

EMPLOYEE GRIEVANCE PROCEDURE

Summit Digital Solutions, Inc.

Effective Date: January 1, 2024

Document Version: 2.0

1. PURPOSE AND SCOPE

1. This Employee Grievance Procedure ("Procedure") establishes the formal process for addressing and resolving workplace grievances at Summit Digital Solutions, Inc. (the "Company"). This Procedure applies to all full-time, part-time, and temporary employees of the Company.

2. A grievance is defined as any work-related concern, problem, or complaint that an employee wishes to bring to the Company's attention for resolution, including but not limited to:

- Working conditions or environment
- Application of Company policies
- Treatment by management or colleagues
- Discrimination or harassment
- Health and safety concerns
- Work assignments or responsibilities
- Performance evaluations
- Compensation-related issues (excluding standard compensation reviews)

2. INFORMAL RESOLUTION

1. Employees are encouraged to first attempt to resolve grievances informally through direct communication with their immediate supervisor or the involved parties.

2. Human Resources representatives are available to facilitate informal discussions and provide guidance on conflict resolution strategies.

3. If informal resolution is unsuccessful or inappropriate given the nature of the grievance, employees should proceed with the formal grievance procedure outlined below.

3. FORMAL GRIEVANCE PROCEDURE

1. Step One - Initial Written Submission

- Employee must submit a written grievance to Human Resources using the Company's Grievance Submission Form within 30 calendar days of the incident
- The submission must include:
- Detailed description of the grievance
- Relevant dates and times
- Names of involved parties
- Supporting documentation
- Desired resolution
- Previous attempts at informal resolution

2. Step Two - Initial Review

- Human Resources will acknowledge receipt within 2 business days
- Initial review completed within 5 business days
- HR will determine appropriate investigation path and assign investigator

3. Step Three - Investigation

- Investigation conducted within 15 business days
- May include:
- Interviews with relevant parties
- Document review
- Site inspections
- Policy analysis
- Employee filing grievance must cooperate fully with investigation
- All participants must maintain confidentiality

4. Step Four - Resolution Meeting

- Formal meeting scheduled within 5 business days of investigation completion
- Attended by:
- Employee filing grievance
- Human Resources representative
- Department head or designated manager
- Employee's immediate supervisor (unless subject of grievance)
- Written resolution provided within 3 business days of meeting

4. APPEAL PROCESS

1. If unsatisfied with the resolution, employee may appeal within 10 business days to the Chief People Officer.

2. Appeal must be in writing and include:

- Original grievance documentation
- Initial resolution decision
- Specific grounds for appeal
- Additional supporting evidence

3. Appeal Review

- Conducted by senior management panel
- Final decision within 15 business days
- Decision is binding and concludes internal process

5. CONFIDENTIALITY AND NON-RETALIATION

1. All grievance proceedings are confidential. Unauthorized disclosure may result in disciplinary action.

2. The Company strictly prohibits retaliation against any employee for filing a grievance or participating in the grievance process.

3. Suspected retaliation should be reported immediately to Human Resources and will be investigated as a separate grievance.

6. DOCUMENTATION AND RECORD KEEPING

1. Human Resources maintains all grievance records for seven (7) years.

2. Access to grievance files is restricted to:

- Human Resources personnel
- Legal Department
- Senior management on need-to-know basis
- Regulatory authorities as required by law

7. MODIFICATIONS AND UPDATES

1. The Company reserves the right to modify this Procedure at any time.
2. Material changes will be communicated to all employees with 30 days' notice.

ACKNOWLEDGMENT

By continuing employment with Summit Digital Solutions, Inc., employees acknowledge and agree to follow this Grievance Procedure.

Approved by:

Sarah Blackwell
Chief Operating Officer
Summit Digital Solutions, Inc.

Director of Human Resources
Summit Digital Solutions, Inc.

Date: January 1, 2024