

## **OPEN DOOR POLICY**

It is the Company's objective to provide a working environment free from factors that would inhibit you from doing your most effective work. Should you experience problems, you may express your concerns through the Open Door Policy.

The Open Door Policy is available to all employees. Initiated voluntarily, it is a way for you to express yourself about work-related or personal problems. You can meet with your supervisor, any higher level of management, or Employee Relations Manager, Merrilee Roscoe. By talking with these people, you can voice problems and concerns and discuss solutions.

Management is responsible for keeping channels of communication open. The Open Door process can be used by all employees without hesitation or fear of retaliation. When you use the Open Door policy, management will respect the confidentiality of your concern to the extent possible in light of management's responsibility to address your concerns. If disclosure is necessary, you will be consulted and advised.

### **COMPLAINTS PROCEDURE**

To address a work-related problem, employees should do the following:

1. Raise any problems or concerns with your immediate supervisor as soon as possible after the incident or occurrence.
2. If the problem continues, employees can talk to their supervisors again, or feel free to contact Merrilee Roscoe, Employee Relations Manager at (707) 769-2340.

The Company encourages all work-related concerns to be discussed with the immediate supervisor. However, we recognize there are situations that might require a different course of action:

1. If the employee suspects or has proof that a federal or state law is being violated or is about to be violated, or
2. If a safety hazard exists that threatens the health of an employee or a customer, or
3. If the problem directly involves the supervisor and the employee can reasonably demonstrate that the supervisor may not be able to deal objectively with the situation, or
4. If you feel that you have been discriminated\* against in any term or condition of employment, then

Discuss the concern immediately with any member of management, including the Employee Relations Manager, and/or Henry Hansel or Justin Hansel, or contact the Personnel Perspective at (707) 573-3610.

\*Discrimination has been defined by the Equal Employment Opportunity Commission to include harassment, such as ethnic slurs and unwelcome advances, which have the purpose or effect of unreasonably interfering with an individual's performance or creating an intimidating, hostile, or offensive working environment. Discriminatory conduct by or against employees will not be tolerated.