3.6 Complaint Procedures

The organization is committed to maintaining an open and responsive work environment. Supervisors are expected to be available to hear employee concerns and to address suggestions or complaints related to workplace practices and procedures.

Employees are encouraged to raise concerns as soon as possible after an issue arises. In most cases, concerns should first be discussed with the employee's supervisor. Supervisors are expected to respond in a timely manner. If the concern is not resolved, or if the employee is not comfortable addressing the issue with their supervisor, the employee may elevate the complaint to the next level of management or to People Services.

Formal complaints should be submitted in writing and clearly describe the nature of the concern. (See **Appendix G**, **Form 2** for the Internal Complaint Form.) The organization will review the complaint and communicate a response within a reasonable time.

The organization may conduct an investigation of complaints as appropriate. Investigations will be handled in as confidential a manner as possible; however, complete confidentiality cannot be guaranteed.

Employees who raise concerns in good faith or participate in an investigation will not be subject to retaliation.

3.7 Whistleblower Policy

The organization is committed to integrity and ethical conduct. Employees and affiliated individuals are encouraged to report, in good faith, any suspected violations of law, regulation, or organization policy.

This policy is intended to complement, and not replace, other organization complaint or reporting procedures.

Reporting in Good Faith

The organization prohibits retaliation against any individual who, in good faith, reports suspected violations or participates in an investigation.

Reports should be made honestly and based on a reasonable belief that violation of law, regulation, organization policy, or other improper conduct occurred or may have occurred. Knowingly false or malicious reports may result in corrective action.

No Retaliation

The organization will not retaliate against any individual who discloses or intends to disclose information regarding a suspected violation to:

- A supervisor or manager
- People Services
- An individual with authority to investigate or address the concern
- A law enforcement or government agency

Any employee who engages in retaliation will be subject to disciplinary action, up to and including termination.

Reporting Procedure

Employees are encouraged to report concerns internally to their supervisor, People Services, or another appropriate leader.

Employees may also report concerns directly to the Board of Directors, particularly if the concern involves senior leadership or if the employee is not comfortable using internal reporting channels.

If the concern involves a member or members of the Board of Directors, the report should be directed to the Corporate General Counsel at the Corporate Administration Office.

Reports may be made verbally or in writing and should include sufficient detail to allow for review and investigation. Reports may be made anonymously, where permitted.

Board Reporting Contact

Reports may be submitted in writing to the Board of Directors in a sealed envelope marked “Confidential” at the following address:

177 Holston Drive, Lancaster, California 93535

Investigation and Confidentiality

The organization will review reports promptly and take appropriate action as necessary. Investigations will be conducted in as confidential a manner as possible, consistent with the need to conduct a thorough investigation and comply with applicable law.

Corrective action will be taken where warranted.

Additional Guidance

Employees should be aware that certain violations of organization policies or applicable laws may result in civil or criminal consequences for the organization and/or the individuals involved. Employees are encouraged to report concerns promptly so that they may be addressed before they escalate.

The organization encourages employees to raise concerns internally through the designated reporting channels whenever appropriate, while recognizing that individuals may also report concerns to external authorities as permitted by law.

3.8 Violence-Free Workplace

The organization is committed to providing a safe workplace and will not tolerate abusive or violent behavior, including but not limited to threatening remarks, physical intimidation, or assault.
Carrying firearms or other dangerous weapons on organization premises or at organization-sponsored events is prohibited, except as permitted by applicable law. For purposes of this section, a dangerous weapon includes, but is not limited to, firearms, knives, tasers, or other items capable of causing serious harm.

Employees involved in physical altercations or violent conduct of any kind may be subject to immediate corrective action, up to and including termination.

3.9 Reporting Violent Behavior

Employees who believe they are being threatened, intimidated, verbally abused, or physically harmed must immediately notify their supervisor. If the behavior involves a supervisor, employees must notify People Services.

The organization will not tolerate retaliation against any employee who makes a good faith report under this policy.

Employees who witness violent or threatening behavior, or who become aware of a credible threat of harm to any individual, must immediately notify a supervisor, People Services, and, where appropriate, law enforcement.

3.10 Drug and Alcohol-Free Workplace

The organization is committed to maintaining a safe, healthy, and productive work environment. The use of alcohol, illegal drugs, or controlled substances can impair an employee’s ability to perform work safely and effectively and may pose a risk to others.