COMPLAINT RESOLUTION PROCESS

The recommended sequence of steps for resolving employee issues is shown on the right. This chain of command approach will greatly improve the response time to address your concerns. If you do not feel comfortable with a particular step, skip to the next step.

**STEP 1 Contact**
Your Supervisor or Supervisor’s Boss

**STEP 2 Contact**
Your Local HR, Site, Country, or Program Manager

**STEP 3 Contact**
Vectrus Americas and Europe Ombudsperson*
systems.ombudsperson@vectrus.com
800.521.3894 or 719.591.3539

**STEP 4 Contact**
EthicsPoint Website*
www.vectrus.ethicspoint.com
866.294.8691 or 503.748.0662

Collect Calls Accepted
*Your complaint can remain anonymous through use of this step.

INTEGRITY
We act ethically and honestly
We communicate with honesty and courage
We keep our promises
We are trustworthy and consistent in what we say and do

RESPECT
We treat others fairly and courteously
We work as a team and help each other
We sustain a culture of diversity and inclusion
We value different ideas, opinions, and experiences

RESPONSIBILITY
We take ownership of our words and actions
We commit to quality in everything we do
We provide a safe and secure workplace
We care for our communities and the environment

CORE VALUES

VECTRUS
TRUE TO YOUR MISSION