

	CORPORATE POLICY	Grievance Policy	
Approved by	People Operations	Release	February 2025

Purpose:

In the spirit of Embrace Equity, Walker-Miller Energy Services (W-M) seeks to provide a workplace where all team members and individuals that conduct business with W-M may express concerns or complaints formally. The following procedures will,

1. Ensure that team members and individuals that conduct business with W-M receive a prompt, fair and unbiased review of concerns,
2. Provide a process for investigating the concerns and methods for reaching a resolution.

Scope:

This policy applies to all full-time, part-time, and temporary team members, including workforce development cohorts, interns, co-ops, and individuals who do business with Walker-Miller Energy Services.

Definition:

Grievance: is defined by this policy as a formal complaint about a concern or regarding a team member, company policy or workplace.

Individual: is defined by this policy as a person who engages in business with W-M. This includes a client, contractor, work force development cohorts, interns, co-ops, and vendors.

Ombudsperson: is defined by this policy as a person who is an impartial mediator.

Team Member: is defined by this policy as a person employed for wages or salary by W-M.

Procedure:

W-M has an open-door policy and encourages team members and individuals to share their questions, concerns, suggestions, or complaints directly with their People Leader W-M directly, if appropriate.

In the best interests of a team member or individual who has raised a grievance, and any person grieved against, it is important that the investigation and resolution of the grievance are completed as promptly as possible. All people involved in the grievance process must give appropriate priority to grievance to enable expedition of the process. Typically, within 5 – 10 business days.

Step 1: Formal Grievance Submission

Internal Team Members (only)

Team Member (TM) concerns should first be discussed with the immediate People Leader (PL). Many concerns can be resolved informally when a team member and PL take time to review the concern and discuss options to address the issue.

If the Team Member grievance is regarding illegal harassment, discrimination or retaliation, the TM should submit the written complaint directly to Human Resources via AllVoices at <https://wmes.allvoices.co> immediately.

Internal or External Persons

If informal or other methods were not effective in resolving the concern, team members and individuals may submit their formal grievance in writing within five days of the incident to AllVoices at <https://wmes.allvoices.co> to include the following:

- contact information (name, phone, and email address); and
- the details of the grievance, including a chronology of dates and events/incidents etc. where applicable; and
- as much detailed information as possible including evidence of the issue, witnesses, related policies, etc.; and
- the details of attempts to resolve the matter informally – where applicable; and
- the resolution or outcome desired.

The investigator/Ombudsperson and/or Human Resources (HR) will respond within twenty-four business hours to the team member/individual, confirming receipt of the grievance. HR reserves the right to assess the eligibility of grievance upon receiving the complaint.

Investigation

Once the Ombudsperson or HR confirms receipt of the grievance, the arbitrator(s) (Chief People & Culture Officer and/or Chief Operating Officer) will assign an investigator to conduct and complete

the investigation regarding the complaint within five (5) business days. The investigator will conduct a fair, which will typically involve:

- Examining the details of the grievance.
- Gathering and reviewing relevant documentation.
- Interviewing the team member/individual who submitted the grievance.
- Interviewing parties listed in the grievance (if that is the nature of the grievance).
- Interviewing witnesses who may have information about the complaint.

Upon completion of the investigation, the investigator will submit a final report to the arbitrator and notify the team member or individual that the investigation is concluded. The arbitrator will schedule a grievance hearing with the team member/individual within twenty-four business hours of the conclusion of the investigation.

Grievance Hearing

The arbitrator will schedule a grievance hearing with the team member/individual. The purpose of the meeting is to:

- Reiterate the grievance process.
- Advise what was found during the investigation;
- Confirm the investigation is complete; and
- Deliver the decision.

The arbitrator has three (3) options to rule in the grievance outcome:

1. The grievance is substantiated, and further action may be taken.
2. No action to be taken; there was no evidence of wrongdoing.
3. or the grievance is inconclusive. This may happen in cases where there is not enough information to decide.

The arbitrator will send a letter confirming the decision including the following:

- the decision on the grievance, where stating whether it is fully, partly, or not substantiated.
- the reasons for the decision.
- any further action; and
- how to appeal against the decision (where deemed necessary).

W-M recognizes that it is not always possible to arrive at a decisive finding of substantiated or unsubstantiated based upon investigation findings. In those events, the outcome may include an acknowledgement of the team member's/individuals concerns and/or an agreed action plan

(including mediation or conciliation, if appropriate) to address them. However, a summary report will be provided after the meeting with the arbitrator. If the team member/individual is dissatisfied with the Step 1 decision, they may proceed to Step 2-The Appeal Process.

The arbitrator will notify any person(s) grieved against, regarding the findings in relation to the allegations made about them.

Step 2: Appeal Submission

Team Member/Individual must submit their appeal process in writing within five (5) business days from receipt of their Step 1 decision letter. The Step 1 decision letter will outline the basis upon which the appeal is considered. Team Member/individual must submit their Step 2-Appeals AllVoices at <https://wmes.allvoices.co> and include the following:

- step 1 decision letter.
- an explanation of the grievance and details of all previous efforts to resolve the issue and.
- all documented evidence relevant to the appeal.

The investigator or People Operations (HR) will respond within twenty-four business hours to the team member/individual, confirming receipt of the grievance. An Appeal Board of leadership and TMs will be assembled and supported through the appeal process by a member of People Operations (HR). Once People Operations confirms receipt of the Step 2-Appeal the Appeals Board will review the grievance and indicate their decision within five (5) business days. The appeal's purpose is to consider new perspectives and additional information that may have become available. The Appeal Board will consider:

- whether the procedure has been followed.
- any new evidence that was not previously available.
- whether the decision was reasonable in the circumstances.

At the conclusion of the Appeals Board review, the decision will be communicated to the team member/individual in writing. The Appeals Board decision is final and binding. The letter will include:

- the outcome of the Appeal and the reasons for the decision.
- any actions agreed to in the Appeal (if applicable).
- a reminder that there are no further steps in the grievance process.

The Appeals Board has three options of outcomes to rule in the grievance outcome: 1) uphold, no further action to be taken; 2) the appeal is modified, and further action may be taken; or 3) the appeal is dismissed, and the outcome stands.

Confidentiality:

Reports of grievances will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation. All parties involved in a grievance process, including the team member/individual, alleged parties, and investigators, must keep all details of the grievance confidential.

Retaliation:

W-M prohibits retaliation against team members/individuals for filing a grievance. This includes, but is not limited to, protection from retaliation in the form of an adverse employment action such as termination, demotion, compensation decreases, poor work assignments/performance reviews and threats of physical harm.

Any team member/individual who believes they are being retaliated against must contact HR, any member of the leadership team or submit a case via AllVoices at <https://wmes.allvoices.co> or hrsupport@wmenergy.com immediately. Submissions are escalated directly to the COO, President, and CEO.

W-M reserves the right to amend, suspend or alter the program with or without notice at any time.

Contact Information:

Vertrice Fortune, W-M Ombudsperson

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AllVoices: <https://wmes.allvoices.co>

HR Support: HRsupport@wmenergy.com

<i>Document Control</i>			
<i>Version</i>	<i>Approved by</i>	<i>Approved Date</i>	<i>Description of Changes</i>
1.0	C. Bryant	February 2025	Initial Release