



## Conflict Resolution Policy

### Purpose:

Acres Enterprises Ltd. strives to maintain fair and consistent policies and practices for its employees. If an employee believes that our company and/or Human Resources policies and procedures are not being properly and consistently administered in our workplace, the employee may utilize our conflict resolution procedure and process.

The conflict resolution policy and procedures are intended to be utilized for specific disputes or violations of company and/or Human Resources policies and procedures as opposed to concerns related to general complaints, i.e. performance evaluations, job analysis, or compensation, etc.

### Scope:

This policy applies to every employee of Acres Enterprises Ltd.; and its subsidiaries and affiliated companies.

### Policy:

This Conflict Resolution Policy enables individuals to raise issues about their work, working environment (including Health and Safety at work), changes to working practices, harassment, working relationships or terms and conditions of employment.

A member of Human Resources is available to provide consultative/resolution services to determine whether or not a conflict or grievance is within the scope of policy, and to attempt to resolve general workplace issues, concerns and specific complaints regarding Human Resources policies and procedures.

All Acres employees are expected to apply the principles outlined in this Policy in exercising judgment when we face questions, concerns or issues regarding conflict in the workplace that do not present obviously correct answers or approaches.

It can be used as a reference document to provide staff with further information around what informal conflict resolution tools are available within Acres.

This policy also provides information to staff on how to raise a conflict complaint or grievance.

### **CONFLICT RESOLUTION PROCEDURES**

In the first instance, Acres expects all employees to attempt to resolve matters informally where possible and practical.

All employees experiencing conflict should take part in an informal discussion with the relevant parties with the aim of resolving the conflict early on. Coaching support to address conflict informally is available from Human Resources.

Employees are then encouraged to seek resolution to their issues, concerns and/or their complaints through their departmental supervisors or Human Resources before filing a formal complaint or grievance.

Retaliation against persons who raise a general complaint or who file a workplace conflict complaint or grievance of any kind is prohibited and will constitute separate grounds for corrective action up to and including termination.

Since the conflict resolution or grievance procedure is an internal process and provides for internal resolution of alleged violations of the Company and/or Human Resources policies and procedures, it is not a legal forum.

Employees may not be accompanied at conflict resolution meeting or grievance hearing by any other person, including an attorney; and the hearing may not be electronically recorded.

Misuse of this Policy may result in action being taken under the disciplinary and dismissal procedure where it is determined at the end of the process after a proper investigation of the facts, that the complaint was raised with the intent of embarrassing or undermining another person.

Employees should consult their supervisor or manager, or Human Resources, if in doubt about what circumstances might warrant conflict resolution or grievance consideration.