

## **Frequently Asked Questions about the Huddle House Harassment Complaint Procedure** Reprinted from Huddle House Employee Handbook

### **How do I make a harassment complaint?**

Call the **Huddle House Ethics Helpline at (866) 501-7272**. Also, if appropriate, you may report it to your supervisor, but you must always call the Ethics Helpline.

### **When should I make a claim of harassment?**

Our company policy encourages employees to report harassment before it becomes severe or pervasive. We intend on stopping any harassment before it rises to the level of a violation of federal law. Please refer to our company's policy on "Sexual and Other Unlawful Harassment" located in your employee handbook and posted at your store if you want more clarification of what constitutes harassment. If you are unsure, always call our Ethics Helpline.

The EEOC guidelines require charges must be filed with within 180 days of the alleged discriminatory act. However, in states or localities where there is an antidiscrimination law and an agency authorized to grant or seek relief, a charge must be presented to that state or local agency.

### **What kind of treatment can I expect if I make a claim against someone?**

Huddle House will not tolerate adverse treatment of employees because they report harassment or provide information related to such complaints. By calling the Ethics Helpline you can bypass your chain of command and provide you assurance that the complaint will be handled in an impartial manner.

### **Will my claim be taken seriously?**

When a Huddle House employee reports any alleged harassment, we are obligated and committed to investigate all allegations in an immediate, thorough, and impartial manner.

### **Can you protect my identity if I make a claim?**

Huddle House will protect the confidentiality of harassment allegations to the extent possible. However, we cannot guarantee complete confidentiality, since we cannot conduct an effective investigation without revealing certain information to the alleged harasser and potential witnesses. Information about the allegation of harassment will be shared only with those who need to know about it. The Ethics Helpline can be used to discuss questions or concerns about harassment on an anonymous basis.

### **What can I expect from the investigation of my complaint?**

The President or other company officer will conduct an immediate, thorough, and impartial investigation and will objectively gather and consider the relevant facts. The amount of time that it will take to complete the investigation will depend on the particular circumstances.

It may be necessary to undertake intermediate measures before completing the investigation to ensure that further harassment does not occur. Examples of such measures are making scheduling changes so as to avoid contact between the parties; transferring the alleged harasser; or placing the alleged harasser on non-disciplinary leave with pay pending the conclusion of the investigation.

