



About Your Voice:

PBNA is committed to ensuring that all disciplinary actions and manager decisions are imposed fairly, consistently, and in accordance with Company values and policies. Our intention is to always encourage open and candid communication between our employees and their supervisors in order to work out any issues that exist. Should this not be possible, the Employee Appeals Process (Your Voice) is an option employees should use to resolve any work-related dispute or concern.

In addition to the Employee Appeals Process, the Your Voice principle also provides the following:

- There will be distinct categories of performance management including, but not limited to, Performance, Attendance, Safety, etc.
- The use of "Suspension Pending Investigation" requires that if the employee is found to not be responsible for the offense, pay would be returned for the suspension.

Employee Appeals Process:

Level 1 Appeals:

- To appeal a Disciplinary or Manager Decision, the employee must complete a Level 1 Appeals Form and return to the local Human Resources team within 14 days of the disciplinary action or manager decision that impacted the employee's welfare.
- The local HR team will review the Appeal Form and meet with the local leadership team. If necessary, or by specific request on the Level 1 Appeals Form, local HR and local leadership will meet with the employee to discuss the appeal. Final decision regarding the appeal will be returned to the employee, in writing, within 14 days of the appeal being submitted. Note: due to work schedules of both the management team and the employee, requests for in-person meetings may extend the time for an employee to receive a final decision past 14 days, but for no longer than 30 days from which the appeal was received.
- Level 1 Appeal decisions, for matters other than termination and suspension, are final and binding.

Level 2 Appeals:

- Level 2 Appeals may be escalated to your Division Leadership team for termination and suspension decisions. If the termination or suspension decision received from the Level 1 Appeal is unsatisfactory to the employee, the employee may complete a Level 2 Appeal Form and submit for consideration. This appeal must be submitted within 14 days of receiving the Level 1 Appeal decision. Level 2 Appeal Forms can be accessed through your local HR team or your Plant/Market Director.
- All appropriate facts, including your Level 1 and Level 2 Appeal Forms, will be considered by the Division Leadership team when reviewing the employee's case.

Level 3 Appeals:

- Level 3 Appeals may be escalated to PBNA Headquarters HR for termination decisions only. If the termination decision received from the Level 2 Appeal is unsatisfactory, the employee may complete a Level 3 Appeal Form and submit for consideration. This appeal must be submitted within 5 days of receiving the Level 2 Appeal decision. Level 3 Appeal Forms can be accessed through your local HR team or Division Leadership team.
- All appropriate facts, including the Level 1 and Level 2 Appeal Forms and subsequent appeal decisions will be considered by the PBNA Headquarters HR team when reviewing the employee's case for reinstatement.

The timelines for response above are intended to be used as guidelines. There may be special circumstances where the response to an appeal may take longer than specified above.

