

Conflict Resolution Policy

Dispute

When any Shareholder has a grievance or is carrying out a private or public disagreement with another Shareholder, that issue may impact the Corporation's business or its Mission Statement. When news of the complaint is brought to the attention of the Owners Advisory Council, Chief Relationship Officer, and/or CEO, the Chief Relationship Officer, or his designated representative, shall follow the Dispute Resolution process as defined below.

Dispute Resolution

1. When a dispute occurs, the Chief Relationship Officer is to attempt to mediate a resolution to the dispute by holding an in-person or telephonic meeting with the parties to the dispute.
2. If the CRO is unable to resolve the dispute, the CRO shall schedule a meeting of the Owners Advisory Council and prior to that meeting provide the OAC with a description of the background and subject matter of the dispute and a copy of all information relevant to the dispute. The disputing parties shall be invited to attend a portion of the OAC meeting to briefly present their case. The OAC shall consider the matter in private and render a written opinion.
3. If the dispute cannot be resolved within 60 days after it is considered by the OAC, the matter is to be referred to the Executive Committee of the Board, which should attempt to mediate a resolution to the dispute with 30 days.

Letter of Sale

In the event that the dispute cannot be resolved by the Executive Committee of the Board, and upon the recommendation of a simple majority of the OAC, the Corporation shall purchase all participants stock at current share value as determined by an independent third party in accordance with section III .E. of the Stockholders Agreement.