

CONFLICT RESOLUTION PROCEDURE

Summit Digital Solutions, Inc.

Effective Date: January 15, 2024

Document ID: HR-CRP-2024-001

1. PURPOSE AND SCOPE

1. This Conflict Resolution Procedure ("Procedure") establishes the formal process for addressing and resolving workplace conflicts within Summit Digital Solutions, Inc. ("Company").
2. This Procedure applies to all employees, contractors, and consultants engaged by the Company, regardless of position or tenure.

2. DEFINITIONS

1. "Conflict" means any workplace disagreement, dispute, or issue that impacts professional relationships or work performance.
2. "Parties" refers to individuals directly involved in the conflict.
3. "Mediator" means a designated neutral third party, typically from Human Resources or senior management, who facilitates the resolution process.

3. GENERAL PRINCIPLES

1. The Company encourages early intervention and informal resolution where appropriate.
2. All parties shall maintain confidentiality throughout the resolution process.
3. No retaliation shall be permitted against any individual participating in good faith in this process.

4. RESOLUTION PROCESS

1. Step One: Direct Communication
 - Parties shall attempt to resolve conflicts through direct, professional communication
 - Documentation of attempts at resolution should be maintained
 - Timeline: 5 business days maximum for initial discussion

2. Step Two: Supervisor Intervention

- If direct communication fails, immediate supervisor(s) shall be notified
- Supervisor must schedule a facilitated discussion within 3 business days
- Written summary of discussion and proposed resolution required

3. Step Three: Formal Mediation

- HR Department coordinates mediation if supervisor intervention unsuccessful
- Professional mediator may be engaged for complex situations
- Mediation session must occur within 10 business days of request

4. Step Four: Executive Review

- Unresolved conflicts escalated to appropriate Executive Team member
- Final determination issued within 5 business days
- Decision binding on all parties

5. DOCUMENTATION REQUIREMENTS

1. All formal conflict resolution proceedings shall be documented including:

- Nature of conflict
- Parties involved
- Resolution attempts
- Final outcome
- Follow-up actions

2. Records maintained by HR Department for 7 years

6. CONFIDENTIALITY

1. All participants must sign confidentiality agreements before formal proceedings

2. Breach of confidentiality may result in disciplinary action

7. MONITORING AND COMPLIANCE

1. HR Department responsible for procedure oversight

2. Quarterly reports to Executive Team on conflict trends and resolution metrics

3. Annual review and update of procedure as needed

8. EXCEPTIONS AND SPECIAL CIRCUMSTANCES

1. CEO may modify process for conflicts involving executive team members

2. Expedited process available for time-sensitive situations

9. RELATED POLICIES

1. Employee Code of Conduct

2. Anti-Harassment Policy

3. Professional Ethics Guidelines

APPROVAL AND REVISION HISTORY

Version: 2.0

Approved By: Sarah Blackwell, COO

Date: January 15, 2024

Prior Version: 1.0 (March 2020)

SIGNATURE

By authority of the Board of Directors:

Dr. Alexandra Reeves

Chief Executive Officer

Summit Digital Solutions, Inc.

Date