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### 1. What Is a Grievance?

**A grievance is any concern, complaint, or issue you want BMT to know about.**

You can report issues related to:

- Pay, overtime, leave, benefits, deductions
- Supervisor behaviour, harassment, bullying
- Working conditions, safety issues, equipment problem
- Discrimination (gender, nationality, religion, age, disability)
- GBVH/SEA (sexual harassment, unwanted attention, abuse)
- Camp conditions & welfare
- Contractor behaviour (PPE, wages, passport retention, misconduct)
- Security behaviour (intimidation, misconduct)
- Environmental or community impacts affecting you

If something feels wrong, you can report it.

### 2. Your Rights

**You have the right to:**

- ✓ Report any grievance freely
- ✓ Confidentiality — your identity is protected
- ✓ Zero retaliation — no punishment or negative treatment
- ✓ Anonymous reporting (optional)
- ✓ Fair, timely, and impartial handling
- ✓ Support for sensitive or serious cases
- ✓ Feedback once your case is reviewed

These protections apply to all employees, contractors, subcontractors, camp residents, and visitors.

### 3. How to Report a Grievance

**Use any channel that feels safest and easiest for you:**

#### A. Direct Reporting

- Supervisor / Manager
- HR Department / LRS (Labour Relations Staff)
- CLO (community-related issues)

## **B. Anonymous Options**

- Suggestion boxes
- Anonymous SMS/WhatsApp to [+9647864779456](tel:+9647864779456)
- Email without name to [compliance@bmtiq.com](mailto:compliance@bmtiq.com)
- Proxy reporting through friend, LRS, CLO, or trusted co-worker
- Union/Community Representatives

## **C. Written**

- Grievance Forms (available from HR/LRS or at the website)
- Grievance Boxes (gate, camp, welfare office)

## **D. Digital**

- WhatsApp/SMS Hotline: +964 780 929 9814
- Email: [compliance@bmtiq.com](mailto:compliance@bmtiq.com)

**No permission is needed.**

**No form is required — verbal reports are accepted.**

**All reports are confidential.**

## **4. What Happens After You Report?**

### **a) Received & Registered — within 1–3 working days**

- Your grievance is logged confidentially.
- Anonymous reports are also registered.

### **b) Reviewed — within 7 days**

- The team identifies the issue (HR, safety, camp, contractor, etc.)

### **c) Investigation / Assessment — within 15–30 days**

- Only trained staff participate.
- You may be contacted for clarification (if not anonymous)
- Sensitive cases follow GBVH/SEA survivor-centred steps.

### **d) Corrective Actions**

May include:

- Fixing safety hazards
- Payment corrections
- Behavioural actions
- Contractor enforcement
- Additional protection measures for sensitive cases

### **e) Feedback — usually within 21 days**

- You will be updated on the outcome.
- Anonymous reports may not receive individual feedback.

#### **f) 6. Protection From Retaliation**

- You are protected at all stages.
- Report any retaliatory behaviour immediately.

#### **5. Sensitive Cases**

- Sensitive cases include:
- Harassment
- Sexual harassment, GBVH, SEA
- Threats, intimidation, abuse of power
- Discrimination
- Retaliation

#### **If you report a sensitive case:**

- X** Do not confront anyone
- X** Do not investigate yourself
- X** Keep it confidential
- X** Support is available
- X** The case will follow the GBVH/SEA survivor-centred process

#### **6. What You Should NEVER Do**

- X** Stay silent about serious issues
- X** Confront or argue with the person involved
- X** Try to fix or investigate the issue yourself
- X** Gossip or discuss the case with others
- X** Pressure anyone to withdraw a complaint
- X** Treat anyone differently after they report (retaliation)

#### **7. Need Help?**

#### **If you are unsure how to report:**

- Ask HR, LRS, or a trusted supervisor
- Use the grievance boxes
- Use the hotline or email

**Your voice keeps BMT safe, fair, and respectful for everyone.**

