

OPEN DOOR POLICY

1. Purpose

The purpose of this Open Door Policy is to ensure that all employees of Ready Guard Security Services (Pvt.) Ltd. ("RGSS") have the freedom and confidence to raise concerns, share suggestions, and seek clarification on workplace matters without fear of retaliation, bias, or negative consequences. RGSS believes that transparent communication strengthens decision-making, promotes fairness, and supports a healthy organizational culture.

2. Scope

This Policy applies to all employees, including permanent, temporary, contractual, outsourced staff, and interns across all RGSS offices, operational sites, and client locations. Managers, supervisors, and department heads are required to support and uphold this Policy as part of their leadership responsibilities.

3. Policy Statement

RGSS maintains an organizational environment where every employee may approach management openly and directly on any work-related matter. Employees are encouraged to communicate concerns, raise questions, offer suggestions, or report workplace issues without fear of reprisal. All concerns will be heard respectfully, reviewed objectively, and handled confidentially.


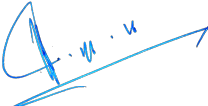
4. Guiding Principles

4.1 Accessibility

Employees may approach their immediate supervisor, department head, HR, or senior management at any reasonable time to discuss concerns. No employee shall be restricted or discouraged from accessing higher management if an issue remains unresolved at lower levels.

4.2 Transparency and Fairness

Managers must ensure that all discussions under this Policy are conducted openly, honestly, and without prejudice. Decisions and follow-up actions must be based on facts, organizational standards, and fair judgement.

	
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4.3 Confidentiality

RGSS will maintain confidentiality to the maximum extent possible. No information shared under this Policy will be disclosed unnecessarily or used against the employee.

4.4 Non-Retaliation

No employee shall face retaliation, punishment, discrimination, or negative treatment for raising a concern or participating in an open-door discussion. Any retaliation will result in disciplinary action.

4.5 Respect and Professional Conduct

All interactions must be conducted respectfully. Employees are expected to communicate professionally and provide accurate information. Managers must respond sincerely, handle matters sensitively, and ensure follow-up.

5. Issues That May Be Raised Under This Policy

This Policy may be used for any legitimate concern, including workplace conflicts, HR-related questions, fairness concerns, and suggestions for operational improvement, clarification of job roles, ethical concerns, or questions about RGSS policies or practices.

6. Responsibilities

6.1 Employees

- Raise concerns honestly and respectfully.
- Provide accurate information to support understanding.
- Use appropriate channels responsibly.

6.2 Managers and Supervisors

- Maintain an approachable and supportive attitude.
- Listen actively and allow employees to speak freely.
- Document significant concerns where necessary.
- Offer guidance or escalate matters appropriately.
- Ensure no retaliation occurs.

	
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6.3 Human Resources

- Facilitate discussions when required.
- Record and monitor recurring concerns.
- Ensure compliance with confidentiality and non-retaliation principles.
- Support employees in understanding policies and procedures.

7. Procedure for Raising Concerns

Employees may:

1. Approach their immediate supervisor for discussion.
2. If unresolved, speak with the department head or HR.
3. If still unresolved, directly approach senior management or the CEO.

Employees may skip levels if the concern involves their supervisor directly.

8. Follow-Up and Resolution

All concerns raised under this Policy will be acknowledged promptly and addressed within a reasonable timeframe.

Managers must communicate expected timelines, provide updates if needed, and record outcomes when appropriate.

9. Enforcement

Any manager or employee who discourages open communication, retaliates, or mishandles concerns may face disciplinary action. Upholding this Policy is a shared responsibility essential to maintaining ethical conduct.

10. Policy Review

This Policy will be reviewed annually or when organizational or legal requirements change. Improvements will be incorporated to ensure continued relevance and alignment with best practices.

	
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