

**XYZ, INC.**

**ASSOCIATE PROBLEM RESOLUTION PROCEDURE**

XYZ is committed to open and supportive communication between all associates on a daily basis. In the course of a normal workday, we recognize that you may have a question or problem concerning your job or workplace. Unless the question or problem addressed promptly, this may cause it to become larger than may actually be the case. For this reason, you are encouraged to approach your manager informally whenever a question or problem arises, so it can be answered or corrected. If after speaking with your manager, you feel your concern(s) were not addressed to your satisfaction, you are urged to use the steps below, beginning at step two. You can be assured that all of our management staff will support you in use of this procedure.

**STEP 1 Your Immediate Manager**

AVAILABLE UPON PURCHASE

**STEP 2 Your /Department Head**

AVAILABLE UPON PURCHASE

**Step 3 Human Resources**

AVAILABLE UPON PURCHASE

**Step 4 Respective Executive Officer**

AVAILABLE UPON PURCHASE

**Step 5 Chief Operating Officer**

AVAILABLE UPON PURCHASE

**Step 6 Chief Executive Officer**

AVAILABLE UPON PURCHASE

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**Chief Executive Officer**