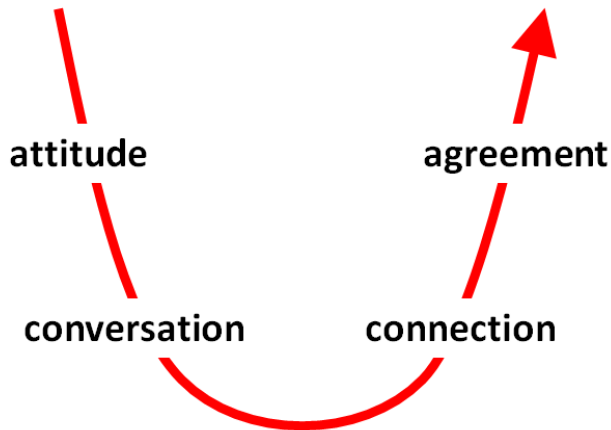


Dispute Resolution Policy



Hextar Group of Companies (“Hextar” or “the Company”) is committed to prompt and fair resolution of all disputes of any nature which may arise in the workplace. This policy governs all aspects of employment dispute resolution, including all legal claims that the employee may have against the company, up to and including discharge, and any claims of discrimination based upon race, color, sex, disability, religion, national origin, age or any other protected attribute, or any claims arising under any local legislation or law. This dispute resolution procedure is a condition of employment with Hextar.

Employee Conflict Resolution

The purpose of the following procedure is to establish an internal process for employees to express and work towards resolving issues, with any employee of the Company, in a fair and timely manner. For issues that are related to grievances, complaints of discrimination / harassment, employees are required to refer to the Head of Human Resource Department for the appropriate documents and procedure.



Employees should promptly discuss any problems or concerns that are related to their work in any way with their immediate supervisor. If the immediate supervisor is the cause of the problem or if the employee feels uncomfortable discussing the matter with the supervisor, issues may be raised initially with the Head of Human Resource.

Whenever issues are raised, both the company and the employee will undertake make a good faith effort to resolve the matter by openly discussing the matter and attempting to reach a resolution. If resolution is not achieved, the issue may be referred to the Head of Human Resource who will conduct such investigation as deems appropriate and meet with the employee in a sincere effort to discuss, analyze and resolve the matter.

Not all conflicts will be resolved to the petitioner's satisfaction by using this approach but they will all be addressed. The Head of Human Resource has the final decision. Face-to-face meetings are strongly encouraged and Human Resource can assist with meeting facilitation upon request.

3rd December 2021