



### 1. PURPOSE

The interests of Napco Companies, as well as their employees, are best served when any problem relating to the workplace is resolved as part of the regular communication at the level of employee-to-employee or employee-to-manager relationships. The grievance policy encourages and facilitates the resolution of employees' complaints in a prompt and equitable manner.

### 2. SCOPE

The Grievance Policy shall be applicable to all employees in all grades.

### 3. RESPONSIBILITY

It is the responsibility of the employees, HR people, and the management to ensure the proper implementation of this policy.

### 4. POLICY

- In order to ensure constructive problem solving, guarantee a healthy working environment and avoid triangles, the complainant is encouraged to discuss concerns at an early stage with whom the problem exists with intent toward a positive and effective resolution.
- If the issue is not settled during informal discussions, the employee shall attempt to resolve complaints through the appropriate management chain at the most immediate level. The employee's direct manager should normally be the first source of assistance.
- If the employee remains unsatisfied, Napco Companies have an Open Door Policy that makes available to all employees a progressive access to any level of management within the corporation. The employee can discuss his concerns with the higher management (HR Department, Operations Manager/General Manager, Executive Directors, Vice President, or Executive Vice President) up to the President when necessary.
- The discussion should be held promptly in order to brainstorm options and resources available to determine a fair resolution process.

### 5. REPRISAL

Under the Open Door Policy, the management should be sensitive to assure that no employee shall be subject to retaliation for using or participating in the grievance process.

### 6. CONFIDENTIALITY

All meetings shall be conducted in a private and secure setting. Although the contents of the complaint are considered confidential information, some information might be shared with higher management on a need to know basis in an effort to resolve the complaint.