

# CONFLICT RESOLUTION PROTOCOL

**DeepShield Systems, Inc.**

*Effective Date: January 15, 2024*

*Document ID: CRP-2024-001*

## 1. PURPOSE AND SCOPE

1. This Conflict Resolution Protocol ("Protocol") establishes the official procedures and guidelines for addressing and resolving workplace conflicts within DeepShield Systems, Inc. ("Company"), including its subsidiaries and affiliated entities.

2. This Protocol applies to all employees, contractors, consultants, and temporary workers engaged by the Company, regardless of position or tenure.

## 2. DEFINITIONS

1. "Conflict" refers to any professional disagreement, dispute, or difference of opinion that may impact workplace operations, team dynamics, or company performance.

2. "Parties" refers to individuals or groups involved in a conflict situation.

3. "Mediator" refers to a designated neutral third party authorized to facilitate conflict resolution proceedings.

## 3. GENERAL PRINCIPLES

1. The Company promotes a collaborative work environment while recognizing that conflicts may arise in the course of business operations, particularly in high-stakes cybersecurity and critical infrastructure protection activities.

2. All conflict resolution proceedings shall maintain:

- a) Confidentiality
- b) Impartiality
- c) Professionalism
- d) Respect for all parties
- e) Compliance with applicable laws and regulations

## **4. RESOLUTION PROCEDURES**

### **1. Initial Resolution Attempt**

- a) Parties shall first attempt to resolve conflicts through direct communication
- b) Documentation of attempts must be maintained
- c) Initial resolution period shall not exceed five (5) business days

### **2. Management Intervention**

- a) If initial resolution fails, immediate supervisor shall be notified
- b) Supervisor must schedule initial mediation within three (3) business days
- c) Written summary of conflict and attempted solutions required

### **3. Formal Mediation**

- a) HR Department shall assign qualified mediator
- b) Mediation session must occur within ten (10) business days
- c) All parties must sign confidentiality agreements
- d) Mediator shall document proceedings and outcomes

## **5. ESCALATION PROTOCOL**

### **1. Technical Disputes**

- a) CTO or Chief Security Architect final authority for technical conflicts
- b) Written decision required within five (5) business days
- c) Implementation plan must accompany decision

### **2. Operational Disputes**

- a) Department VP final authority for operational conflicts
- b) Resolution must align with company security protocols
- c) Decision binding on all parties

## **6. DOCUMENTATION REQUIREMENTS**

### **1. All conflict resolution proceedings shall be documented including:**

- a) Initial complaint or conflict description
- b) Resolution attempts and outcomes

- c) Mediator reports and recommendations
- d) Final resolution and implementation plan

2. Documentation shall be maintained by HR for seven (7) years

## **7. CONFIDENTIALITY**

1. All information disclosed during conflict resolution proceedings shall be treated as confidential and subject to the Company's standard NDAs.

2. Breach of confidentiality may result in disciplinary action.

## **8. ENFORCEMENT**

1. Compliance with this Protocol is mandatory for continued employment or engagement with the Company.

2. Failure to participate in good faith may result in disciplinary action.

## **9. AMENDMENTS**

1. This Protocol may be amended by the Company's Legal Department with approval from the CEO.

2. Amendments shall be communicated to all employees within five (5) business days of adoption.

## **APPROVAL AND ADOPTION**

This Protocol is hereby adopted and approved by:

Dr. Marcus Chen

Chief Executive Officer

DeepShield Systems, Inc.

Robert Kessler

Chief Financial Officer

DeepShield Systems, Inc.

Date: January 15, 2024

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