



Salama Fikira

Feedback Policy – Salama Fikira

Salama Fikira is a risk management service industry specialising in risk management solutions across Africa and internationally.

Salama Fikira is committed to continuous improvement of services, processes and operations and to that end invites clients, employees, consultants, agents and third parties to provide feedback on Salama Fikira's operations and actions.

Feedback can include positive and negative comments, HSSE reporting including near misses, whistleblowing, and grievances. It can be submitted using Salama Fikira's reporting templates or informally by email.

Client and third party feedback is to be addressed to feedback@salama-fikira.com and will be treated confidentially.

Salama Fikira is committed to continual improvement of services and it is only through feedback that processes can be reviewed and improved.

All feedback will be acknowledged within 2 working days.

Thank you for your support to Salama Fikira.

This Feedback Policy will be reviewed from time to time by top management to ensure its continued applicability.

Conrad Thorpe OBE

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