



COMPANY GRIEVANCE POLICY

Applies to employees, contractors, suppliers, customers, community members, investors, and other external stakeholders ("Stakeholders").

PURPOSE

At Butler/Till, we are committed to maintaining a fair, transparent, and professional environment for all stakeholders, including employees (via internal process), clients, vendors, and community partners.

We recognize that concerns and grievances may arise, and we encourage open communication to address issues promptly and constructively. This policy outlines the process for reporting and resolving grievances related to workplace conditions, service delivery, professional conduct, and other matters affecting our stakeholders.

SCOPE

This policy applies to all stakeholders, including but not limited to:

- Employees
- Clients
- Vendors
- Business partners
- Community members
- Contractors

It provides a structured and confidential process for raising concerns and seeking resolutions.

PROCEDURE FOR RAISING A GRIEVANCE OR COMPLAINT

1. Informal Resolution (Encouraged First Step)

Whenever possible, we encourage stakeholders to raise concerns directly with the relevant individual or department to seek a prompt and amicable resolution. Many issues can be resolved through open dialogue and mutual understanding.

2. Formal Complaint Process

If an issue is not resolved informally or if the stakeholder believes a direct discussion is inappropriate, they may initiate a formal complaint using the following steps:

- Internal documented process:** submit via internal handbook policy procedures as outlined in the Enterprise Policy Manual - SECTION VII. FAIR TREATMENT POLICIES
- Submit a complaint/grievance via email:** legal@butlertill.com
- Submit a complaint/grievance via website:** <https://butlertill.com/legal>

At Butler/Till, we are committed to maintaining a fair, transparent, and professional environment for all stakeholders, including employees (via internal process), clients, vendors, and community partners.

All external stakeholders should submit their concerns to legal@butlertill.com. Submissions should include a clear description of the issue that will facilitate Butler/Till's investigation of the matter. We may contact you for further information on the issue raised.

Submissions will be reviewed promptly, and an initial response will typically be provided within five (5) business days.

Butler/Till's General Counsel will conduct a review of the matter, which may include reviewing documentation, conducting interviews, and further investigation. A final decision will be communicated if applicable, typically within 25 business days.

d. Escalation to leadership if the issue remains unresolved:

- Employees may escalate the matter to the Senior Director, Talent/Human Resources, or the President & CEO.
- Clients, vendors, or other stakeholders may request a review by a senior executive. All complaints sent to legal@butlertill.com will be reviewed by Butler/Till's General Counsel and will be escalated to firm management or other stakeholders as appropriate.

CONFIDENTIALITY & NON-RETALIATION

Butler/Till is committed to handling all grievances and complaints with discretion and professionalism. We ensure that no stakeholder faces retaliation for bringing forward a concern in good faith. Complaints will be addressed confidentially to the extent possible while allowing for a fair and thorough investigation.

POLICY REVIEW & AMENDMENTS

This policy is subject to periodic review to ensure effectiveness and compliance with applicable local, state, and federal laws and best practices. Butler/Till reserves the right to update this policy, as necessary. For any questions or to submit a grievance, please contact: legal@butlertill.com.