



Non-Associate Complaint Procedure for Assignment at JM Family

Procedure

Individuals who believe they have been exposed to harassing or discriminatory behavior resulting in a hostile work environment or believe they themselves have been harassed or discriminated against, are encouraged to inform the offender that the conduct/behavior is offensive. Individuals must, in all cases of suspected harassment and discrimination, immediately notify their employer and their reporting manager within the Company.

Members of Company management who receive reports or become aware of alleged harassment or discrimination must immediately contact JM Family Human Resources via HR Now for assistance in investigating and addressing the complaint.

For situations that are not life threatening, and to remain anonymous, non-associates may contact the JM Family Ethics Line at www.jmfamilyethicsline.com.

Prompt reporting of complaints or concerns is encouraged so that appropriate action can be taken. Confidentiality will be maintained throughout the investigatory process to the extent possible.