



النهضة للخدمات ش.م.ع.ع.  
Renaissance Services SAOG

## Renaissance Services - Contract Services Group (CSG)

- Tawoos Industrial Services Company LLC
- Rusail Catering & Cleaning Services LLC
- Renaissance Services PAC Division
- Renaissance Services Overseas Division
- Renaissance Contract Services AS (RS-NOC) Norway
- Renaissance Contractos-e-Servicios Angola (LDA)
- Renaissance Facility Management Services LLC. Abu Dhabi, UAE

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## Grievance Handling Policy

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The Company shall:

- Ensure that all employees, customers, suppliers and others who transact or come into contact with the Company are treated fairly and in an equitable manner;
- Provide equal opportunity to all employees;
- Respect the dignity and privacy of all persons;
- Formally address all grievances brought to its attention by any individual or group and redress the affected parties in an equitable manner; and
- Revise its business practices and procedures to ensure any anomalies and disparities that cause such grievances are eliminated in a continuous development mode.

In order to achieve this, the Company shall:

- Comply fully with the laws and regulations;
- Operate a well defined 'Grievance Handling Procedure';
- Operate a non-threatening and non-victimization environment to promote individuals and groups having perceived grievances to have them heard and addressed by the Company.

The Company shall pursue this Policy through:

- Visible management commitment to respect dignity and privacy of all people.
- Implementation of strategies, action plans and procedures to address grievances and resolve them in an efficient and confidential manner.
- Creation of awareness and provision of training to all managers and employees on related concepts and procedures.

In doing so, the Company shall be guided by the following Principles:

- Do no harm to people and environment.
- Equal opportunity to all people.
- Fairness and equity in handling grievances.
- Transparency and confidentiality of the 'Grievance Handling Procedure'.
- Competence of the managers responsible for the operation of the Procedure.
- Our Continuous Development Credo: 'Always Innovative – Never Satisfied'.
- Empowerment of staff to raise grievances and non-intimidation and non-victimization of any individual or group which registers a grievance.

**Ananda Fernando**  
CEO

Description	Revision Number	Date Issued
Issue 1	0	01.04.2010