



Title	Open Door Policy
Department	Human Resources
Effective Date	7/2024
Review Date(s)	
Revision Date	

## **PURPOSE**

The Company values open communication, transparency, and a positive working environment for all team members. We believe that every team member should feel comfortable discussing their grievances, concerns, or suggestions without fear of reprisal. Therefore, we have implemented an Open Door Policy to encourage open dialogue and constructive feedback.

## **Open Communication**

All team members are encouraged to openly discuss any work-related grievances, concerns, or suggestions with their peers, supervisors, managers, and/or People Operations (HR) department.

## **Non-Retaliation**

The Company strictly prohibits any form of retaliation against team members who raise concerns in good faith. Any team member found engaging in retaliatory behavior will be subject to disciplinary action.

## **Confidentiality**

Discussions between team members and managers or People Operations regarding grievances or concerns will be handled with the utmost confidentiality to protect the privacy of all parties involved.

## **Respectful Dialogue**

All communications should be conducted in a respectful and professional manner. We expect team members to listen actively, express themselves clearly, and work towards finding mutually beneficial solutions.

## **Multiple Channels**

Team members have the option to discuss their concerns with their peers, immediate supervisor, higher-level management, People Operations, and/or any other designated contact person within the organization.

## **Timely Resolution**

If a team member brings a concern to their supervisor, higher-level management, and/or People Operations, the Company is committed to addressing and resolving team member grievances and concerns in a timely manner. Team members can expect a prompt and fair investigation of their issues.

## HOW TO RAISE A CONCERN

1. **Informal Discussion:** Team members are encouraged to first address their concerns informally with their immediate supervisor or manager.
2. **Formal Complaint:** If the issue is not resolved through informal means or if the team member is uncomfortable discussing it with their supervisor, they may escalate the matter to People Operations or higher-level management.
3. **Anonymous Reporting:** Team members also have the option to report their concerns anonymously through our designated reporting channels, such as anonymous hotline or email.

The Company is committed to fostering a culture of trust, respect, and open communication. We believe that by actively listening to our team members' feedback and addressing their concerns, we can create a more supportive and collaborative work environment for everyone.