

## Complaint Procedure for Harassment and Discrimination

The Company's Complaint Procedure provides for an immediate, thorough, and objective investigation of any discrimination or harassment claim. If the Company determines that prohibited discrimination or harassment has occurred, it will take appropriate remedial action against a person found to have engaged in any prohibited discrimination or harassment, up to and including termination of employment. The discipline will be commensurate with the severity of the offense. Appropriate actions will also be taken to deter any future prohibited discrimination or harassment.

An individual subjected to what he/she believes is improper discrimination or harassment:

- May tell the discriminator/harasser to stop his/her unwanted behavior if he/she feels comfortable doing so; and
- Must immediately report the alleged incident to his/her manager or the President.

If an employee becomes aware of discriminatory or harassing conduct engaged in or suffered by a Company employee, the employee should immediately report that information to his/her manager or the President.

All incidents of discrimination or harassment that are reported will be investigated. Designated representatives of the Company will immediately undertake an effective, prompt, thorough, and objective investigation of the discrimination or harassment allegations. The investigation will be completed, and a determination regarding the alleged discrimination or harassment will be made and communicated to the person claiming discrimination or harassment as soon as possible. In addition, all complaints will be kept confidential to the maximum extent possible. The Company strictly prohibits retaliation against any person by another employee or by the Company for using this complaint procedure, reporting discrimination or harassment, or for filing, testifying, assisting or participating in any manner in any investigation, including an investigation, proceeding, or hearing conducted by a governmental enforcement agency. Prohibited retaliation includes, but is not limited to, termination, demotion, suspension, failure to make employment recommendations impartially, adversely affecting working conditions, or otherwise denying any employment benefit.

Any person who is found to have engaged in unlawful discrimination, harassment, or retaliation is subject to disciplinary action up to and including termination of employment. A person who engages in discrimination or harassment could also be held personally liable for monetary damages.

The Company does not consider conduct in violation of this policy to be within the course and scope of employment or the direct consequence of the discharge of one's duties. Accordingly to the extent permitted by law, the Company reserves the right not to provide a defense or pay damages assessed against any employee for conduct in violation of this policy.

Reviewed - 9/23/2021

## Applicant Appeal of Invalidation of Certificate of Completion

**Background:** An applicant may appeal the result of the invalidation of his/her Certificate of Completion. Grounds for over-ruling the judgment of the reviewers will be the evidence of procedural or technical error. Such appeals may be only submitted in writing, directly to the Chair of the ANSI Advisory Group.

- The Chair and/or Vice-Chair will conduct a review of the process as it was applied to the applicant requesting the appeal.
- All notes submitted by the reviewers should be checked as well as a general review of the information submitted by the applicant.
- If necessary, the Chair and/or Vice-Chair should contact the original reviewers and have them provide an overview of the process as it applies to this specific applicant.
- If, following the review by the Chair or Vice-Chair, there is no evidence of a procedural or technical error in the way in which the process was applied, the Chair will contact the Individual and notify them that the appeal has been denied.
- If, following the review by the Chair or Vice-Chair, there **is evidence of a procedural or technical error**, the Chair or Vice-Chair will determine the appropriate remedy. Remedies may include a continuation of the original review, a new application review, or any other approach that the Chair or Vice-Chair deem appropriate.
- After the review of the appeal request, the Chair will inform the individual of the results.
- Following the resolution of the process, the Chair or Vice-Chair will be responsible for creating a summary of the appeal review process for the applicant in question and forwarding it to the Director of Operations. These summaries will be retained for archival purposes.

Reviewed - 9/23/2021