

# **CONFLICT RESOLUTION PROCEDURE MANUAL**

**Polar Dynamics Robotics, Inc.**

*Effective Date: January 15, 2024*

*Document Version: 2.0*

## **1. PURPOSE AND SCOPE**

1. This Conflict Resolution Procedure Manual ("Manual") establishes the official protocol for addressing and resolving workplace conflicts within Polar Dynamics Robotics, Inc. ("Company").
2. This Manual applies to all employees, contractors, consultants, and temporary workers engaged by the Company across all facilities and operational sites.

## **2. DEFINITIONS**

1. "Conflict" refers to any workplace disagreement, dispute, or grievance between:
  - a) Two or more employees
  - b) Employees and their supervisors
  - c) Departments or teams
  - d) Employees and the Company
2. "Mediator" refers to a qualified Human Resources representative or designated third-party professional appointed to facilitate conflict resolution.

## **3. GENERAL PRINCIPLES**

1. The Company commits to:
  - a) Maintaining confidentiality throughout the resolution process
  - b) Ensuring fair and impartial treatment of all parties
  - c) Resolving conflicts at the lowest appropriate organizational level
  - d) Protecting participants from retaliation
  - e) Documenting all formal proceedings

## **4. RESOLUTION PROCEDURE**

1. Step 1: Direct Communication

- Parties shall attempt to resolve conflicts through direct, professional communication
- Documentation of attempts must be maintained
- Maximum duration: 5 business days

## 2. Step 2: Supervisor Intervention

- If Step 1 fails, immediate supervisor(s) shall mediate
- Written summary of issues required
- Maximum duration: 10 business days

## 3. Step 3: HR Mediation

- Formal HR involvement if Steps 1-2 unsuccessful
- Written statements required from all parties
- Structured mediation session(s)
- Maximum duration: 15 business days

## 4. Step 4: Executive Review

- Final internal escalation to department VP or C-level executive
- Binding decision issued
- Maximum duration: 10 business days

# 5. SPECIAL CIRCUMSTANCES

## 1. Technical Disputes

- Conflicts involving technical specifications, robotics programming, or engineering decisions shall include Chief Robotics Officer review
- Technical Advisory Committee may be convened

## 2. Cross-Departmental Conflicts

- COO shall oversee resolution of conflicts between departments
- Department heads must participate in mediation

# 6. DOCUMENTATION REQUIREMENTS

## 1. Required Documentation:

- Initial conflict report

- Written statements from all parties
- Meeting minutes
- Proposed solutions
- Final resolution agreement
- Follow-up monitoring plan

## 2. Record Retention

- All documentation maintained for 7 years
- Stored in secure HR information system
- Access restricted to need-to-know basis

## **7. CONFIDENTIALITY**

1. All parties must sign confidentiality agreements before participating in formal resolution procedures.

2. Breach of confidentiality may result in disciplinary action.

## **8. MONITORING AND COMPLIANCE**

1. HR Department shall:

- Track all formal conflicts and resolutions
- Report quarterly metrics to executive team
- Review effectiveness annually
- Recommend policy updates as needed

## **9. AMENDMENTS**

1. This Manual may be amended by written approval of:

- Chief Executive Officer
- Chief Operating Officer
- Head of Human Resources

## **10. ACKNOWLEDGMENT**

The undersigned acknowledges receipt and understanding of this Manual:

**Name:**

**Title:** \_

**Date:** \_

Authorized by:

Dr. Elena Frost

Chief Executive Officer

Polar Dynamics Robotics, Inc.

Sarah Nordstrom

Chief Operating Officer

Polar Dynamics Robotics, Inc.

Date: January 15, 2024