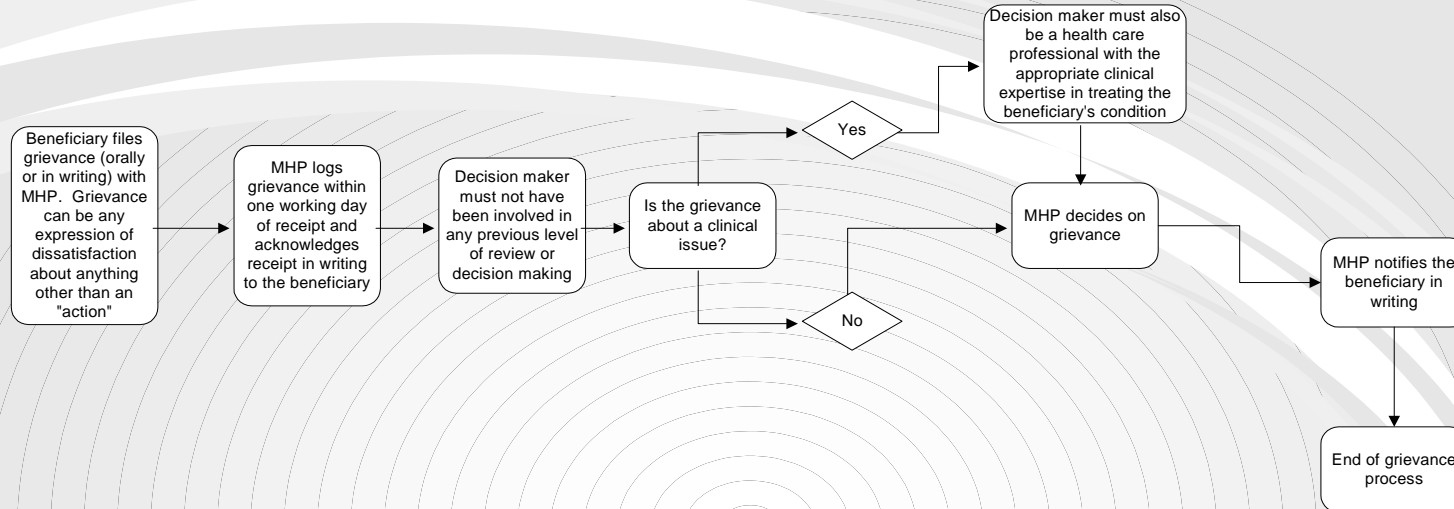


GRIEVANCE PROCESS FLOW DIAGRAM #1



TIMEFRAMES

- ✓ Grievances must be resolved within 60-calendar days from the date the grievance is filed.
- ✓ Timeframe may be extended by up to 14 days in certain circumstances.