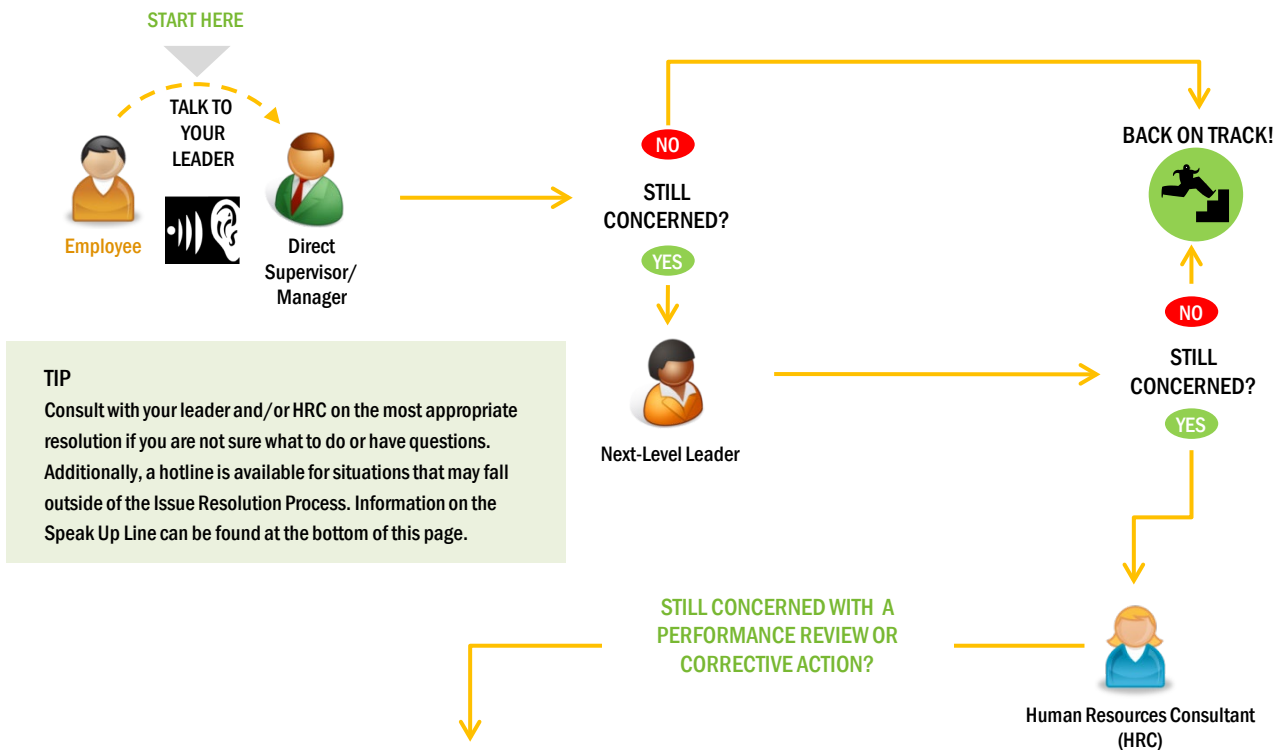# Be Heard and Be Part of the Solution – Resolving Workplace Issues

ISSUE RESOLUTION PROCESS

Most workplace issues can and should be resolved quickly and informally. Typically, the most productive starting point is to have a candid discussion with your supervisor or manager. Doing so gives your leader an opportunity to address the concern quickly and directly. Remember, your leaders can't correct a situation unless they know about it.

Deadlines to initiate the issue resolution process: 6 months from issuance of corrective action in dispute; 90 days from issuance of performance review in dispute

START HERE

TALK TO YOUR LEADER

Employee

Direct Supervisor/ Manager

NO

STILL CONCERNED?

YES

Next-Level Leader

BACK ON TRACK!

NO

STILL CONCERNED?

YES

Human Resources Consultant (HRC)

*For more information on who to contact in HR please refer to the HR Contacts list in Vista/Voyage

TIP
Consult with your leader and/or HRC on the most appropriate resolution if you are not sure what to do or have questions. Additionally, a hotline is available for situations that may fall outside of the Issue Resolution Process. Information on the Speak Up Line can be found at the bottom of this page.

STILL CONCERNED WITH A PERFORMANCE REVIEW OR CORRECTIVE ACTION?

EXECUTIVE REVIEW PANEL

The Executive Review Panel is a group of executives to whom you present your concern for resolution. A Human Resources Consultant can help you arrange this meeting. An Executive Review Panel can only be requested should you have concerns with your performance review or with a corrective action, and only after you have followed the above issue resolution path first.

IMPORTANT NOTE: Reports of suspected misconduct can be made to your leadership chain or your Human Resources Consultant. However, we recognize there may be situations where an employee would be uncomfortable reporting the matter internally or would prefer to report suspected misconduct anonymously. Employees may also want another avenue to ask questions or express concerns. To help employees in these situations, we have made arrangements with an independent organization, NAVEX Global, to collect employee reports, questions, and concerns through a system we call the Speak Up Line. If you observe or experience anything that you believe violates our Code of Conduct, the law, or company policy, we want you to feel comfortable reporting it. And we also want you to have multiple avenues to ask questions or express general concerns. The Speak Up Line is one way you can make a report, ask a question, or raise a concern.   It is available 24 hours/365 days a year, and features both a toll-free hotline and an online webform.

Speak Up Line report takers will collect information regarding the concern and supply that information to the CSAA Insurance Group for handling. Employees are not required to provide their identity and calls are not recorded. There is no way for the Speak Up Line or The Company to trace a call or online webform back to the person who reported it.

Speak Up Line: 1-877-534-0373 or http://csaa.ethicspoint.com
(24 hours a day, 365 days a year)