

It is the policy of **Sangster's** to conduct itself with employees in an equitable and impartial way. **Sangster's** believes that unless a formal complaint procedure is in place, work-related problems or misunderstandings that shall occur from time to time may escalate and remain unresolved.

**Sangster's** urges all employees to adhere to this policy by bringing all problems and complaints to the attention of their immediate supervisors. It shall always be the policy of **Sangster's** to encourage its employees to use this established process and to assure them that they will not be exposed to discrimination or retaliation for their use of these procedures. The purpose of this policy is to give **Sangster's** and its employees an opportunity to clear up problems, misconceptions, disputes or misunderstandings of any kind. It should be considered a formal method of assuring everyone just and suitable treatment. In order for this procedure to be successful, everyone must want it to work and use it when informal methods prove unsatisfactory.

#### **PROCEDURES:**

##### **The Compliant Procedure**

1. All employees who have complaints, problems, concerns or disputes with another employee having to do with specific working conditions, safety, unfair treatment, disciplinary actions, compensation, job classification, job assignments or any form of purported discrimination shall bring this issue to the attention of their immediate supervisors within five (5) working days of the incident.
2. Within three (3) working days following this initial discussion, **Sangster's** Manager/Franchisee will take the matter under consideration and make every effort to mutually resolve the situation to everyone's satisfaction.
3. If the issue cannot be resolved mutually to everyone's satisfaction within that three (3) day period, additional time to gather sufficient and more comprehensive information may be jointly agreed upon. The time frame to gather this information shall be determined by both **Sangster's** Manager/Franchisee and the employee.
4. If the matter remains unresolved through *Steps 1, 2 and 3*, the employee may file a written complaint and submit it to **Sangster's Franchise Office**. Head Office will provide the employee with an answer within fourteen (14) working days of receiving this written report.

5. If the response the employee receives from the Head Office is not satisfactory, the employee may file the same written complaint and submit it to **Sangster's** President/Owner within five (5) working days of such Head Office response.
6. The President/Owner of **Sangster's** shall discuss the matter and investigate it within thirty (30) working days of receiving the employee's request. Within ten (10) working days following this investigation and discussion, the President/Owner of **Sangster's** shall give the employee an answer. This answer shall be binding and final.