



**ROCHESTER TELEPHONE COMPANY**

**EMPLOYEE HANDBOOK**

**ISSUE DATE: 01/13/2009**

**REVISED DATE: 01/11/2021**

## Table of Contents

### INTRODUCTION

010 About Our Company.....	5
020 Introductory Statement.....	5
030 Customer Relations.....	6

### EMPLOYMENT

101 Equal Employment Opportunity.....	6
102 Americans with Disabilities Act.....	7
103 Business Ethics and Conduct.....	7
104 Personal Relationships in the Workplace.....	8
105 Conflicts of Interest.....	8
106 Outside Employment.....	9
107 Non-Disclosure.....	10
108 Lactation Accommodations.....	10
109 Job Posting.....	10

### EMPLOYMENT STATUS & RECORDS

201 Employment Categories.....	11
202 Access to Personnel Files.....	12
203 Employment Reference Checks.....	12
204 Personnel Data Changes.....	12
205 Falsification of Employment Applications.....	13
206 Medical Information Privacy.....	13

### EMPLOYEE BENEFITS

301 Vacation Benefits.....	13
302 Holidays.....	15
303 Workers' Compensation Insurance.....	16
304 Paid Personal Time (PPT) .....	16
305 Time Off to Vote.....	17

306	Bereavement Leave.....	17
307	Jury Duty.....	17
308	Witness Duty.....	18
309	Health Insurance.....	19
310	Life/AD&D Insurance.....	19
311	Short-Term and Long-Term Disability.....	19
312	401(k) Plan Retirement Plan.....	19
313	Health Savings Account.....	19
<b>TIMEKEEPING/PAYROLL</b>		
401	Timekeeping.....	20
402	Paydays.....	20
403	Employment Termination.....	21
404	Administrative Pay Corrections.....	21
405	Pay Deductions and Set-Offs.....	21
<b>WORK CONDITIONS &amp; HOURS</b>		
501	Safety.....	22
502	Use of Phone and Mail Systems.....	23
503	Non-Smoking.....	23
504	Overtime.....	23
505	Use of Equipment and Vehicles.....	23
506	Emergency Closings.....	24
507	Business Travel Expenses & Work Hours.....	24
508	Visitors in the Workplace.....	26
509	Social Media.....	26
510	Computer, Voicemail, and E-mail Usage.....	27
511	Workplace Monitoring.....	27
512	Workplace Violence Prevention.....	28
513	Mobile Device Usage.....	28
514	Regular Work Schedules.....	29

515	Flexible Schedules.....	29
516	Off-Duty Use of Electronic Devices.....	30

**LEAVES OF ABSENCE**

601	Medical Leave.....	30
602	Personal Leave.....	31
603	Military Leave.....	32

**EMPLOYEE CONDUCT & DISCIPLINARY ACTION**

701	Employee Conduct and Work Rules.....	33
702	Drug and Alcohol Use/Testing.....	34
703	Attendance and Punctuality.....	35
704	Personal Appearance.....	35
705	Return of Property.....	36
706	Resignation.....	37
707	Guns in the Workplace.....	37
708	Security Inspections.....	38
709	Solicitation.....	38
710	Progressive Discipline.....	39
711	Workplace Etiquette.....	40

**MISCELLANEOUS**

801	Recycling.....	41
-----	----------------	----

## **INTRODUCTION**

### **010 About Our Company**

Rochester Telephone Company, Inc. was incorporated in 1895 and began providing telephone service in Fulton County in 1896. The switching office originally was located on the second floor of the former Dawson Building at 800 Main Street.

The Company officially started providing service to 149 customers on May 30, 1896. In 1939 the Company moved to its present location. We currently provide service through state-of-the-art technology which offers our customers efficient, convenient service and the latest available in voice, video and Internet.

We serve approximately 6,000 customers in Rochester, Akron and the surrounding areas.

We are a stock held Company with approximately 120 stockholders, many of whom live in or are originally from Fulton County. Stockholders elect the Board of Directors at their annual meeting to represent them in directing the Company. Officers are elected by the Directors to direct the operations of the Company.

### **020 Introductory Statement**

This handbook is designed to acquaint employees with Rochester Telephone Company and provide them with information about working conditions, employee benefits, and some of the policies affecting their employment. Each employee should read, understand, and comply with all provisions of the employee handbook. It describes an employee's responsibilities and outlines the programs developed by Rochester Telephone Company to benefit employees. One of our objectives is to provide a work environment that is conducive to both personal and professional growth.

No employee handbook can anticipate every circumstance or question about policy. As Rochester Telephone Company continues to grow, the need may arise and Rochester Telephone Company reserves the right to revise, supplement, or rescind any policies or portion of the handbook from time to time as it deems appropriate, in its sole and absolute discretion.

All employees are employed at will. That means that either the employee, or the Company, can end the employment relationship at any time, or for any reason.

Policies set forth in this handbook are not intended to create a contract, nor are they to be construed to constitute contractual obligations of any kind, or a contract of employment between Rochester Telephone Company and any of its employees.

Nothing in this handbook will be interpreted to conflict with the terms of any collective bargaining agreement that covers bargaining unit employees of Rochester Telephone Company, or to interfere with any employee's right to engage in protected concerted activity. If an employee's employment is covered by a collective bargaining agreement, and if any provision of this handbook is contrary to the applicable collective bargaining agreement, the collective bargaining agreement shall control.

### **030 Customer Relations**

Customers are among our organization's most valuable assets. Every employee represents Rochester Telephone Company to our customers and the public. The way we do our jobs presents an image of our entire organization. Customers judge all of us by how they are treated with each employee contact. Therefore, one of our first business priorities is to assist any customer or potential customer. Nothing is more important than being courteous, friendly, helpful, and prompt in the attention an employee gives to customers.

Customers who wish to lodge specific comments or complaints should be directed to the Business Office Supervisor for appropriate action.

## **EMPLOYMENT**

### **101 Equal Employment Opportunity**

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at Rochester Telephone Company will be based on merit, qualifications, and abilities.

Rochester Telephone Company does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex (pregnancy, gender identity, and sexual orientation), national origin, citizenship status, age (as required by law), disability, genetic information as referenced in the Genetic Information Nondiscrimination Act (GINA), military service veteran status, or any other characteristic protected by federal, state and local laws.

Anti-Harassment Policy – Rochester Telephone Company will provide all employees with a workplace free from any form of harassment because of the employee's race, sex, religion, age, national origin, citizenship status, disability, or any other characteristic protected by federal, state and local laws.

Included in this policy is a commitment to provide a workplace free of job-related sexual harassment. Sexual harassment includes but is not limited to:

- Unwelcome verbal comments or jokes and physical gestures or actions of a sexual nature toward another employee (for example, inappropriate touching, inappropriate patting, pinching, indecent exposure or profane jokes);
- Unwelcome demands or requests for sexual favors;
- The promise of special treatment with regard to an individual's employment in exchange for sexual favors or sexual activity; and/or
- Any sexually related comments or conduct that has the purpose or effect of unreasonably interfering with an employee's work performance.

Complaint Procedure – Employees who believe they are victims of prohibited discrimination or harassment should report the discriminatory or harassing conduct to his or her immediate supervisor. If for any reason the employee is uncomfortable reporting the complaint to his or her immediate supervisor, the employee should report the complaint to the Human Resources Department. Such reports will be treated in a confidential way as is appropriate, and no action will be taken against any

employee because he or she reports discrimination or harassment. All employees are assured that quick action will be taken to investigate and resolve complaints and that the Company is firm in its commitment to eliminate such conduct from the workplace.

The Company will not tolerate harassment or any other discriminatory conduct. Such conduct will result in disciplinary action up to and including discharge. Help us create a work environment free from discrimination of any kind.

### **102 Americans with Disabilities Act**

Rochester Telephone Company is committed to complying fully with the Americans with Disabilities Act, as well as applicable state and local laws applicable to qualified persons with disabilities. Rochester Telephone Company will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training. Because the need for an accommodation is often not apparent, it is the employee's responsibility to request an accommodation. This request should be made to the Human Resources Department. In some cases, employees will be required to provide medical evidence to support the need for the requested accommodation.

Any employee who believes he or she has been discriminated against or denied a reasonable accommodation in violation of this policy should bring the matter to the attention of his or her immediate supervisor or the Human Resources Department. All complaints filed under this policy will be investigated quickly and thoroughly. Complaints will be kept confidential to the extent possible consistent with the need to conduct a thorough investigation.

### **103 Business Ethics and Conduct**

The successful business operation and reputation of Rochester Telephone Company is built upon the principles of fair dealing and ethical conduct of our employees. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

The continued success of Rochester Telephone Company is dependent upon our customers' trust and we are dedicated to preserving that trust. Employees owe a duty to Rochester Telephone Company, its customers, and shareholders to act in a way that will merit the continued trust and confidence of the public.

Rochester Telephone Company will comply with all applicable laws and regulations and expects its Directors, Officers, and employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct.

In general, the use of good judgment, based on high ethical principles, will guide you with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with your immediate Supervisor and, if necessary, with the Human Resources Department for advice and consultation.

Compliance with this policy of business ethics and conduct is the responsibility of every Rochester Telephone Company employee. Disregarding or failing to comply with this standard of business ethics and conduct may lead to disciplinary action, up to and including termination of employment.

#### **104 Personal Relationships in the Workplace**

The employment of individuals involved in a dating relationship in the organization may cause serious conflicts and affect employee morale. In addition, personal conflicts from outside the work environment may be carried over into day-to-day working relationships.

For purposes of this policy, a dating relationship is defined as a relationship that may be reasonably expected to lead to the formation of a consensual “romantic” or sexual relationship. This policy applies to all employees without regard to the gender or sexual orientation of the individuals involved.

Rochester Telephone Company prohibits the hiring of individuals involved in a dating relationship. If a dating relationship develops between employees, it is their responsibility and obligation to disclose the existence of the relationship to management. The individuals concerned will be given the opportunity to decide who will resign from employment. If that decision is not made within 30 calendar days, the Company will decide how to proceed, which may involve the discharge of one or both employees.

#### **105 Conflicts of Interest**

Employees have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. This policy establishes only the framework within which Rochester Telephone Company wishes the business to operate. The purpose of these guidelines is to provide general direction so that employees may seek additional clarification on issues related to the subject of acceptable standards of operation.

Transactions with outside firms must be conducted within a framework established and controlled by the executive management team of Rochester Telephone Company. Business dealings with outside firms should not result in unusual gains for those firms. Unusual gain refers to bribes, product bonuses, special fringe benefits, unusual price breaks, and other windfalls designed to ultimately benefit either the employer, the employee, or both. Annually, a Conflict of Interest form is required to be completed by every employee. Promotional plans that could be interpreted to involve unusual gain require specific executive-level approval.

An actual or potential conflict of interest occurs when an employee is in a position to influence a decision that may result in a personal gain for that employee, or for a relative as a result of Rochester Telephone Company's business dealings. For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage.

No "presumption of guilt" is created by the mere existence of a relationship with outside firms. However, if employees have any influence on transactions involving purchases, contracts, or leases, it is imperative that they disclose to an executive management team member of Rochester Telephone Company, as soon as possible, the existence of any actual, or potential conflict of interest so that safeguards may be established to protect all parties.

Personal gain may result not only in cases where an employee or relative has a significant ownership in a firm with which Rochester Telephone Company does business, but also when an employee or relative receives any kickback, bribe, substantial gift (valued at \$100 or more), or special consideration as a result of any transaction or business dealings involving Rochester Telephone Company.

While this policy is comprehensive it is not all-inclusive. Employees who are in violation of any portion of this policy may be subject to disciplinary action, up to and including termination of employment.

Employees should contact the Human Resources Department for additional information or questions about conflicts of interest.

### **106 Outside Employment**

Employees may hold outside jobs as long as they meet the performance standards of their job with Rochester Telephone Company. All employees will be judged by the same performance standards and will be subject to Rochester Telephone Company's scheduling demands, regardless of any existing outside work requirements.

If Rochester Telephone Company determines that an employee's outside work interferes with performance or the ability to meet the business requirements of the Company, the employee may be asked to terminate the outside employment if they wish to remain as an employee of the Company. Employees should refrain from driving Company-owned vehicles to outside employment job activities.

Outside employment that constitutes a conflict of interest is prohibited. Employees may not receive any income or material gain from individuals outside Rochester Telephone Company for materials produced or services rendered while performing their jobs. Employees may not engage in outside employment during a leave of absence from Rochester Telephone Company.

*Refer to Policy #105 – Conflicts of Interest for additional information.*

### **107 Non-Disclosure**

The protection of confidential business information and trade secrets is vital to the interests and the success of Rochester Telephone Company. You are expected to maintain confidentiality regarding the Company's business information and trade secrets.

At all times, employees are to follow the established Customer Proprietary Network Information (CPNI) rules and procedures when working with customer information. Employees who improperly use or disclose trade secrets or confidential business information may be subject to disciplinary action, up to and including termination of employment and legal action.

### **108 Lactation Accommodations**

Rochester Telephone Company supports breastfeeding mothers by accommodating the mother who wishes to express milk during her workday when separated from her newborn child. Any full-time employee who is breastfeeding will be provided up to two break periods of 20-minutes each to express milk for her newborn. Also, a reasonable place to express milk, other than a restroom, will be provided for the mother. The employee and her Supervisor will agree on the times for these breaks. In addition, the Rochester Telephone Company will provide an area for the milk to be stored.

Employees should contact the Human Resources Department for additional questions about lactation accommodations.

### **109 Job Posting**

Rochester Telephone Company provides employees an opportunity to indicate their interest in open positions and advance within the organization according to their skills and experience. In general, notices of all regular, full-time job openings are posted, although Rochester Telephone Company reserves its discretionary right to not post a particular opening.

Job openings will be posted on the employee bulletin board and in the e-mail system, and normally remain open for a minimum of five-days or until filled. Each job posting notice will include the dates of the posting period, job title, department, location, job summary, essential duties, and qualifications (required skills and abilities).

To be eligible to apply for a posted job, there is no minimum amount of time for which employees must have performed competently in their current position. Employees who have a written warning on file, or are on a suspension are not eligible to apply for posted jobs. Eligible employees may only apply for those posted jobs for which they possess the required skills, competencies, and qualifications. The Company may require certain certifications for positions based on the needs of those positions when considering candidates for promotion from one job class to another. These certifications would be known and posted well in advance of any job posting.

Rochester Telephone Company recognizes the benefit of developmental experiences and encourages employees to talk with their Supervisors about their career plans. Supervisors are encouraged to support employees' efforts to gain experience and advance within the organization.

An applicant's Supervisor may be contacted to verify performance, skills, and attendance. Any staffing limitations or other circumstances that might affect a prospective transfer may also be discussed.

Job posting is a way to inform employees of openings and to identify qualified and interested applicants who might not otherwise be known to the hiring Manager. Other recruiting sources may also be used to fill open positions when in the best interest of the organization.

## **EMPLOYMENT STATUS & RECORDS**

### **201 Employment Categories**

Wage Categories – Each employee is designated as either NONEXEMPT or EXEMPT from overtime under applicable wage laws. EXEMPT employees are paid on a salary basis that does not vary from week to week based upon the quality or quantity of work performed.

Any deductions from an EXEMPT employee's salary will be in compliance with acceptable parameters for such deductions. For example, the following types of deductions are permissible with regard to exempt employees' pay:

- No work is performed in a workweek;
- Absences of one or more full days for personal reasons other than sickness or disability if all earned and applicable paid time off has been exhausted;
- Fees received by the employee for jury or witness duty, or military leave may be applied to offset the pay otherwise due to the employee for the week;
- Penalties imposed by infractions of safety rules of major significance;
- Unpaid disciplinary suspensions of one or more full days in accordance with the Company's disciplinary policy;
- Deductions for the first and last week of employment, when only part of the week is worked by the employee.

Rochester Telephone Company will reimburse an exempt employee for any improper deduction. Any exempt employee who believes his or her salary has been improperly reduced should report the problem immediately to the Human Resources Department for correction. Employees are assured that Rochester Telephone Company is committed to comply, and expects all managers to comply, with this policy and not to make improper deductions from salary.

NONEXEMPT employees will be paid based upon the number of hours worked in a work week, and will be paid overtime for hours worked in excess of 40 in a work week at the rate of 1 ½ times the employee's regular rate of pay.

An employee's EXEMPT or NONEXEMPT classification may be changed only upon written notification from the Company, provided in advance of the work week in which the change will occur.

Employment Classifications – In addition to the above categories, each employee will belong to one other employment category:

REGULAR FULL-TIME employees are those who are not in a temporary status and who are regularly scheduled to work Rochester Telephone Company's full-time schedule of 40-hours per week.

PART-TIME employees are those who are not assigned to a temporary status and who are regularly scheduled to work less than 40-hours per week.

TEMPORARY employees are those who are hired as interim replacements, to temporarily supplement the work force, or to assist in the completion of a specific project. Examples of temporary employees may include Summer Help or College-Interns. Employment assignments in this category are of a limited duration. Employment beyond any initially stated period does not in any way imply a change in employment status. Temporary employees retain that status unless and until notified of a change.

## **202 Access to Personnel Files**

Rochester Telephone Company maintains a personnel file on each employee. The personnel file includes such information as the employee's job application, resume, records of training, documentation of performance appraisals and salary increases, and other employment records.

Personnel files are the property of Rochester Telephone Company, and access to the information they contain is restricted. Generally, only Supervisors and management personnel of Rochester Telephone Company who have a legitimate reason to review information in a file are allowed to do so.

With reasonable advance notice, employees may review their own personnel file in Rochester Telephone Company's offices and in the presence of an individual appointed by Rochester Telephone Company to maintain the files. An employee is not authorized to add or remove any items to/from his/her personnel file or to alter documents in the file in any way.

## **203 Employment Reference Checks**

Human Resources will respond in writing only to those reference check inquiries that are submitted in writing. Responses to such inquiries will confirm only dates of employment, wage rates, and position(s) held. No employment data will be released without a written authorization and release signed by the individual who is the subject of the inquiry.

## **204 Personnel Data Changes**

It is the responsibility of each employee to promptly notify Rochester Telephone Company of any changes in personnel data. Personal mailing addresses, telephone numbers, number and names of dependents, individuals to be contacted in the event of an emergency, educational accomplishment, and other such status reports should be accurate and current at all times. If any personnel data has changed, please notify the Human Resources Department.

## **205 Falsification of Employment Applications**

Rochester Telephone Company relies upon the accuracy of information contained in the employment application, as well as the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information, or data will result in the exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

## **206 Medical Information Privacy**

Rochester Telephone Company is committed to maintaining and protecting the confidentiality of our employees' medical records as required by state and federal law.

## **EMPLOYEE BENEFITS**

The following summarizes employee benefits provided by the Company. Certain benefits outlined in this section are governed by separate plan documents, which describe the benefits in more particularity and define the eligibility criteria. For all benefits that have a separate plan document, the terms of that document controls.

### **301 Vacation Benefits**

Vacation benefits with pay are available to eligible employees to provide opportunities for rest, relaxation, and personal pursuits. Employees in the following employment classification(s) are eligible to earn and use vacation benefits as described in this policy:

- Regular full-time non-bargaining unit employees

For employees hired prior to 11/30/2011, the amount of paid vacation benefits an employee receives each year increases with the length of their employment as shown in the following schedule:

- Employees who have been in the continuous service of the Company for seven (7) years or more shall be entitled to three (3) weeks, or 120-hours of vacation pay at their base rate of pay.
- Employees who have been in the continuous service of the Company for fifteen (15) years or more shall be entitled to four (4) weeks, or 160-hours of vacation pay at their base rate of pay. Two (2) weeks may be taken consecutively.
- Employees who have been in the continuous service of the Company for twenty-four (24) years or more shall be entitled to five (5) weeks, or 200-hours of vacation pay at their base rate of pay. Two (2) weeks may be taken consecutively.

For employees hired after 11/30/2011, the amount of paid vacation benefits an employee receives each year increases with the length of their employment as shown in the following schedule:

- Employees who have been in the continuous service of the Company for 12-months shall be entitled to one (1) week, or 40-hours of vacation pay at their base rate of pay.

- Employees who have been in the continuous service of the Company for two (2) years or more shall be entitled to two (2) weeks, or 80-hours of vacation pay at their base rate of pay.
- Employees who have been in the continuous service of the Company for seven (7) years or more shall be entitled to three (3) weeks, or 120-hours of vacation pay at their base rate of pay.
- Employees who have been in the continuous service of the Company for fifteen (15) years or more shall be entitled to four (4) weeks, or 160-hours of vacation pay at their base rate of pay. Two (2) weeks may be taken consecutively.

The length of eligible service is calculated on the basis of a “benefit year.” This is the 12-month period that begins when the employee starts to earn vacation benefits. An employee’s benefit year may be extended for any significant leave of absence except military leave of absence. Military leave has no effect on this calculation.

Once employees enter an eligible employment classification, they begin to earn paid vacation benefits according to the schedule. Earned vacation benefits are available for use in the year following its accrual. Unpaid absence (except for short-term disability and military leave) during the preceding calendar year shall reduce the amount of vacation benefits to which an employee is entitled during the current year according to the following table:

- More than 1-week, not more than 2.....1-day
- More than 2-weeks, not more than 3.....2-days
- More than 3-weeks, not more than 4.....3-days
- More than 4-weeks, not more than 5.....4-days
- More than 5-weeks, not more than 6.....5-days
- More than 6-weeks, not more than 7.....10-days
- More than 7-weeks.....15-days

Paid vacation benefits may be used in minimum increments of one-half day for exempt employees and by the half hour for nonexempt employees. To take vacation benefits, employees should request advance approval from their Supervisors. Requests will be reviewed based on a number of factors, including business needs and staffing requirements. On or before January 15th of each year, the Company will consult with all employees who will be entitled to vacation benefits, and from such consultations the Company will establish a working schedule for such benefits and in so doing will respect the wishes of the senior employees as to the time of their vacation insofar as the needs of service permit.

Vacation benefits are paid at the employee’s base pay rate at the time of vacation. It does not include overtime, or any special forms of compensation such as incentives, commissions, bonuses, or shift differentials.

In the event that available vacation is not used by the end of the benefit year, employees will forfeit the unused time.

Upon termination of employment, employees hired prior to 11/30/2011, will be paid for unused vacation benefits that have been earned (for next year's accrued) through the last day of work. All other employees will forfeit the unused time.

### **302 Holidays**

Rochester Telephone Company may grant holiday time off to all employees for the holidays listed below. A recognized holiday that falls on a Saturday/Sunday may be observed on the preceding/following Friday/Monday. Alternatively, a floating holiday may be granted to employees to be scheduled during a specified period of time. A floating holiday is not a "recognized holiday".

- New Year's Day (January 1)
- Memorial Day (last Monday in May)
- Independence Day (July 4)
- Labor Day (first Monday in September)
- Thanksgiving Day (fourth Thursday in November)
- Day after Thanksgiving (fourth Friday in November)
- Christmas Eve Day (December 24)
- Christmas Day (December 25)
- New Year's Eve Day (December 31)
- One Floating Holiday (day to be used between April 1st and December 31st)

Rochester Telephone Company may grant paid holiday time off to all eligible employees who have completed 90 calendar days of service in an eligible employment classification.

Holiday pay will be calculated at the employee's straight-time pay rate (as of the date of the holiday) times the number of hours the employee would otherwise have worked on that day.

Eligible employee classification(s):

- Regular full-time non-bargaining unit employees

To be eligible for holiday pay, employees must work the last scheduled day immediately preceding and the first scheduled day immediately following the holiday.

If a recognized holiday falls during an eligible employee's paid absence, e.g. vacation benefits, or paid personal time (PPT), holiday pay will be provided instead of the paid time off benefit that would otherwise have applied.

If an eligible nonexempt employee works on a recognized holiday, they will receive holiday pay plus wages at one and one-half times their straight-time rate for the hours worked on the holiday. Floating holidays do not qualify for the payment of wages at time and one-half.

Paid time off for holidays will not be counted as hours worked for the purposes of determining overtime.

### **303 Workers' Compensation Insurance**

Rochester Telephone Company provides a comprehensive workers' compensation insurance program at no cost to employees. This program covers any injury or illness sustained in the course of employment that requires medical, surgical, or hospital treatment. Subject to applicable legal requirements, workers' compensation insurance provides benefits after a short waiting period or, if the employee is hospitalized, immediately.

Employees who sustain work-related injuries or illnesses must inform their Supervisor immediately. No matter how minor an on-the-job injury may appear, it is important that it be reported immediately. This will enable an eligible employee to qualify for coverage as quickly as possible. Failure to report a work related injury on a timely basis may result in the denial of workers' compensation benefits.

### **304 Paid Personal Time (PPT)**

Rochester Telephone Company provides paid personal time (PPT) to all eligible employees for periods of temporary absence.

Eligible employee classification(s):

- Regular full-time employees

Eligible employees will accrue PPT at the rate of seven days per year. PPT is calculated on the basis of a "benefit year," the 12-month period that begins when the employee starts to earn PPT benefits.

Employees may request use of PPT after completing a waiting period of 90 calendar days from the date they become eligible to accrue PPT. PPT may be used in minimum increments of a half hour.

Employees who are unable to report to work should notify their direct Supervisor before the scheduled start of their workday. The direct Supervisor must also be contacted on each additional day of an absence covered by PPT.

PPT will be calculated based on the employee's base pay rate at the time of absence and will not include overtime, or any special forms of compensation, such as incentives, commissions, bonuses, or shift differentials.

Active nonexempt employees with four (4) years or more seniority shall be allowed to accumulate unused PPT until the employee has accrued a total of 10 calendar days. If the employee's benefits reach this maximum, further accrual of PPT will be suspended until the employee has reduced the balance below the limit. Unused PPT must be banked in eight-hour increments and pulled out of the bank in eight-hour increments. An employee may use their banked PPT in minimum increments of one-hour. Employees must give reasonable notice to use accumulated PPT.

Nonexempt employees may elect to be compensated at his or her regular rate of pay for unused calendar year will be paid out to current employees as bonus PPT pay at his or her accrued hourly rate as of December 31 by January 31. Employees must be employed on January 31 in order to receive payment for unused PPT.

### **305 Time Off to Vote**

Rochester Telephone Company encourages employees to fulfill their civic responsibilities by participating in elections. Generally, employees are able to find time to vote either before or after their regular work schedule. If employees are unable to vote in an election during their nonworking hours, employees may use their vacation, or paid personal time (PPT), according to the specifications of each policy in order to vote.

Employees should request time off to vote from their Supervisor at least two working days prior to the Election Day. Advance notice is required so that the necessary time off may be scheduled at the beginning or end of the work shift, whichever provides the least disruption to the normal work schedule.

### **306 Bereavement Leave**

Employees who wish to take time off due to the death of an immediate family member should notify their Supervisor immediately.

Up to three-days of paid bereavement leave may be provided to eligible employees in the following classification(s):

- Regular full-time employees

Bereavement pay is calculated based on the base pay rate at the time of absence and will not include overtime, or any special forms of compensation, such as incentives, commissions, bonuses, or shift differentials.

Bereavement leave will normally be granted unless there are unusual business needs, or staffing requirements. Employees may, with their Supervisors' approval, use any available paid leave for additional time off as necessary. A death in the immediate family shall not serve to shorten an employee's vacation, or holiday leave.

Rochester Telephone Company defines "immediate family" as the employee's spouse, parent, grandparent, child, sibling; the employee's spouse's parent, or any other relative living in the same house as the employee.

### **307 Jury Duty**

Rochester Telephone Company encourages employees to fulfill their civic responsibilities by serving jury duty when required. Employees in an eligible classification may request jury duty leave when subpoenaed.

Jury duty pay will be calculated on the employee's base pay rate times the number of hours the employee would otherwise have worked on the day of the absence minus the fee received under the subpoena. Employee classifications that qualify for paid jury duty leave are:

- Regular full-time non-bargaining unit employees
- Regular part-time non-bargaining unit employees

Employees must show the jury duty summons to their Supervisor as soon as possible so that the Supervisor may make arrangements to accommodate their absence. Of course, employees are expected to report for work whenever the court schedule permits.

Either Rochester Telephone Company or the employee may request an excuse from jury duty if, in Rochester Telephone Company's judgment, the employee's absence would create serious operational difficulties.

Vacation, paid personal time (PPT), and holiday benefits will continue to accrue during jury duty leave.

### **308 Witness Duty**

Rochester Telephone Company encourages employees to appear in court for witness duty when subpoenaed to do so. If employees have been subpoenaed, or otherwise requested to testify as witnesses by Rochester Telephone Company, they will receive paid time for the entire period of witness duty. Witness duty pay will be calculated on the employee's base pay rate times the number of hours the employee would otherwise have worked on the day of the absence.

If employees are subpoenaed, or otherwise requested to testify as a witness in a case not involving Rochester Telephone Company, the employee may utilize available vacation benefits, or paid personal time (PPT) to cover the unpaid absence, however, are not required to do so.

Employee classifications that may qualify for witness duty are:

- Regular full-time non-bargaining unit employees
- Regular part-time non-bargaining unit employees

The subpoena should be shown to the employee's Supervisor immediately after it is received so that operating requirements may be adjusted, where necessary, to accommodate the employee's absence. The employee is expected to report for work whenever the court schedule permits.

Vacation, paid person time (PPT), and holiday benefits will continue to accrue during witness duty leave.

### **309 Health Insurance**

Rochester Telephone Company's health insurance plan provides employees and their dependents access to medical and dental insurance benefits. Eligibility for health insurance is controlled by the relevant plan document. Please consult your summary plan description for more information or direct questions to Human Resources.

### **310 Life/AD&D Insurance**

Life insurance offers employees and their family's important financial protection. Rochester Telephone Company provides a basic life/AD&D insurance plan for eligible employees subject to all terms and conditions of the applicable plan document. Please consult the plan document for more information or direct questions to Human Resources.

### **311 Short-Term and Long-Term Disability**

Rochester Telephone Company provides a short-term disability (STD) and long-term disability (LTD) benefits plan to eligible employees who are unable to work because of a qualifying disability due to an injury or illness. Details of the STD and LTD plans are available in the applicable plan documents. Please direct questions to Human Resources.

### **312 401(k) Plan Retirement Plan**

Rochester Telephone Company has established a 401(k) retirement plan to provide employees the potential for future financial security for retirement. Eligible employees may participate in the retirement plan subject to all terms and conditions of the plan. Complete details of the retirement plan are described in the Summary Plan Description (SPD) provided to eligible employees.

Employees should contact Human Resources for additional information about the 401(k) plan.

### **313 Health Savings Account**

A health savings account (HSA) is a tax-exempt trust, or custodial account set-up with a qualified HSA trustee to pay for or reimburse certain medical expenses incurred. (See IRS Publication 502 for details.) HSA's are designed to help employees save for future qualified medical and retiree health expenses on a tax-free basis. Employees must be covered by a high deductible health plan (HDHP) to be able to take advantage of a HSA. Unused account balances carry over from year- to-year, continuing to earn interest and increase savings for future medical expenses.

To be eligible and qualify for an HSA, employees must meet the IRS requirements, participate in the high deductible health plan (HDHP) and be in the following employment classification:

- Regular full-time non-bargaining unit employees

Employees should contact Human Resources for additional information about the HSA.

## **TIMEKEEPING/PAYROLL**

### **401 Timekeeping**

Accurately recording time worked is the responsibility of every employee. Federal and state laws require Rochester Telephone Company to keep an accurate record of time worked in order to calculate employee pay and benefits. Additionally, the accuracy of this information is very important for billable and recoverable work (regulated and non-regulated). Time worked is all the time actually spent on the job performing assigned duties.

Nonexempt employees should accurately record the time they begin and end their work, as well as the beginning and ending time of each meal period. They should also record the beginning and ending time of any split shift or departure from work for personal reasons.

Altering, falsifying, tampering with time records, or recording time on another employee's time record will result in disciplinary action, up to and including termination of employment.

It is the employees' responsibility to "submit," or sign their time records to certify the accuracy of all time recorded. A Supervisor will review and then initial the time record before submitting it for payroll processing. In addition, if corrections or modifications are made to the time record, both the employee and the Supervisor must verify the accuracy of the changes by initialing the time record.

### **402 Paydays**

All employees are paid biweekly on every other Friday (26 pays per year). Each paycheck will include earnings for all work performed through the end of the previous payroll period.

In the event that a regularly scheduled payday falls on a day off such as a weekend or holiday, employees will receive pay on the last day of work before the regularly scheduled payday.

If a regular payday falls during an employee's vacation benefits, or paid personal time (PPT), the employee's paycheck will be available upon his or her return from vacation.

Employees must have pay directly deposited into their bank accounts upon providing written authorization to Rochester Telephone Company. Employees will receive an itemized statement of wages when Rochester Telephone Company makes direct deposits.

### **403 Employment Termination**

Termination of employment is an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine. Below are examples of some of the most common circumstances under which employment is terminated:

- Resignation - voluntary employment termination initiated by an employee.
- Discharge - involuntary employment termination initiated by the organization.
- Layoff - involuntary employment termination initiated by the organization for non- disciplinary reasons.
- Retirement - voluntary employment termination initiated by the employee meeting age, length of service, and any other criteria for retirement from the organization.

Rochester Telephone Company may schedule exit interviews at the time of employment termination. The exit interview will afford an opportunity to discuss such issues as employee benefits, conversion privileges, repayment of outstanding debts to Rochester Telephone Company, or return of Company-owned property. Suggestions, complaints, and questions may also be voiced.

Since employment with Rochester Telephone Company is based on mutual consent, both the employee and Rochester Telephone Company have the right to terminate the employment-at-will relationship, with or without cause, at any time. Employees will receive their final pay in accordance with applicable state law.

Employee benefits will be affected by employment termination in the following manner. All accrued, vested benefits that are due and payable at termination will be paid. Some benefits may be continued at the employee's expense if the employee so chooses. The employee will be notified in writing of the benefits that may be continued and of the terms, conditions, and limitations of such continuance.

### **404 Administrative Pay Corrections**

Rochester Telephone Company takes all reasonable steps to ensure that employees receive the correct amount of pay in each paycheck and that employees are paid promptly on the scheduled payday.

In the unlikely event that there is an error in the amount of pay, the employee should promptly bring the discrepancy to the attention of Human Resources so that corrections may be made as quickly as possible.

### **405 Pay Deductions and Set-Offs**

Rochester Telephone Company offers programs and benefits beyond those required by law. Eligible employees may voluntarily authorize deductions from their paychecks to cover the costs of participation in these programs.

Pay set-offs are pay deductions taken by Rochester Telephone Company, usually to help pay off an employee's debt, or obligation to Rochester Telephone Company, or others. Rochester Telephone Company charges a set-off service fee of \$1.00 per occurrence to forward the set-off deduction to satisfy and employee's debt, or obligation. The service fee is subject to change, if the obligator requires that Rochester Telephone Company transmit the set-off electronically.

All pay deductions or set-offs must be authorized by the employee (if RTC receives a court order for set-off the employee will not authorize) pursuant to a voluntary wage deduction agreement in compliance with Indiana wage laws.

Employees who have questions concerning why deductions were made from their paycheck, or how they were calculated, should contact their Supervisor, or Human Resources.

## **WORK CONDITIONS & HOURS**

### **501 Safety**

To assist in providing a safe and healthful work environment for employees, customers, and visitors, Rochester Telephone Company has established a workplace safety program. This program is a top priority for Rochester Telephone Company. The Safety Director has responsibility for implementing, administering, monitoring, and evaluating the safety program. Its success depends on the alertness and personal commitment of all.

Rochester Telephone Company provides information to employees about workplace safety and health issues through regular internal communication channels such as supervisor-employee meetings, bulletin board postings, memos, or other written communications. A labor- management safety committee, composed of representatives from throughout the organization, has been established to help monitor Rochester Telephone Company's safety program and to facilitate effective communication between employees and management about workplace safety and health issues.

Each employee is expected to obey safety rules and to exercise caution in all work activities. Employees must immediately report any unsafe condition to the appropriate. Employees who violate safety standards, who cause hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations, may be subject to disciplinary action, up to and including termination of employment.

In the case of accidents that result in injury, regardless of how insignificant the injury may appear, employees should immediately notify the Safety Director, appropriate Supervisor, and/or Human Resources. Such reports are necessary to comply with laws and initiate insurance and workers' compensation insurance procedures. Copies of the Safety and Health Manual are located in each building, as well as with Supervisors and in the Human Resource Department.

### **502 Use of Phone and Mail Systems**

Employees may be required to reimburse Rochester Telephone Company for any charges resulting from their personal use of the telephone, or fax machine.

The use of Rochester Telephone Company-paid postage for personal correspondence is not permitted.

To ensure effective telephone communications, employees should always use the approved greeting and speak in a courteous and professional manner. Please confirm information received from the caller, and hang up only after the caller has done so.

### **503 Non-Smoking**

In keeping with Indiana state law and Rochester Telephone Company's intent to provide a safe and healthful work environment, smoking, e-cigarettes, chewing tobacco and other tobacco product use is not permitted in the workplace except in those locations that have been specifically designated as smoking areas. In situations where the preferences of smokers and nonsmokers are in direct conflict, the preferences of nonsmokers will prevail.

This policy applies equally to all employees, customers, and visitors.

### **504 Overtime**

When operating requirements or other needs cannot be met during regular working hours, employees may be scheduled to work overtime hours. When possible, advance notification of these mandatory assignments may be provided. Overtime assignments will be distributed as equitably as practical to all employees qualified to perform the required work.

Overtime compensation is paid to all nonexempt employees in accordance with federal and state wage and hour restrictions. Overtime pay is based on actual hours worked. Nonexempt employees will be paid overtime pay at no less than one and one-half times the employee's regular rate of pay for hours worked in excess of 40 in a workweek. Time off on vacation benefits, paid personal time (PPT), holidays, bereavement leave, or any leave of absence will not be considered hours worked for purposes of performing overtime calculations.

### **505 Use of Equipment and Vehicles**

Equipment and vehicles essential in accomplishing job duties are expensive and may be difficult to replace. When using property for work or personal use outside of work, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines.

Employees borrowing equipment for personal use outside of work are to ask for manager's approval and sign out equipment. Equipment is to be returned to its original location and in working condition. Borrowing of equipment is for personal use and shall not result in personal profit.

Any employee holding a Commercial Driver's License (CDL) must adhere to being on duty no more than 14 consecutive hours in a day. In extreme circumstances and at management's approval, time may be extended to 16-hours.

Employees should notify their Supervisor if any equipment, machines, tools, or vehicles appear to be damaged, defective, or in need of repair. Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to employees or others.

Supervisors may answer any questions about an employee's responsibility for maintenance and care of equipment or vehicles used on and off the job.

The improper, careless, negligent, destructive, or unsafe use or operation of equipment or vehicles, as well as excessive or avoidable traffic and parking violations, may result in disciplinary action, up to and including termination of employment.

### **506 Emergency Closings**

At times, emergencies such as severe weather may disrupt Company operations and may require the closing of a work facility. As a utility Company, RTC is exempt from emergency closings. Closing of a work facility (ies) will be at management's discretion.

When operations are officially closed, the Rochester Telephone Company Disaster Recovery Plan will go into effect. Employees may use any unused vacation or unused paid personal time (PPT) benefits for time off that is not covered by Rochester Telephone Company.

In cases where an emergency closing is not authorized, employees who fail to report for work must use available paid leave time such as unused vacation benefits or unused paid personal time (PPT). If no benefits are available, the time off will be unpaid.

### **507 Business Travel Expenses & Work Hours**

Rochester Telephone Company may reimburse employees for reasonable business travel expenses incurred while on assignments away from the normal work location. All business travel must be approved in advance by an immediate Supervisor.

Employees whose travel plans have been approved are responsible for making their own travel arrangements. While some weekend travel is impossible to avoid, Supervisors should make every attempt to limit it when possible for all employees.

When approved, the actual costs of travel, meals, lodging, and other expenses directly related to accomplishing business travel objectives will be reimbursed by Rochester Telephone Company. Employees are expected to limit expenses to reasonable amounts. The company will provide meal expense reimbursement up to \$40 per day (including tips) for travel requiring an overnight stay. Receipts are required for reimbursement, and the amount of reimbursement will be based on actual receipts turned in. The company will not advance meal expenses in the form of a per diem.

Employees who are involved in an accident while traveling on business must promptly report the incident to their immediate Supervisor. Vehicles owned, leased, or rented by Rochester Telephone Company may not be used for personal use without prior approval.

When travel is completed, employees should submit completed travel expense reports within 30-days. Reports should be accompanied by receipts for all individual expenses.

Employees should contact their Supervisor for guidance and assistance on procedures related to travel arrangements, expense reports, reimbursement for specific expenses, or any other business travel issues. Expenses are paid biweekly and included on an employee's paycheck. Annually, an Expense Claim Deadline & Payday Schedule is provided to all employees.

Educational opportunities are critical for the future of RTC. It is important that all employees keep expenses to an absolute minimum in order to allow for other employees to get the educational opportunities as well. Abuse of this business travel expenses policy, including falsifying expense reports to reflect costs not incurred by the employee, may be grounds for disciplinary action, up to and including termination of employment.

**Paid Time for Business Travel.** The following explains when travel time will be considered work time, and paid as such. Travel time that is considered work time under this policy will count toward the overtime calculation just as if the employer were performing regular duties.

**Same Day Travel** – If an employee travels to another city for a one day assignment, returning home the same day. All time spent traveling as a driver or a passenger is compensable. Meal periods of thirty (30) minutes or more that are taken during travel will be deducted from work time.

**Overnight Travel As a Passenger** – If an employee must travel to another city and is a passenger in an automobile, plane, train, etc., and the employee is required to stay overnight, the employee will be paid for all travel time that cuts across the employee's normal work hours (e.g., 8:00 a.m. to 5:00 p.m.). Travel on Saturdays, Sundays and other non-work days that cut across the employee's normal work hours are subject to the same rule, even though those days are not usually work days. Meal periods of thirty (30) minutes or more that are taken during travel will be deducted from work time.

**Overnight Travel As a Driver** – If an employee must drive to another city and is required to stay overnight, the employee will be paid for all time spent driving, regardless of whether the travel takes place during or after the employee's normal work week. Meal periods of thirty (30) minutes or more that are taken during travel will be deducted from work time. An employee who was offered the opportunity to travel as a passenger via automobile, plane, train, etc., but who refuses and instead decides to drive will be compensated as he/she would have been had he/she traveled as a passenger.

**Travel by Automobile, when Flight Available** – If an employee is authorized to fly to another city and a flight is available, and the employee chooses to drive or ride as a passenger instead of flying, the employee will be paid as if he/she had flown regardless of the actual travel time.

## **508 Visitors in the Workplace**

To provide for the safety and security of employees and the facilities at Rochester Telephone Company, only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps maintain safety standards, protects against theft, ensures security of equipment, protects confidential information, safeguards employee welfare, and avoids potential distractions and disturbances.

All visitors should enter Rochester Telephone Company at the main entrance. Authorized visitors will receive directions, or be escorted to their destination. Employees are responsible for the conduct and safety of their visitors.

If an unauthorized individual is observed on Rochester Telephone Company's premises, employees should immediately notify their Supervisor or, if necessary, direct the individual to the main entrance.

## **509 Social Media**

With the rise of new media and next generation communications tools, the way in which Rochester Telephone Company employees communicate internally and externally continues to evolve. This Social Media Policy applies to employees who use the following:

- Multi-media and social networking websites such as Facebook, Instagram, Snapchat, Twitter and YouTube
- Blogs
- Wikis such as Wikipedia and any other site where text can be posted

You must not disclose any information on social media that is confidential or proprietary to Rochester Telephone Company, its customers, or any third party.

Employees are not authorized to make any communications or posts on social media on behalf of Rochester Telephone Company unless previously authorized by the President.

If you make any communications or posts on social media which might cause reader to presume that you are a Rochester Telephone Company employee or that you are speaking on behalf of Rochester Telephone Company, you must include a disclaimer that the views are your own and not those of Rochester Telephone Company.

Because you are legally responsible for your social media posts, you may be subject to liability if your posts are found to be defamatory, harassing, or in violation of any applicable law. You may also be liable if you make social media posts that include confidential or copyrighted information (music, videos, text, etc.) belonging to third parties. Your social media posts should not include Rochester Telephone Company logos or trademarks, and should respect copyright, privacy, fair use, financial disclosure, and other applicable laws.

Your social media posts must not violate any other policy of Rochester Telephone Company included in this handbook or otherwise. Violation of Company policies that occur through the use of social media will result in discipline up to and including discharge from employment.

## **510 Computer, Voicemail, and E-mail Usage**

Rochester Telephone Company's communication and computer systems are intended for business purposes and may be used only during working time; however limited personal usage is permitted if it does not hinder performance of job duties or violate any other Company policy. This includes the voice mail, email and Internet systems. Users have no legitimate expectation of privacy in regard to their use of these systems.

Rochester Telephone Company may access the voice mail and email systems and obtain the communications within the systems, including past voice mail and email messages, and also review employee Internet usage, without notice to users of the system. The reasons for which the Company may obtain such access include, but are not limited to: maintaining the system; preventing or investigating allegations of system abuse or misuse; preventing or investigating allegations of violations of Company policies; assuring compliance with software copyright laws; complying with legal and regulatory requests for information; and ensuring that Company operations continue appropriately during an employee's absence.

The Company may store electronic communications for a period of time after the communication is created. From time to time, copies of communications may be deleted without further notice.

Because the Company's communication and computer systems are intended for business use, these systems may not be used to solicit for religious or political causes or outside organizations.

Employees should take all appropriate steps to safeguard the confidentiality of usernames, passwords and private access codes. Because the Company's communication and computer systems are intended for business use, all employees, upon request, must inform management of any usernames, passwords, and private access codes used on Company communication and computer systems for any reason.

Unauthorized duplication of copyrighted computer software violates the law and is strictly prohibited.

Your use of the voicemail, email, and computer systems must not violate any other policy of Rochester Telephone Company included in this handbook or otherwise. Violation of Company policies that occur through the use of voicemail, email, or computer systems will result in discipline up to and including discharge from employment.

## **511 Workplace Monitoring**

Workplace monitoring may be conducted by Rochester Telephone Company to ensure quality control, employee safety, security, and customer satisfaction.

Employees who regularly communicate with customers may have their telephone conversations monitored or recorded. Telephone monitoring is used to identify and correct performance problems through targeted training. Improved job performance enhances our customers' image of Rochester Telephone Company, as well as their satisfaction with our service.

Rochester Telephone Company may conduct video surveillance of non-private workplace areas. Video monitoring is used to identify safety concerns, maintain quality control, detect theft and misconduct, and discourage or prevent acts of harassment and workplace violence.

Because Rochester Telephone Company is sensitive to the legitimate privacy rights of employees, every effort will be made to guarantee that workplace monitoring is done in an ethical and respectful manner.

### **512 Workplace Violence Prevention**

Rochester Telephone Company is committed to preventing workplace violence and to maintaining a safe work environment. Given the increasing violence in society in general, Rochester Telephone Company has adopted the following guidelines to deal with intimidation, harassment, or other threats of (or actual) violence that may occur during working hours, or on its premises.

All employees should be treated with courtesy and respect at all times. Employees are expected to refrain from fighting, “horseplay,” or other conduct that may be dangerous to others. Firearms, weapons, and other dangerous or hazardous devices or substances are prohibited from being brought into the facilities of Rochester Telephone Company without proper authorization.

All threats of (or actual) violence, both direct and indirect, should be reported as soon as possible to an immediate Supervisor, or any other member of management. This includes threats by employees, as well as threats by customers, vendors, solicitors, or other members of the public. When reporting a threat of violence, employees should be as specific and detailed as possible.

All suspicious individuals or activities should also be reported as soon as possible to a Supervisor. Employees should not place themselves in harm’s way. If an employee sees or hears a commotion or disturbance near their workstation, they should not try to intercede or see what is happening.

Rochester Telephone Company will promptly and thoroughly investigate all reports of threats of (or actual) violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as is practical. In order to maintain workplace safety and the integrity of its investigation, Rochester Telephone Company may suspend employees, either with or without pay, pending an investigation.

Rochester Telephone Company encourages employees to bring their disputes or differences with other employees to the attention of their Supervisors, or the Human Resources Department before the situation escalates into potential violence. Rochester Telephone Company is eager to assist in the resolution of employee disputes, and will not discipline employees for raising such concerns. Employees determined to be responsible for threats of (or actual) violence, or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action, up to and including termination of employment.

### **513 Mobile Device Usage**

Rochester Telephone Company provides mobile devices to some employees as a business tool. They are provided to assist employees in communicating with management and other employees, their customers, and others with whom they may conduct business. Mobile device use is primarily intended for business-related calls. However, occasional, brief personal use is permitted within a reasonable limit. Mobile device invoices may be regularly monitored.

While mobile devices are a necessary convenience of the business world, Rochester Telephone Company requires that employees follow the guidelines listed below for their own and others safety:

- All employees are required to be professional and conscientious at all times when using Company-owned mobile devices.
- Employees whose job responsibilities include regular, or occasional driving and who are issued a Company-owned mobile device for work use are expected to refrain from using their device while driving – use of a mobile device while driving is not required by the Company. Safety must come before all other concerns.
- For the safety of our employees and others it is imperative that drivers pull over and stop at a safe location to dial, text, access data, or talk on the mobile device in any way. Employees who are charged with traffic violations resulting from the use of their Company-owned mobile device while driving will be solely responsible for all liabilities that result from such actions.
- All employees are expected to follow applicable federal or state laws or regulations regarding the use of mobile devices at all times.

As with any policy, management level employees are expected to serve as role models for proper compliance with the provisions above and are encouraged to regularly remind employees of their responsibilities in complying with this policy.

Employees may use their personal mobile devices during working hours on an as needed basis, however, are asked to keep their ringers in a quiet mode so as not to disturb other employees.

Employees who are in violation of this policy may be subject to disciplinary action, up to and including termination of employment.

#### **514 Regular Work Schedules**

The regular business operations work week commences at 8:00 a.m. on Monday. All employees are expected to be at work during regular business operation hours unless approval is granted for a flexible work schedule. *See policy #515.*

For payroll purposes, the work week commences at 12:01 a.m. on Sunday, ending 12:00 p.m. Saturday.

#### **515 Flexible Schedules**

On a case-by-case basis, Rochester Telephone Company may approve an employee to work a flexible work schedule with a time of arrival or departure that differs from the standard operating hours by not more than two hours. For example, a typical flextime arrangement may be arrival at 10:00 a.m. and departure at 7:00 p.m.

Supervisors approve flextime on a case-by-case basis. The employee must first discuss possible flextime arrangements with his/her supervisor. The supervisor will approve or deny the flextime request based on staffing needs, the employee's job duties and the employee's work record.

Rochester Telephone Co., Inc. does not allow employees to “bank” time worked and grant it as “time off” in a later pay period. Any time off granted as a result of occasional extended work hours must be approved and administered within the same work week it was worked. Managers have the option to adjust the employee’s daily schedule during a work week in order to offset any hours worked beyond the regular schedule.

No employee is guaranteed the right to work a flexible schedule, and an approved flextime arrangement may be suspended or cancelled at any time.

### **516 Off-Duty Use of Electronic Devices**

Nonexempt employees (*see policy #201*) are not expected to check for, read, send or respond to work-related e-mails or texts when off-duty unless specifically authorized based on job duties or direction by management to do so. Nonexempt employees who are required to monitor and respond to electronic communications while off duty, and who are required to expend any measurable time doing so, must report such time to Human Resources for an appropriate pay adjustment.

## **LEAVES OF ABSENCE**

### **601 Medical Leave**

Rochester Telephone Company will provide a medical leave of absence without pay to regular full-time non-bargaining unit employees subject to the following conditions.

If you are unable to work because of a medical condition due to illness, injury (including work-related injuries), pregnancy, or pregnancy-related medical condition of more than five (5) consecutive days, you will be placed on a leave of absence. An initial request for medical leave will be for a period up to thirty (30) days. The leave may be renewed for successive periods of up to thirty (30) days each, for a maximum of ninety (90) days’ total leave time.

To receive a medical leave, you must provide Human Resources a physician's certificate stating that you are medically unable to work and the estimated length of the absence. The Company reserves the right to (a) inquire of you as to the status of any medical condition, (b) require that you provide medical evidence from your physician or from a physician of the Company’s choice concerning any medical condition, (c) deny a request for medical leave or any renewal thereof if it determines, from the medical evidence, that you are able to perform your work, and (d) place or continue you on medical leave if the Company determines, from the medical evidence, that you are not able to perform the essential functions of your job with or without reasonable accommodation.

It is your obligation to notify the Company at least five (5) working days prior to the expiration of a medical leave whether you will return to work or whether you need a renewed medical leave. In either case, you must provide a physician's statement confirming your ability to return to work or the basis for the need for a renewed medical leave of absence.

The Company reserves the right to fill an employee’s position after the first six (6) weeks of medical leave. At the conclusion of a leave of longer than six (6) weeks, if the employee’s position has been

filled, he or she will be considered to fill any vacant positions that he or she is qualified to hold. If no appropriate vacant positions exist, then the employee's employment will be administratively terminated. Similarly, if an employee is unable to return to work at the conclusion of a medical leave for any reason, including the continuation of the medical condition, then the employee's employment will be administratively terminated unless an evaluation of the circumstances indicates that a brief extension would be a reasonable accommodation for a qualified individual with a disability.

A medical leave of absence is unpaid, but employees who have any available paid time off (PPT, vacation, etc.) will use the paid time at the same time as the leave. Vacation, paid personal time (PPT) and holiday benefits, and seniority will continue to accrue during an approved medical leave.

The Company will maintain an employee's insurance benefits during an approved medical leave so long as the employee continues to pay his or her share of the premiums. If an employee receives paid PPT or vacation at the same time as medical leave, the employee's share of the premiums will be paid through payroll deduction. Otherwise, the employee must pay his or her share of the premiums at the same time it would be made if by payroll deduction. The Company's obligation to continue health coverage during a medical leave will end if the employee's premium payment is more than 30 days late.

## **602 Personal Leave**

Rochester Telephone Company may provide a leave of absence without pay to an employee who wishes to take time off from work duties to fulfill personal obligations beyond their control.

Employees in the following employment classification(s) are eligible to request personal leave as described in this policy:

- Regular full-time non-bargaining unit employees

All employees regardless of their length of service may be eligible for a personal leave of absence. As soon as an employee becomes aware of the need for a personal leave of absence, they must request a leave from the Human Resource Department. The request must be submitted in writing and should include proposed starting and ending dates for the leave period.

Requests for personal leave will be evaluated based on a number of factors, including anticipated workload requirements and staffing considerations during the proposed period of absence.

Rochester Telephone Company reserves the right to restrict leaves, or the duration of a leave if the leave will cause a major impact on business, or any departmental operation. A leave of absence may be authorized on a case-by-case basis according to the employee's needs and the impact of the employee's absence on the functions of the workplace. The personal leave of absence is considered leave without pay.

Personal leave may be granted for a period of up to ten calendar days. A request for an extension of the leave of absence must be made in writing and requested at least seven calendar days before the end of the approved personal leave period. If this initial period of absence proves insufficient, consideration may be given to a written request for a single extension of no more than 30 calendar days. With the

President's approval, an employee may take any available vacation benefits, and paid personal time (PPT) as part of the approved period of leave.

Employees on personal leave are expected to communicate and respond to the Human Resources Department's inquiries regarding the status of their return to work date. Employees who fail to do so may have their leave request denied and face further disciplinary action, up to and including termination of employment. If an employee fails to report to work promptly at the expiration of the approved leave period, Rochester Telephone Company will assume the employee has voluntarily terminated their employment with the Company.

When a personal leave ends, every reasonable effort will be made to return the employee to the same position, if it is available, or to a similar available position for which the employee is qualified. Rochester Telephone Company cannot guarantee reinstatement in all cases.

A request for leave by an employee who has requested confidentiality as to the need for leave under this policy is to be respected, be kept confidential, and restricted to those with a need to know to include, Department Managers and the Human Resources Department. In other cases, confidentiality and propriety are to be observed by all Managers and employees insofar as possible. In cases where employees have communicated to coworkers their need for a leave, there should be no expectation of confidentiality.

A personal leave of absence is unpaid, but employees who have any available paid time off (PPT, vacation, etc.) will use the paid time at the same time as the leave. Vacation, paid personal time (PPT) and holiday benefits, and seniority will continue to accrue during an approved personal leave.

The Company will maintain an employee's insurance benefits during an approved personal leave so long as the employee continues to pay his or her share of the premiums. If an employee receives paid PPT or vacation at the same time as medical leave, the employee's share of the premiums will be paid through payroll deduction. Otherwise, the employee must pay his or her share of the premiums at the same time it would be made if by payroll deduction. The Company's obligation to continue health coverage during a personal leave will end if the employee's premium payment is more than 30 days late.

### **603 Military Leave**

The Company encourages employees to serve their country by participating in the uniformed services. If an employee is called upon to perform military service, whether it involves active duty or annual training requirements for the National Guard or U.S. Military Reserves, the employee may be entitled to reinstatement/reemployment and other rights under the Uniform Services Employment and Reemployment Rights Act of 1994 ("USERRA"). To qualify for benefits under USERRA, the employee's separation from military service must be under honorable conditions, and the employee must comply with the following requirements:

**Eligibility.** This policy applies to any employee who must be absent from employment to perform a duty, either voluntary or involuntary, in the uniformed services. To qualify, an employee requesting leave must provide advance written notice to Human Resources as soon as possible, and furnish a copy of his/her military orders, which identifies as specifically as possible the time period for the leave.

Reinstatement. To be eligible for USERRA benefits upon returning from a military leave lasting fewer than thirty-one (31) days, an employee must report back to work at the beginning of the first full regularly scheduled work day following the completion of the military service.

Reemployment. To be eligible for USERRA benefits following a military leave lasting more than thirty (30) days, but less than one hundred eighty-one (181) days, an employee must submit an application for reemployment before the expiration of fourteen (14) days after the completion of the military service. An employee on a military leave lasting longer than one hundred eighty-one (181) days must submit an application for reemployment before the expiration of ninety (90) days after the completion of the service. Employees returning from military leave lasting more than thirty (30) days must provide official military documentation identifying the period of military service to establish that the application for reemployment was timely and the character of discharge was honorable.

Benefits, upon reemployment, an employee will be restored to the level of benefits attained had he/she provided continuous service. Accordingly, rights and benefits determined by length of service such as vacation pay will reflect continuous employment. In addition, an employee on military leave will continue to be eligible for health benefits for up to twenty-four (24) months, so long as he/she continues to pay a monthly premium according to the following schedule:

- For leaves of less than thirty-one (31) days, an employee will be required to pay the normal employee share of the premium.
- For leaves of more than thirty-one (31) days, an employee will be required to pay the full COBRA premium under the plan.

The health insurance premiums will be billed to the employee on a monthly basis. An employee will have ten (10) days from the date of mailing within which to submit payment of the amount owed. Failure to make the monthly premium payment in a timely manner shall result in the cancellation of benefits. Upon reemployment, benefits will be restored on the first day of the following month.

## **EMPLOYEE CONDUCT & DISCIPLINARY ACTION**

### **701 Employee Conduct and Work Rules**

To ensure orderly operations and provide the best possible work environment, Rochester Telephone Company expects employees to follow rules of conduct that will protect the interests and safety of all employees and the organization.

It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. The following are examples of infractions of rules of conduct that may result in immediate disciplinary action, up to and including termination of employment:

- Theft or inappropriate removal or possession of Company-owned or customer-owned property.
- Falsification of timekeeping records.
- Working under the influence of alcohol or illegal drugs.

- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on duty, or while operating Company-owned vehicles or equipment.
- Fighting or threatening violence in the workplace.
- Negligence or improper conduct leading to damage of Company-owned or customer- owned property.
- Being insubordinate, threatening, intimidating, disrespectful, or assaulting a coworker, customer, or vendor.
- Violation of safety or health rules.
- Smoking or tobacco use in prohibited areas.
- Sexual or other unlawful or unwelcome harassment.
- Possession of dangerous or unauthorized materials, such as explosives or firearms, in Company-owned or customer-owned facilities.
- Excessive documented tardiness or absenteeism.
- Entering or leaving the Company’s facilities without permission.
- Unauthorized use of telephones, mail system, or other employer-owned equipment.
- Unauthorized disclosure of business “secrets” or confidential information acquired in the course of one’s work.
- Violation of personnel policies.
- Unsatisfactory performance or conduct.

Employment with Rochester Telephone Company is at the mutual consent of Rochester Telephone Company and the employee, and either party may terminate that relationship at any time, with or without cause, and with or without advance notice. However, Rochester Telephone Company may follow the steps listed in *Policy #710 - Progressive Discipline*, as well as other policies listed in this employee handbook, in all situations.

## **702 Drug and Alcohol Use/Testing**

It is Rochester Telephone Company’s desire to provide a drug-free, healthful, and safe workplace. To promote this goal, employees are required to report to work in appropriate mental and physical condition to perform their jobs.

While on Rochester Telephone Company premises and while conducting work-related activities off Rochester Telephone Company premises, no employee may use, possess, distribute, sell or be under the influence of alcohol or illegal drugs. Using or being under the influence of drugs or alcohol on the job may pose serious safety and health risks. To help insure a safe and healthful working environment, job applicants and employees (for reasonable suspicion or post-accident) may be asked to provide body substance samples (such as urine, blood, hair and/or saliva) to determine the illicit use of drugs and/or

alcohol. The legal use of prescribed drugs is permitted on the job only if it does not impair an employee's ability to perform the essential functions of the job effectively and in a safe manner that does not endanger other individuals in the workplace.

Under the Drug-Free Workplace Act, an employee who performs work for a government contract, or grant must notify Rochester Telephone Company of a criminal conviction for drug-related activity occurring in the workplace. The report must be made within five-days of the conviction.

Violations of this policy and/or refusal to submit to drug and/or alcohol testing may lead to disciplinary action, up to and including immediate termination of employment, and/or required participation in a substance abuse rehabilitation or treatment program. Such violations may also have legal consequences.

Employees with questions on this policy or issues related to drug or alcohol use in the workplace should raise their concerns with their Supervisor, or the Human Resources Department without fear of reprisal.

### **703 Attendance and Punctuality**

To maintain a safe and productive work environment, Rochester Telephone Company expects employees to be reliable and to be punctual in reporting for scheduled work. Absenteeism and tardiness place a burden on the business operation of Rochester Telephone Company. In the rare instances when employees cannot avoid being late to work or are unable to work as scheduled, they should notify their Supervisor as soon as possible in advance of the anticipated tardiness or absence.

Telephone directories with the home phone number and/or mobile device number for members of management are available upon request from a Supervisor. This directory should be used whenever employees need to inform Rochester Telephone Company of an absence, or other such attendance-related issues.

Poor attendance and excessive tardiness are disruptive. Either may lead to disciplinary action, up to and including termination of employment.

### **704 Personal Appearance**

Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the business image Rochester Telephone Company presents to its customers and visitors.

During working hours or when representing Rochester Telephone Company, employees are expected to present a clean, neat, and tasteful appearance. Employees should dress and groom themselves according to the requirements of their position and accepted social standards. This is particularly true if a job involves dealing with customers, or visitors in person.

Supervisors and Department Managers are responsible for establishing a reasonable dress code appropriate to the job employees perform. If a Supervisor feels that an employee's personal appearance is inappropriate, the employee may be asked to leave the workplace until they are properly dressed or groomed. Under such circumstance, nonexempt employees will not be compensated for the time away

from work. Employees should consult a Supervisor if they have questions as to what constitutes appropriate appearance. Where necessary, reasonable accommodations may be made to a person with a disability.

Without unduly restricting individual tastes, the following personal appearance guidelines should be followed:

- Shoes must provide safe, secure footing, and offer protection against hazards.
- Worn or dirty canvas or athletic type shoes are not appropriate professional attire.
- Tank tops, tube, or halter tops may not be worn under any circumstances.
- Leggings may be worn, however, the length of shirt/sweater must fully cover the buttocks.
- Mustaches and beards must be clean, trimmed, and neat.
- Hairstyles are expected to be in good taste.
- Extreme hairstyles, such as spiked hair, do not present an appropriate professional appearance.
- Long hairstyles should be worn with hair pulled back off the face and neck to avoid interfering with job performance.
- Excessive make-up is not permitted.
- Offensive body odor and poor personal hygiene are not professionally acceptable.
- Perfume, cologne, and aftershave lotion should be used moderately, or avoided altogether, as some individuals may be sensitive to strong fragrances.
- Jewelry should not be functionally restrictive, dangerous to job performance, or excessive.
- Facial jewelry, such as eyebrow rings, nose rings, lip rings, and tongue studs, are not professionally appropriate and must not be worn during working hours.
- Torso body piercings with visible jewelry, or jewelry that may be seen through or under clothing must not be worn during working hours.
- Visible excessive tattoos and similar body art must be covered during working hours.

### **705 Return of Property**

Employees are responsible for items issued to them by Rochester Telephone Company, or in their possession or control, such as the following:

- customer lists and personal information
- credit cards
- equipment
- identification badges

- keys
- manuals
- mobile devices
- protective equipment
- security passes
- tools
- uniforms
- vehicles
- written materials

All Company-owned property must be returned by employees on or before their last day of work. Where permitted by applicable laws, Rochester Telephone Company may withhold from the employee's check or final paycheck the cost of any items that are not returned when required provided that the employee has signed a written authorization allowing the Company to do so.

Rochester Telephone Company may also take all action deemed appropriate to recover or protect its property.

### **706 Resignation**

Resignation is a voluntary act initiated by the employee to terminate employment with Rochester Telephone Company. Although advance notice is not required, Rochester Telephone Company requests at least two weeks written resignation notice from all employees.

### **707 Guns in the Workplace**

While Rochester Telephone Company recognizes an individual's right to lawfully own and carry firearms, it does not believe firearms are appropriate in the workplace. Employees are prohibited from personally carrying (or assisting others in carrying) a firearm or ammunition: 1) into any Company-owned building or work area; 2) into any Company-owned or leased vehicle; or 3) into any customer's residence or building.

An employee may have a legally-possessed firearm or ammunition in his or her personal vehicle on Company-owned property, but only if: 1) the firearm or ammunition is stored in the trunk, glove compartment, or out of plain sight; and 2) the vehicle is locked. Any employee having a firearm visible in their vehicle at any time may be subject to disciplinary action, up to and including termination of employment.

## **708 Security Inspections**

Rochester Telephone Company wishes to maintain a work environment that is free of illegal drugs, alcohol, firearms, explosives, or other improper materials. To this end, Rochester Telephone Company prohibits the possession, transfer, sale, or use of such materials on its premises. Rochester Telephone Company requires the cooperation of all employees in administering this policy.

Desks, lockers, and other storage devices may be provided for the convenience of employees but remain the sole property of Rochester Telephone Company. Accordingly, they, as well as any articles found within them, may be inspected by any agent or representative of Rochester Telephone Company at any time, either with or without prior notice. This includes purses, briefcases, and personal devices located on Rochester Telephone Company's property as well as all Company-owned property used by employees, whether secured or unsecured by a lock or locking device provided by the employee, based on reasonable suspicion. An employee's personal items may be held so that law enforcement officials may conduct the search.

Rochester Telephone Company likewise wishes to discourage theft or unauthorized possession of the property of employees, Rochester Telephone Company, visitors, and customers. To facilitate enforcement of this policy, Rochester Telephone Company, or its representative may inspect not only desks and lockers but also persons entering and/or leaving the premises and any packages or other belongings. Any employee who wishes to avoid inspection of any articles or materials should not bring such items onto Rochester Telephone Company's premises.

## **709 Solicitation**

In an effort to ensure a productive and harmonious work environment, persons not employed by Rochester Telephone Company may not solicit or distribute literature in the workplace at any time for any purpose.

Rochester Telephone Company recognizes that employees may have interests in events and organizations outside the workplace. However, employees may not solicit or distribute literature concerning these activities during working time or in working areas. Working time does not include lunch periods, work breaks, or any other periods in which employees are not engaged in performing his or her work tasks.

In addition, the posting of written solicitations on Company bulletin boards is restricted. These bulletin boards display important information, and employees should consult them frequently for:

- Affirmative Action Statement
- Employee Announcements
- Internal Memoranda
- Job Openings
- Organization Announcements
- Payday Notice

- Workers' Compensation Insurance Information
- Unemployment Insurance Information

### **710 Progressive Discipline**

The purpose of this policy is to state Rochester Telephone Company's position on administering equitable and consistent discipline for unsatisfactory conduct in the workplace. The best disciplinary measure is the one that does not have to be enforced and comes from good leadership and fair supervision at all employment levels.

Rochester Telephone Company's own best interest lies in ensuring fair treatment of all employees and in making certain that disciplinary actions are prompt, uniform, and impartial. The major purpose of any disciplinary action is to correct the problem, prevent recurrence, and prepare the employee for satisfactory service in the future.

Although employment with Rochester Telephone Company is based on mutual consent and both the employee and Rochester Telephone Company have the right to terminate the employment-at-will relationship, with or without cause or advance notice, Rochester Telephone Company may use progressive discipline at its discretion.

Disciplinary action may call for any of four (4) steps -- verbal warning, written warning, suspension with or without pay when further investigation is warranted, or termination of employment -- depending on the severity of the problem and the number of occurrences. There may be circumstances when one or more steps may be bypassed.

Progressive discipline means that, with respect to most disciplinary problems, these steps will normally be followed: a first offense may call for a verbal warning; a next offense may be followed by a written warning; another offense may lead to a suspension when further investigation is warranted; and, still another offense may then lead to termination of employment.

Rochester Telephone Company recognizes that there are certain types of employee problems that are serious enough to justify either a suspension when further investigation is warranted, or in extreme situations, termination of employment, without going through the usual progressive discipline steps.

While it is impossible to list every type of behavior that may be deemed a serious offense, *Policy #701 - Employee Conduct and Work Rules* includes examples of problems that may result in suspension when further investigation is warranted, or immediate termination of employment.

However, the problems listed are not all necessarily serious offenses, but may be examples of unsatisfactory conduct that may trigger progressive discipline.

By using progressive discipline, we hope that most employee problems may be corrected at an early stage, benefiting both the employee and Rochester Telephone Company.

## 711 Workplace Etiquette

Rochester Telephone Company strives to maintain a positive work environment where employees treat each other with respect and courtesy. Sometimes issues arise when employees are unaware that their behavior in the workplace may be disruptive, or annoying to others. Many of these day- to-day issues may be addressed by politely talking with a coworker to bring the perceived problem to his or her attention. In most cases, common sense will dictate an appropriate resolution. Rochester Telephone Company encourages all employees to keep an open mind and graciously accept constructive feedback, or a request to change behavior that may be affecting another employee's ability to concentrate and be productive.

The following workplace etiquette guidelines are not necessarily intended to be hard and fast work rules with disciplinary consequences. They are simply suggestions for appropriate workplace behavior to help everyone be more conscientious and considerate of coworkers and the work environment. Employee should contact the Human Resources Department if they have comments, concerns, or suggestions regarding these workplace etiquette guidelines.

- Return copy machine and printer settings to their default settings after changing them.
- Replace paper in the copy machine and printer paper trays when they are empty.
- Retrieve print jobs in a timely manner and be sure to collect all pages.
- Be prompt when using the manual feed on the printer.
- Keep the area around the copy machine and printers orderly and picked-up.
- Be careful not to take or discard others' print jobs or faxes when collecting your own.
- Avoid public accusations or criticisms of other employees. Address such issues privately with those involved, or a Supervisor.
- Try to minimize unscheduled interruptions of other employees while they are working.
- Communicate by e-mail or phone whenever possible, instead of walking unexpectedly into someone's office, or workspace.
- Be conscious of how voices travel, and try to lower the volume when talking on the phone, or to others in open areas.
- Keep socializing to a minimum, and try to conduct conversations in areas where the noise will not be distracting to others.
- Minimize talking between workspaces or over cubicle walls. Instead, conduct conversations with others in their workspace.
- Try not to block walkways while carrying on conversations.
- Refrain from using inappropriate language (swearing) that others may overhear.
- Avoid discussions of personal life/issues in public conversations that may be easily overheard.

- Monitor the volume when listening to music, voice mail, or a speakerphone that others may hear.
- Clean-up after yourself and do not leave behind waste or discarded papers.

## **MISCELLANEOUS**

### **801 Recycling**

Rochester Telephone Company supports environmental awareness by encouraging recycling and waste management in its business practices and operating procedures. This support includes a commitment to the purchase, use, and disposal of products and materials in a manner that will best utilize natural resources and minimize any negative impact on the earth's environment.

Special recycling receptacles have been set-up to promote the separation and collection of the following recyclable materials at Rochester Telephone Company:

- paper
- newspaper
- magazines
- corrugated cardboard
- aluminum cans
- plastic bottles

The simple act of placing a piece of paper, clean cans, or bottles in a recycling container is the first step in reducing demand on the earth's limited resources. Success of this program depends on active participation by all employees. Employees are encouraged to make a commitment to recycle and be a part of this solution.

Rochester Telephone Company participates in an onsite shredding program. Shred-It comes to the garage and main office every four weeks. Shredding bins are located throughout the building. A list of items that may and may not be shredded are located on the bins. Personal data and confidential information of our customers, employees and our Company must be protected. It's not just good practice, it's the law.

Rochester Telephone Company encourages reducing and, when possible, eliminating the use of disposable products. Source reduction decreases the consumption of valuable resources through such workplace practices as:

- communication through computer networks with e-mail
- posting memos for all employees
- two-sided photocopying
- computerized business forms

- routing slips for reports
- minimum packaging
- eliminating fax cover sheets
- reusing paper clips, folders, and binders
- reusing packaging material
- reusing wooden pallets
- turning off lights when not in use

Whenever possible, employees of Rochester Telephone Company are encouraged to purchase products for the workplace that contain recycled, or easily recyclable materials. Buying recycled products supports recycling and increases the markets for recyclable materials.

By recycling, Rochester Telephone Company is helping to solve trash disposal and control problems facing all of us today. Employees who have questions or new ideas and suggestions for the recycling program should contact the Human Resources Department.

EMPLOYEE HANDBOOK ACKNOWLEDGEMENT FORM ISSUE DATE: 01/12/2009

REVISED DATE: 01/11/2021

The employee handbook describes important information about Rochester Telephone Company, and I understand that I should consult the Human Resources Department regarding any questions not answered in the handbook.

I have entered into my employment relationship with Rochester Telephone Company voluntarily and acknowledge that there is no specified length of employment. Accordingly, either I or Rochester Telephone Company may terminate the relationship at will, with or without cause, at any time, so long as there is no violation of applicable federal or state law.

Since the information, policies, and benefits described here are necessarily subject to change, I acknowledge that revisions to the handbook may occur, except to Rochester Telephone Company's policy of employment-at-will. Only the President of Rochester Telephone Company has the ability to adopt any revisions to the policies in this handbook.

Furthermore, I acknowledge that this handbook is neither a contract of employment nor a legal document. I have received the handbook, and I understand that it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it.

EMPLOYEE'S NAME (printed):

EMPLOYEE'S SIGNATURE:

DATE: