



### **Complaint Review**

If you have a question or concern you feel has not been adequately addressed with your immediate supervisor, you are encouraged to submit a written complaint. Employees who submit a written complaint under this procedure will not be subject to retaliation. Employees submitting a complaint however should do so professionally and in such a manner which will not disrupt or interfere with the work of others. Employees with a written complaint that cannot be resolved initially should forward their concerns in writing to the area Vice President. Thereafter, the matter will be resolved promptly, or alternatively, the Company will conduct a formal investigation pursuant to the Internal Complaint Review Procedure. This process is reserved for use by current employees.

### **Procedure**

#### **1. Filing of Complaint**

Employees should prepare a written complaint and direct it to the local Vice President within 5 business days following the events that give rise to the work-related concerns. The written complaint should set forth in detail the reasons for the complaint and the desired resolution. It should be signed and dated by the employee and then sent to the Vice President in a sealed envelope marked "Confidential". If the local Vice President is your immediate supervisor or if you have already discussed the issue with them, you should direct your correspondence to Jane Sopko at TSO Management, 960 Checkrein Avenue, Columbus Ohio 43229 or skip to #5 if applicable.

#### **2. Investigation**

The Vice President or alternatively next level manager, upon receipt of a written complaint, will send the employee an acknowledgement that the complaint was received and that it is under review, and they will direct the investigation. The investigation may include a face-to-face meeting with the employee and others named in the complaint or who are believed to have knowledge of pertinent facts.

#### **3. Follow Up**

Upon completion of the investigation, the Vice President may take action to resolve the complaint in accordance with Company policies. At the conclusion of the investigation, the Vice President at their discretion may call or meet with the employee in person to discuss the resolution. This step is to be completed within ten business days following the initial complaint.

#### **4. Executive Vice President Review (PA and WV)**

Upon completion of step #3, if the employee does not believe the situation has been adequately resolved, they may choose to have the situation reviewed by the area Executive Vice President. Employees interested in pursuing this step may make a request in writing within 5 business days following the conclusion of step #3 above. The written request should also explain why the employee believes the situation has not been adequately addressed. The Executive Vice President will review prior written materials and at their discretion may wish to meet with the employee. Follow up is conducted as described in #3.

#### **5. TSO Management Review**

If the employee believes the situation has not been adequately resolved at the local level after steps 1-4 have been completed, the employee may choose to have the situation reviewed by the Executive Vice President and President of TSO Management, Inc. Employees interested in pursuing this step may make a request in writing within 5 business days following the conclusion of step 3 or 4 as appropriate to the TSO Director of Human Resources. The written request should explain why the employee believes the situation has not been adequately addressed in previous steps. The Director of Human Resources will speak with you after reviewing all available written materials in order to clarify any questions about your complaint. Depending upon the circumstances, the TSO Management Executive Vice President and President may include a meeting to discuss the situation with you via conference call or other means. You will be informed of the decision by the TSO Director of Human Resources within ten business days following receipt of your written request. This decision is binding and final.