

Instructions: Have employee sign and date and then place in personnel file.

**ACKNOWLEDGMENT AND AGREEMENT
PROBLEM SOLVING PROCEDURE AND EMPLOYEE HOTLINE**

If there is something about your job that is bothering you, let's get it out in the open and discuss it. We cannot help you unless you tell us what it is we can do.

Our "Problem Solving Procedure" offers all employees the freedom to discuss anything they wish with their supervisors. If you have a problem, it can usually be resolved by following these steps:

1. Any concern may first be discussed with your immediate supervisor.
2. If your supervisor cannot solve the problem, if you are not comfortable speaking to your supervisor about the problem, or if you are not satisfied after Step 1, you speak to the highest ranking management or corporate official.

All managers are available for advice and assistance in solving your problem at any time.

The Company also maintains an Employee Hotline through HotlinkHR, Inc. Employees are encouraged to use the Employee Hotline to report complaints or problems in a confidential manner or anonymously. The reports from the Employee Hotline are supplied to the highest level management of the Company for review and appropriate follow-up. You may access the Employee Hotline by clicking on the Hotline tab after logging on to our computerized Human Resource system. To access the Human Resource system, you simply click on the HR icon on the desktop of the computer and log in. You then click on the Hotline tab and follow the instructions.

When you inform us of your concern or problem, we will respond to your concern or solve your problem as soon as possible under the circumstances.

Also note that the Company utilizes a system of binding arbitration for disputes with employees which cannot be resolved by other means, and which would otherwise be subject to resolution in court.

I have read, understand, and acknowledge the PROBLEM SOLVING PROCEDURE AND EMPLOYEE HOTLINE policy. I hereby expressly acknowledge and agree that I will use the Problem Solving Procedure and/or Employee Hotline to report any concerns, complaints or problems I may have regarding my employment and that I understand how to access the Employee Hotline.

Signature -

Date

[RETAIN IN EMPLOYEE PERSONNEL FILE]

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[EMPLOYEE COPY]