to its clients and ensuring that its Human Rights policy and commitments are enforced. Any complaint procedure will be thoroughly reviewed, as necessary both internally and externally, to identify any lessons to be learnt and include options for improvement. Any review process must ensure that the cause is identified to prevent any reoccurrence.

12 Review

12.1. This policy and any outcomes from it will be reviewed in accordance with changing requirements and Directors will review this document on a regular basis (minimum once per annum).