8.5 COMPLAINTS / GRIEVANCES PROCEDURE

It is intent of the Employer to provide an available and effective means for employees to bring their problems or complaints to the attention of their supervisor or senior management. A formal complaint procedure has been established for the benefit of all employees. The procedure for employees is:

(a) The employee should promptly bring any problem or complaint to the attention of the immediate superior, unless the complaint is about the immediate superior.

(b) If the employee is unable to find satisfaction, or does not wish to discuss his/her situation with the immediate supervisor, the employee may go to General Manager or Operations Manager.

(c) If still unsatisfied, the employee may discuss the problem or complaint with the Board member.

8.6 HARRASSMENT PROCEDURE

The Employer will not tolerate -

(a) Harassment or intimidation of employees on any basis prohibited by law, including race, color, sex, age, religion, national origin, handicap, disability, marital status, or veteran status.

(b) Any suggestions made to any employee that sexual favors will affect any term or condition of employment with the Employer.

(c) Any such harassment directly from any employees towards clients or vendors.

(d) Any other harassment, including acts creating a hostile work environment or any other discriminatory acts directed against our employees.

For purposes of this policy, sexual harassment is defined as any type of sexually-oriented conduct, whether intentional or not, that is unwelcome and has the purpose or effect of creating a work environment that is hostile, offensive or coercive. The following are examples of conduct that, depending upon the circumstances, may constitute sexual harassment:

- Unwelcome sexual jokes, language, epithets, advances or propositions;
- Written or oral abuse of a sexual nature, sexually degrading or vulgar words to describe an individual;
- The display of sexually suggestive objects, pictures, posters or cartoons;
- Unwelcome comments about an individual's body;
- Asking questions about sexual conduct;
- Unwelcome touching, leering, whistling, brushing against the body, or suggestive, insulting or obscene comments or gestures;
- Demanding sexual favors in exchange for favorable reviews, assignments, promotions, or continued employment, or promises of the same.

Employees must bring any violation of this policy to the immediate attention of their supervisor or General Manager or Operations Manager or Board members. The Employer will thoroughly investigate all such claims with due regard for the privacy of the individuals involved. Any employee who knowingly retaliates against an employee who has reported workplace harassment or discrimination shall be subject to immediate disciplinary action, up to and including summary dismissal / termination.