

EXTERNAL STAKEHOLDER GRIEVANCE PROCEDURE

1. KK Security believes it is important to maintain a grievance mechanism for those potentially impacted by our business activities to avoid infringing on their rights and to address adverse impacts from our activities. Our grievance process is an important channel to allow those directly impacted by our operations to raise concerns when they believe they are being or will be adversely impacted. Once identified, grievances can be addressed and adverse impacts can be remediated early and directly by KK Security, thereby preventing harm from compounding and grievances from escalating. In addition, our grievance process can identify systemic problems so we can adapt our practices accordingly.
2. Our grievance process is based on engagement and dialogue as the means to address and resolve grievances.

SUBMITTING A GRIEVANCE

3. *If you wish to report illegal or improper conduct by KK Security or its personnel, the following alternatives are available:*

i. *If, in your opinion, the most appropriate and effective approach to resolve the grievance is to approach KK Security's local representatives, please do not hesitate to contact the closes office to you. Contacts details can be found at:*

www.kksecurity.com/contacts/our-contacts

or the following email address can be used:

kknairobi@kksecurity.com or customerservicekenya@kksecurity.com

ii. *If you wish your grievance to be managed confidentially, you should contact:*

4. *If you are a KK Security customers, please use the contact form on the web page, or follow the procedures laid out in your contract.*

www.kksecurity.com/contacts/contact-form

5. *The KK Security grievance process is intended to provide an effective remedy for third party concerns. It does not preclude a person from seeking a judicial remedy or bringing the matter to government or law enforcement authorities.*

RESOLVING THE GRIEVANCE

6. *KK Security will attempt to manage and resolve the grievance at a local level; if you are not satisfied with this response, it will be escalated up the management chain, to resolve it to the satisfaction of all parties.*

7. *To ensure accessibility, a reference number will be issued for follow up purposes. The customer services manager will engage with the relevant management representative or all relevant management representatives for each concerned department to ensure the grievance is properly addressed.*

8. *The customer services manager is responsible for managing the process, and keeping you informed about the progress made in managing the issue. That person will provide a clear, comprehensible procedure with an indicative timeframe for each stage, and clarity on the types of process and outcome available.*