Guidelines for Handling Employee Complaints

We believe in promoting a work environment in which all employees respect the rights and privacy of others. As we advance to our goals of maximum productivity, we are encouraged to be sensitive to coworkers and to help each other change improper behavior. We are encouraged to bring objectionable conduct to the attention of the individual responsible and attempt to resolve problems informally in an appropriate and professional manner.

Complaint Procedure

Any associate who believes he/she has witnessed harassment or is being harassaed should file a complaint as soon as possible after the occurrence so that our investigation of the matter can be handled promptly and effectively. All associates are expected to cooperate fully with and assist the Company in any investigation. The complaint procedure to follow is:

- Report the incident to your Manager. If, however, you do not believe a discussion with such individual is appropriate, you may
- Report the incident to the next level of management or contact Human Resources.

Confidentiality

When handling employee complaints, Human Resources respects and understands requests for confidentiality. However, confidentiality cannot be guaranteed in situations that involve discrimination or harassment. The company is obligated to investigate all complaints of discrimination and harassment, and part of that process may involve disclosing the complainant's identity.

In cases involving discrimination or harassment, Human Resources has a responsibility and obligation to:

- Inform appropriate members of senior management that a problem has been reported,
- Conduct a timely investigation, and
- Recommend to senior management the appropriate response, including corrective or disciplinary action when necessary.

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