

# **Conflict Management and Resolution Policy**

## **1. Purpose**

At **Antier Solutions**, we believe that a positive, respectful, and collaborative workplace culture is essential for high performance, innovation, and employee satisfaction. However, in any dynamic work environment, **conflicts may arise** due to differences in communication styles, expectations, responsibilities, or interpersonal dynamics.

This policy aims to provide a **clear, fair, and structured approach** to managing and resolving conflicts. It ensures that all team members feel **heard, respected, and supported** while encouraging accountability, transparency, and continuous improvement in how we work together.

## **2. Scope**

This policy applies to:

* All full-time and part-time employees
* Interns, consultants, and contractual staff
* Cross-functional teams, departments, and business units
* Conflicts arising during **in-office** or **remote work**, including interactions over internal communication channels

## **3. Definition of Conflict**

Conflict is defined as **any disagreement, misunderstanding, or interpersonal friction** between two or more individuals that affects collaboration, performance, morale, or the overall workplace environment.

Conflicts may stem from:

* Miscommunication or misinformation
* Differences in working styles, priorities, or values
* Role ambiguity or overlapping responsibilities
* Personal behavior or perceived disrespect
* Interpersonal dynamics or unresolved past issues

## **4. Guiding Principles**

Antier Solutions follows a **zero-blame, solution-oriented** approach to conflict management, with the following core values:

* **Fairness**: All parties are treated with impartiality and respect.
* **Timeliness**: Conflicts are addressed at the earliest stage to prevent escalation.
* **Transparency**: The process and outcomes are documented and communicated clearly.
* **Confidentiality**: Sensitive information is kept secure and private.
* **Support**: Employees are guided, not judged, for raising or addressing issues.

## **5. Conflict Resolution Workflow (Escalation Path)**

All conflicts must be addressed in a **structured escalation flow**, and **each step must be initiated via email** to maintain official documentation.

### **Step 1: Team Lead (TL)**

* First point of contact.
* The employee should raise the issue via email with a clear explanation of the concern.
* The TL will attempt to resolve the matter through **direct communication**, mediation, and action plans.

### **Step 2: Project Manager (PM)**

* If unresolved, escalate the issue to the PM with the TL in CC.
* The PM will evaluate the case, hold **one-on-one discussions**, and explore potential resolutions based on context, timelines, and expectations.

### **Step 3: Delivery Head**

* If the issue remains unresolved, it must be escalated to the Delivery Head.
* The Delivery Head will **review prior actions**, speak with both parties involved, and propose a resolution plan.

### **Step 4: TPM or Department Head**

* If the conflict spans teams or impacts department-level functioning, the TPM or Department Head will intervene.
* Their role includes taking a strategic view, ensuring alignment with organizational priorities, and defining long-term preventive measures.

### **Step 5: Human Resources (Final Escalation)**

* If all prior levels fail to resolve the issue, it must be escalated to **HR via email to hr@antiersolutions.com**, keeping **TL, PM, Delivery Head, and TPM/Dept Head in CC**.
* HR will review all previous documentation, conduct an **independent review**, and drive the final resolution process.

## **6. Conflict Resolution Procedure**

Upon formal initiation of the conflict resolution process, the following steps will be followed:

### **A. One-on-One Meetings**

Each party involved will be interviewed **individually and confidentially** to understand their perspective, feelings, expectations, and proposed solutions.

### **B. Group Discussion**

A **facilitated joint meeting** will be held with all concerned parties, with a neutral mediator (e.g., PM, TPM, Delivery head, Department Head, or HR) present. The aim is to clarify issues, align expectations, and find common ground.

### **C. Root Cause Analysis**

The mediator will identify the root cause of the conflict — whether procedural, personal, structural, or communication-related — and work toward eliminating it.

### **D. Resolution and Closure**

* A **written resolution document** will be created and shared with all parties involved.
* It will outline the actions taken, decisions made, and future behavioral or process expectations.
* The resolution will be **logged by HR** for reference and follow-up.

## **7. Skipping Escalation Steps**

If an employee **bypasses one or more escalation levels**:

* The receiving person (e.g., HR, TPM) **must not dismiss the concern**.
* Instead, they will **gently guide the employee** to the proper escalation path and ensure the concern is addressed with full support and without bias.
* The employee will receive **guidance and reassurance** to follow the correct process without fear of judgment or retaliation.

## **8. Serious Conflict Violations**

If at any point the conflict results in:

* **Physical violence**
* **Use of abusive, threatening, or profane language**
* **Sexual misconduct**
* **Defamation or bullying**
* **Any action that violates the Zero Tolerance Policy or the Office Decorum Policy**

Then, **immediate disciplinary action** will be taken as per company policy. This can include:

* Verbal or written warnings
* Suspension
* Termination of employment
* Legal action (if applicable)

All employees are encouraged to **review all other policies** to understand unacceptable behavior and associated consequences.

## **9. Confidentiality and Documentation**

* All conflict-related information will be kept strictly **confidential**.
* Records will be securely maintained by HR and will not affect performance reviews unless the behavior violates company policies.

## **10. Final Commitment**

Antier Solutions is committed to:

* **Creating a safe and inclusive space** for concerns to be raised
* **Empowering leaders and managers** to address conflict early
* **Maintaining healthy team dynamics** for high performance and well-being

We encourage every team member to play their part in **resolving disagreements respectfully** and collaboratively.