



SF Group

Feedback Policy

Feedback Policy – SF

SF Group is a risk management service industry specialising in risk management solutions across Africa and internationally.

SF 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 SF's operations and actions.

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

Client and third party feedback is to be addressed through feedback Form available online and on the Salama Fikira website and will be treated confidentially.

(https://forms.office.com/Pages/ResponsePage.aspx?id=LJQ96_DuN0isai9EPvtvTPhFYDemxSpHqdOg2ENy4UpUMFR_LU0wyOEpaNU8xMTJXUUsxUldIQUNGTC4u)

SF 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 SF

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

A handwritten signature in blue ink, appearing to read 'Crispin Kennedy'.

Crispin Kennedy
Chief Operating Officer
SF Group
24 May 2023