

# Armada – Stakeholder Grievance Process

Stakeholder raises Grievance by calling Armada at 705.328.9599 or going to 6 LOF Drive, Lindsay, Ontario

Armada has a committed to non-retaliation against complaints (Whistleblower policy)

Community Grievances are directed to President

Employee Grievances are directed to HR Manager

Supplier Grievances are directed to Purchasing Mgr.

Resolution Process: Review by 3 member team – President, HR Manager, Financial Controller

Resolution Process: Review by 4 member team – HR Manager, Financial Controller, Plant Manager, immediate supervisor

Resolution Process: Review by 3 member team – Purchasing Manager, QA Manager, President

Discuss Resolution with party that raised the grievance

Party that raised the grievance agrees to resolution?

Yes

No

Implement Solution

Monitor, Document & Close

Further discussions to resolve (involve 3<sup>rd</sup> party arbitrator to resolve if necessary)

Implement Solution

Monitor, Document & Close

