



## **RGIS DISPUTE RESOLUTION PROGRAM**

### **A Better Way to Handle Disputes**

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#### **Frequently Asked Questions**

**Q: *What is the RGIS Dispute Resolution Program?***

**A:** The Program helps employees resolve workplace conflicts and disputes as fairly and quickly as possible. The Program includes **five Phases** of dispute resolution that range from informal, internal ways to resolve disputes to more formal external methods. Some of the Phases are voluntary and we encourage you to use those early Phases of the Program as soon as you have a problem or a dispute. Phase 5 involves mandatory, final and binding arbitration. In Phase 5, individual claims will be resolved by an independent neutral arbitrator, not through a lawsuit filed in a court or heard by a judge or jury. You should refer to the RGIS Dispute Resolution Program Booklet for more details.

**Q: *How does this Program benefit me?***

- A:**
- You Have Many Options - The Program offers many ways to resolve issues within RGIS, but also offers ways to resolve issues through external resources as well, like mediation and arbitration.
  - Quick Resolution - You can expect an efficient resolution of your problem, instead of months or years in the court system.
  - Preserves Work Relationships - The Program offers effective and impartial methods to resolve disputes without engaging in years of frustrating and costly court battles.
  - Recovery - Under the terms of the Program, an arbitrator can award you any individual remedy you might seek through a court of law.
  - Reimbursed Attorney's Fees – You may be eligible to receive reimbursement from RGIS for up to \$1,000 of your attorney's fees spent in Phase 5: Mandatory Arbitration in a rolling 12 month period.

**Q: *What are the five Phases of the Program?***

**A:** Phase 1: Use of the RGIS Open Door Policy;  
Phase 2: Review by a Human Resources Representative;  
Phase 3: Review by a Dispute Resolution Officer;  
Phase 4: Non-Binding Mediation; and  
Phase 5: Mandatory Arbitration.

**Q: *How is arbitration (Phase 5) different from a lawsuit filed in court?***

**A:** In arbitration, an independent arbitrator affiliated with the American Arbitration Association (“AAA”), who is specially qualified to hear employment related disputes will hear your individual claim. In court proceedings a judge or jury, who may not be trained in employment law, hears the claim. Demands for arbitration must be brought individually and not as a class or collective action. While claims in court may be brought by a class or collective group, there are legal tests that must be met before the claim can proceed. Arbitration processes usually take less than 12 months to complete, while court proceedings often take years. In arbitration, the decision is final and usually cannot be appealed. In court proceedings, appeals can cause lengthy delays in resolution. Generally, arbitration is less costly to both the employee and the Company because it is a more efficient process.

**Q: *Do I have to go through all of the other Phases before I go to arbitration?***

**A:** No. Employees are strongly encouraged to use each of the early Phases of the Program before going to arbitration, but it is not mandatory. The Program has revealed that many matters can be resolved quickly through Phase 1-3, which are the internal review phases of the Program.

**Q: *How is arbitration (Phase 5) different from mediation (Phase 4)?***

**A:** In arbitration, a neutral arbitrator, who is usually a lawyer, listens to both sides present evidence and then makes a final decision that is binding on both parties. In mediation, a neutral and independent person trained in methods of dispute resolution acts as a go-between for you and the Company. The mediator does not make a determination about who is right and who is wrong. Instead, the mediator will work with the parties to find a solution and may present his/her own ideas. It is your choice to agree to any proposal or solution presented to you in mediation.

**Q: *Can I go to mediation (Phase 4) instead of arbitration (Phase 5)?***

**A:** Yes. It is your choice to request mediation prior to initiating arbitration. If the Company agrees to mediate the matter with you, then the mediation will proceed. If you are not satisfied with the results of the mediation, you can initiate arbitration.

**Q: *How do I know that the arbitrators and mediators are really neutral?***

**A:** Typically, the arbitrator or mediator will be a lawyer, retired judge, or law professor specializing in employment law. They are trained to be impartial and follow specific ethical guidelines and requirements of AAA to maintain neutrality. Also, you will have the opportunity to participate in choosing a mediator and an arbitrator.

**Q: *How much does this Program cost me?***

**A:** There is no cost to you for Phases 1-3. There is no cost to you for Phase 4: Non-binding Mediation unless you choose to have an attorney, in which case you would be responsible for his/her fees. The cost for filing an arbitration demand in Phase 5 is capped at \$100, which is lower than most court filing fees. You are also responsible for your own attorney

fees and costs in Phase 5, but you may be eligible for reimbursement of your attorney's fees up to \$1,000 in a rolling 12 month period.

**Q: *Are all employees of RGIS covered by this Program?***

**A:** All employees of RGIS will be given the opportunity to be included in the Program. Employees may choose to exclude themselves from the Program and waive their eligibility for legal fee reimbursement under Phase 5: Mandatory Arbitration by submitting the Program Exclusion Form within the timeframe prescribed in the Dispute Resolution Program Notice Letter. You may also contact the Dispute Resolution Program Specialist with questions about the exclusion process.

**Q: *Who can I contact, if I have more questions about the Program?***

**A:** If you have additional questions, please contact:

**Dispute Resolution Program Specialist  
RGIS OFFICE OF DISPUTE RESOLUTION  
2000 E. TAYLOR ROAD, Suite 200  
AUBURN HILLS, MI 48326  
[DisputeResolutionOffice@rgis.com](mailto:DisputeResolutionOffice@rgis.com)  
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