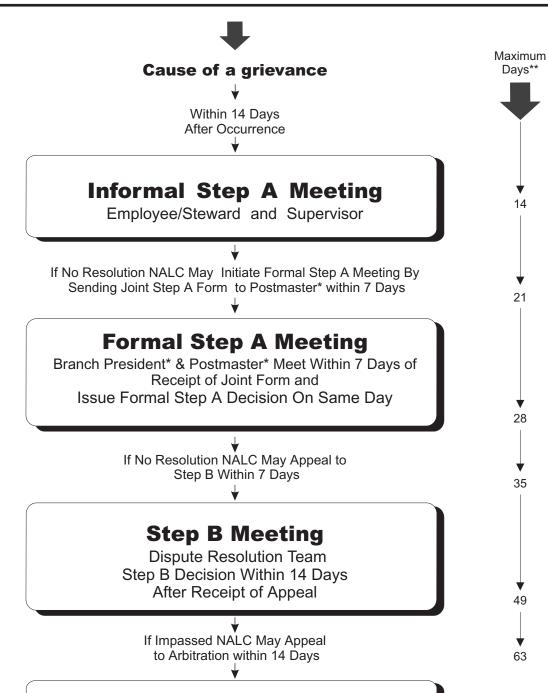


GRIEVANCE PROCEDURE CHART ARTICLE 15



ARTICLE 15 DISPUTE RESOLUTION PROCESS



Arbitration

NBA* and Area Manager of H.R.*

^{*}Or Designee