

LOYOLA ENTERPRISES, INC.

POLICIES & PROCEDURES

CLASSIFICATION: Employee Relations

Number: III-19

Effective Date: 06-17-98

SUBJECT: Grievance Procedure

Revision Date: 07-09-09

To foster sound employee-employer relations through communications and reconciliation of work related issues, LOYOLA provides employees with an established procedure for expressing their employment related concerns.

If an employee believes that he/she has a legitimate work-related complaint, the employee is encouraged to first attempt to resolve the issue(s) through discussions with their immediate supervisor. If the issue involves the supervisor, the employee should go to the next level supervisor.

If the situation is not resolved within five (5) working days from the time the complaint was discussed with the employee's immediate supervisor, barring extenuating circumstances, it should be brought to the attention of the next level supervisor or the Human Resources Manager with written documentation. The Company will attempt to resolve the complaint within a reasonable period of time while preserving the confidentiality and privacy of those involved to the extent feasible.

If the aggrieved is not satisfied with the decision, he/she may appeal to the President within five (5) days of the decision. The President's decision is the final step in the grievance resolution process. The President's decision is final and all parties concerned are expected to abide by his decision.

All complaints will be undertaken by LOYOLA in a fair and non-discriminatory fashion and in accordance with the Company's Equal Employment Opportunity policy.