



Kenya Reinsurance Corporation Limited

Dispute Resolution Policy (Internal & External)

Name:	Signature:	Date:
Prepared by: Corporation Secretary		
Controlled by: ISO MR		
Approved by: Managing Director		
Approved by: Chairman, Board of Directors		



 <p>KENYA REINSURANCE CORPORATION</p>	DOC REF: KRC/..../
	Issue Date:
	Issue no:
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Title: <i>Dispute Resolution Policy</i>	


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1. Amendment Sheet

DATE	ISSUE NO.	OLD REV. NO.	NEW REV. NO.	SECTION(S)/ PAGE	DESCRIPTION / SUMMARY OF REVISION	NAME OF PERSON WHO IDENTIFIED THE CHANGE	SIGN	SIGN/ APPROVED BY MR /AMR

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2. General

2.1 Objective


The purpose of this policy is to establish a framework for managing and resolving both internal and external disputes in a structured, timely, fair, and confidential manner while upholding the Company's core values, enhance stakeholder confidence, and ensuring compliance with applicable legal and regulatory requirements.

2.2 Scope

This policy applies to all employees, management, Board members, shareholders, business partners, contractors, suppliers, and other stakeholders engaging with the Company.

2.3 Core principles

- **Fairness:** all parties will be treated equitably, with an opportunity to present their views. Decisions made shall be free from bias.
- **Confidentiality:** all matters will be handled discreetly to protect privacy and sensitive information with exceptions for legal/regulatory requirements.
- **Transparency:** clear procedures and communication will guide the resolution process.
- **Timeliness:** disputes will be addressed promptly and resolved within defined timelines to prevent escalation.
- **Compliance:** all resolutions will adhere to applicable laws, regulations, and contractual obligations.
- **Non-retaliation:** whistleblowers and participants will be protected from retaliation.

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3. Dispute Categories & Resolution Framework


3.1 Internal Disputes (Employees, Management, Board)

- i) The Corporation shall encourage resolution of internal disputes at the first instance through informal channels i.e. through direct communication and negotiation between involved parties to resolve issues at the earliest stage.
- ii) If the parties are unable to resolve the matter through informal means, escalate the matter to the Human Resources function and management for facilitated mediation.
- iii) The Corporation shall provide employees with access to grievance redress mechanisms to allow them to file formal complaints through an established grievance procedure.
- iv) Unresolved issues shall be escalated to the Board's Human Resource and Nomination Committee, as appropriate.

3.2 External Disputes (Shareholders, Vendors, Clients, Contractors)

- i) The Corporation has established formal complaint mechanisms for external parties and will ensure disputes are handled in compliance with regulatory and contractual requirements.

The designated channels for submission of disputes include the Corporation's website, whistleblower portal and a dedicated email for complaints.
- ii) All complaints will be acknowledged within 5 business days and assessed for validity and establishment of the most favourable resolution pathway.
- iii) ADR Preference: the Corporation shall promote use of Alternative Dispute Resolution (ADR) methods such as negotiation, mediation, and arbitration to achieve amicable settlements.
- iv) Where relevant, disputes shall be referred to the Nairobi Centre for International Arbitration (NCIA) or other accredited ADR institutions.
- v) Regulatory Compliance: the Corporation shall ensure that dispute handling aligns with any regulatory and legal requirements.

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4. Legal Recourse

In cases where internal mechanisms or ADR methods are unsuccessful or inappropriate, the Corporation may pursue resolution through formal legal avenues, including arbitration or litigation, as provided under applicable laws and contractual terms.

5. Confidentiality and Record-Keeping

All dispute matters shall be treated with the utmost confidentiality. Records of disputes and resolutions shall be securely stored and only accessed on a need-to-know basis, in line with the Corporation's Data Protection Policy and the Data Protection Act, 2019.

6. Training and Awareness

- Training on conflict resolution will be provided to all employees and management.
- Stakeholders shall be informed of the available channels and procedures for dispute resolution.

7. Roles and Responsibilities

- Human Resource Department: oversees internal grievance processes and maintains records.
- Legal Department: provides advise on dispute resolution strategies, compliance, and manage litigation/arbitration processes.
- Compliance Office: ensures neutrality and adherence to policy in dispute handling.
- Board Committees: shall address high-level and governance-related disputes.

8. Review and Amendments

This policy shall be reviewed at least every two years or upon significant changes in the legal or regulatory environment. Revisions must be approved by the Board of Directors.