



## **AGREEMENT TO THE HALLMARK DISPUTE RESOLUTION PROGRAM**

Hallmark Cards, Incorporated and its covered subsidiaries (“Hallmark” or the “Company”) implemented the Hallmark Dispute Resolution Program (“DRP”) to address and resolve employment-related disputes. I received a copy of the DRP (effective date of March 1, 2012) from the Company before I began my employment with the Company.

### **DRP**

Consistent with Hallmark’s Beliefs and Values, the DRP enables the Company and employees to express concerns and resolve workplace issues in an efficient, timely manner. The DRP provides for a four-level process under which the Company and employees agree to resolve issues, with little or no cost to the employee, without the necessity of filing a lawsuit against the Company.

The four levels of the DRP are:

- **Level 1 – Open Door Process:** The employee and management team attempt to resolve the employee’s complaint. Most complaints will be resolved at this level.
- **Level 2 – Internal Employee Appeal:** If the employee is not satisfied with the outcome at Level 1, the employee may formalize his/her complaint, submit any information he/she would like the Company to consider, may be interviewed by the Company, and will receive a written response from the Company after it investigates the employee’s complaint.
- **Level 3 – Mediation:** Level 3 is available to address the Company’s or the employee’s “Covered Claims” (as that term is defined in the DRP). An independent mediator helps the employee and Company open lines of communication in an attempt to facilitate resolution. Level 3 is optional, and either party may timely elect to skip this level and proceed to Level 4.
- **Level 4 – Binding Arbitration:** In the event the Company’s or employee’s Covered Claims are not resolved at Levels 1 through 3, Level 4 provides for an independent third party to resolve Covered Claims on an expedited basis. The third party’s decision is final and binding on both the Company and employee.

The DRP offers several benefits to employees and the Company:

- ***Simple*** – The DRP process begins at the local level, where most workplace disputes can be resolved.
- ***Quick resolution*** – The dispute can be resolved in days or months rather than years.
- ***Independent third party*** – A neutral third party may work with the parties to resolve Covered Claims. If mediation is unsuccessful or if one of the parties elects to skip the mediation step, a neutral third-party arbitrator will make a decision that is final and binding on both the employee and Company.
- ***Full remedies available*** – The arbitrator can award the same remedies as a court.
- ***Economical*** – The DRP may avoid and will likely reduce expensive legal fees and court costs for everyone.

- *Little or no cost to employees* – Hallmark pays the arbitrator’s fee.
- *Confidential* – All proceedings are confidential.

**Consideration**

The consideration for my agreement to participate in the DRP, which I acknowledge and agree is valuable, adequate, and legally binding on both the Company and me, is as follows:

- The Company’s agreement to submit any and all Covered Claims it pursues against me (or other employees) to final, binding arbitration; and
- A condition of me receiving an offer of employment with the Company.

The consideration for the Company’s agreement to submit any and all Covered Claims it pursues against employees to final, binding arbitration is my agreement to do the same.

**Acceptance and Agreement**

I understand, acknowledge, and agree that I have received the DRP before I began my employment with the Company. I have had adequate time to read the DRP and to seek advice before signing this Agreement to Arbitrate. ***I have read and voluntarily agree to be bound by the DRP.***

**THIS AGREEMENT CONTAINS A BINDING ARBITRATION PROVISION THAT MAY BE ENFORCED BY THE PARTIES.**

Signed on behalf of the Company:

