



FIESTA

FOOD + FACILITIES

ETHICS / PUBLIC ASSURANCE

SPEAK-UP AND NON-RETALIATION PROCEDURE

How workers, suppliers, clients and community members can raise concerns and how Fiesta responds without retaliation.

FCS-GOV-PRO-001

VERSION 1.0

APPROVED

APPROVED BY

Angesom Kidane
Founder & Managing Director

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DOCUMENT CONTROL

Speak-Up and Non-Retaliation Procedure

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PURPOSE AND PUBLIC SCOPE

Fiesta wants concerns raised early, before harm grows. Employees, workers, suppliers, clients, applicants and community members may report suspected misconduct, unsafe conditions or breaches without retaliation for an honest report.

PUBLIC SCOPE NOTE

A reporter may withhold their name, although ordinary email and telephone channels cannot guarantee technical anonymity. Fiesta will restrict information to those who need it, subject to safety, law and fair investigation. People may also contact a competent public authority directly.

CORE COMMITMENTS

01 Multiple routes to raise a concern	02 No retaliation for good-faith reporting
03 Fair, conflict-free assessment	04 Documented action and follow-through

01

What to report

Concerns may include food-safety failures, unsafe work, harassment, discrimination, child or forced labour, theft, fraud, bribery, conflicts of interest, falsified records, privacy breaches, environmental harm, retaliation or deliberate breaches of law, contract or Fiesta policy.

- Immediate danger should first be reported to emergency services, the site lead, the client or the competent authority as appropriate.

- Routine employment questions may use normal supervision channels, but serious concerns may use this procedure directly.
- Reporters do not need proof before raising a genuine concern; helpful facts and documents should be preserved.

02

How to speak up

A concern may be raised with a supervisor, another manager, the Managing Director, by telephone at +251 911 236260 or by email at fiestacaterer@gmail.com. State that the message is a Speak-Up report and include what happened, when, where, who may be involved and any immediate risk.

- A reporter may use a personal representative or omit their name.
- If a person named in the report would normally receive it, use another listed route or a competent external authority.
- Do not place yourself at risk to collect evidence.

03

Response stages and target times

Fiesta records the concern when received and triages immediate risk the same day. When contact details are available, acknowledgement is targeted within three working days, an initial assessment within ten working days and closure or a progress update within thirty days where reasonably possible. Complex or authority-led matters may take longer.

- Immediate protective actions do not presume guilt and may be adjusted as facts develop.
- The case owner documents scope, conflicts, evidence, findings, actions and closure.
- A follow-up check is targeted within ninety days for material corrective actions.

04

Confidentiality, fairness and non-retaliation

Information is shared only as needed to protect people, assess the concern, comply with law and provide procedural fairness. Fiesta prohibits dismissal, threats, loss of opportunity, harassment or other adverse treatment because a person raised or supported an honest concern.

- People named in a report are treated fairly and findings are based on available evidence.
- Retaliation should be reported immediately and is assessed as a separate breach.
- Knowingly false or malicious allegations may lead to action; unproven good-faith concerns do not.

05

Outcomes, records and external reporting

Outcomes may include no further action, coaching, control improvement, restitution, discipline, supplier action, contract action or referral to a competent authority. Records are access-controlled and retained according to legal and business requirements. Aggregate themes may be reported only where individuals cannot reasonably be identified.

- Legal rights to report to regulators, law enforcement or other competent bodies are not restricted.
- Personal details and evidence are not published in Fiesta's public governance reporting.
- The procedure is reviewed after material cases and at least annually.

06 / AUTHORITATIVE SOURCES

Reference basis

These links lead to an issuing institution or authoritative legal database. Confirm the current official text and its application before operational reliance.

Protection of Witnesses and Whistleblowers Proclamation No. 699/2011
Federal Ministry of Justice / OPEN SOURCE

Corruption Crimes Proclamation No. 881/2015
Federal Ministry of Justice / OPEN SOURCE

Labour Proclamation No. 1156/2019
ILO NATLEX / OPEN SOURCE

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The approved public master is maintained at fiestacaterings.com/governance/speak-up-whistleblowing. Printed or downloaded copies should be checked against the current version before use.