


POTOMAC FIELD 2017 WORK RULES	
Office Work Rules & Policies	EFFECTIVE: JANUARY 1, 2017

***Purpose:** This document provides the work rules for any technician engaged in outside craft functions in Maryland, Virginia and the District of Columbia. This document does not replace the Verizon Code of Conduct or any other corporate policy; it is a supplement to any such policy. This document does not supersede or replace any collective bargaining agreement in effect. Adherence to the rules in this document is a part of technician total job performance.*

A. Absence

1. When an employee is going to be absent or tardy from work, the employee must contact his/her Local Manager or another management employee and the Absence Hotline at least one hour before his/her scheduled start time. Employees are also required to contact their Local Manager or another management employee if they have to leave prior to the end of their tour due to an emergency or illness. On Saturdays, Sundays and Holidays, the call must be made to the Duty Supervisor and the Absence Hotline. This procedure is to be followed each day of absence.
2. An employee must contact his/her Local Manager or another management employee if they are going to be late for work. If the call is not made to the supervisor (or the supervisor's designee) and the Absence Hotline, or an appropriate message left in the event direct contact is not made, the employee will be considered absent without leave. If a technician is unable to contact their supervisor or alternate management employee to inform them that they will be tardy prior to the start of their tour the technician must do so upon arriving to work to start their work day.
3. If an employee is unable to report to work or is late to work due to inclement weather, the employee will not be paid for the time they are absent. See the National Operations Inclement Weather policy for more information.
4. Technicians are responsible for tracking their own carry-over vacation (VP), current year vacation (VAC), excused days (PER), carry-over excused days (CPX), Floating Holiday (HF), excused without pay (ANX) days, and carry-over excused without pay (CNX). Floating Holidays must be scheduled by October 1st, per the Contract – Article 38, Section 3, or risk losing it. Technicians should also contact their local managers for accurate usage and availability in VZ Time.

B. Accidents

1. Personal injury, motor vehicle accidents, and all damage to a Company vehicle must be reported immediately to the employee's supervisor or alternate management employee.

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2. If an accident occurs out of hours, the duty supervisor or another management employee must be notified. Medical treatment, other than emergencies, will be coordinated with a supervisor.

C. Accurate Time Reporting

1. Proper reporting of time is covered in the *Connecting Through Integrity – Verizon’s Business Code of Conduct*: “You must always protect Verizon’s tangible and intangible property and any property entrusted to your care by customers or business providers... Property includes but is not limited to, tangible property, data, records and all communications.” In addition, Reporting of time is covered in **3.3.3 Work Time**: We must keep accurate records regarding your work time...By submitting your time, you are representing that you have accurately reported your time.”
2. Timesheets must be reported accurately reflecting actual worked or dispatched hours related to each job. Technicians must report any discrepancies in their time reporting or timesheets to their local management immediately.
3. **Technicians are expected to stay current and be present on the job that they are currently dispatched on.** If a technician has to leave the customer premise to go anywhere other than a Company facility location such as; Hub, SAI Terminal, Serving Terminal, Fiber Distribution Terminal, CEV/RT, they must notify their Supervisor (or an alternate Supervisor if their Supervisor is unavailable) prior to doing so. This includes trips to the Central Office (unless C.O. visit is needed to perform work function for the customer) and return visits to garage work centers.
4. All technicians (I&M and CXM) are required to complete a daily timesheet on the day the work is performed.

D. Lunch/Breaks

1. **Technicians are required to take their established lunch break during each assigned tour.** Any deviation, including request for longer or shorter meal periods, must have prior management approval.
2. Technicians must close out or mark off their current job prior to taking lunch.
3. A request to take “no lunch” must have management approval and that manager’s name and appropriate comments must be noted in the remarks section of the timesheet. Approval for “no lunch” must be received prior to normal lunch time, not at the end of the day.
4. If an employee chooses to travel for lunch, the established lunch period includes all travel and meal time. The employee is expected to return to their current work location at the immediate conclusion of the established lunch period, or return to their next work location within a reasonable amount of time that allows for lunch, and travel to their next job. Do not drive out of the normal route for breaks, or lunch, or to perform personal business. “Normal Route” equates to the shortest, most efficient route between assigned locations. **Lunch periods are to be recorded on the timesheet. (example: lunch, 12:00 to 12:30) Lunch can be scheduled no sooner than 3 hours after the start of the tour, and must end 2 hours prior to the end of the tour. Lunch is not to be taken in the central offices.**

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5. Breaks are to be limited to 15 minutes, and travel time is included in this 15 minute time frame. Breaks will not be combined with lunch. A break cannot be taken before the first job. Under no circumstance is there to be congregating (more than two Company vehicles) at a coffee shop/break location. Breaks are not to be taken on after-tour or before-tour overtime.
6. **Sleeping is not acceptable regardless of location or time of day (example: breaks or lunch).** If an employee is compelled to rest during their tour due to medical issues or for any other reason, that employee should notify their supervisor of the situation.

E. Marking Up / Staying Current / Closing Out / Tours

1. **All technicians must be marked up on their first job within 15 minutes after the start of their tour.** After receiving a job assignment, technicians will go directly to their first work location. Any deviations from this must have prior management approval.
2. Any technician that does not have work at the beginning of his/her tour and throughout the work day will immediately contact their supervisor or other management employee for escalation. **Technicians are expected to depart the garage within 20 minutes after the start time of their assigned tour.** Any deviations from this must have prior management approval.
3. All technicians are required to obtain additional work assignments from the DRC or Construction Local Manager up to 45 minutes before the end of their assigned tour. Technicians are expected to call their supervisor for additional work if they completed their initial assignment. Technicians may return to the garage, provided their job is complete, within 20 minutes of the end of the tour. Supervisors must approve any exceptions.
4. **Technicians are to "stay current" all day.** This means marking up and closing out on every job. If you are bulk loaded, you are to closeout after every job component. This is essential information needed by the DRC and CSSC. If a customer calls and wants to know the status of their order, they can be given an estimated time of arrival.
5. **Any turn-backs or turn-back request must be communicated 3 hours before end of tour.** All turn-backs require supervisor and or appropriate management approval.
6. **Closing out must be done from the customer's location.** The preferred method for close out is to use vMobile and or a broadband device. If for some reason a close out cannot be completed from the customer's location (the customer must leave, technician feels the situation is not safe, etc.), then the close out should be done at the nearest location where vMobile access is possible.
7. At close out, technicians are required to have interactive communications with their customers to ensure all services are working to the customer's satisfaction and secure the customer's signature via the technician's tablet.
8. **Closing out of the last job is not to be done from the garage, or central office, unless approved by a management employee.**

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1. Technicians must verify light immediately upon arrival on all fios installs.
2. Technicians are required to install all ONT's inside of the customer's home. If the technician cannot place the ONT inside of the customer's home, he/she must reach out to management for approval prior to placing the ONT on the outside of the home.
3. Always inform your supervisor when roadblocks are encountered. Never use a roadblock as an excuse for doing nothing. Try to find a way to work around roadblocks and keep the appropriate personnel informed.
4. If a technician requires assistance, he/she must call their supervisor or pre-designated management person for prior approval. **A technician found to be helping without prior approval of a supervisor will be considered as "off the job".**
5. At no time should a technician contact another technician to come and help them without authorization from their supervisor or appropriate management employee. The approving Local Manager will notify the dispatch group to issue the appropriate "helper" ticket. The selection of the helper will be made by the DRC and/or Local Manager. A technician found to be helping without the approval of a Local Manager will be considered "off the job". When the "helper" ticket is complete, the DRC must be notified to complete the job.

G. Placing Jobs in Jeopardy (JEP) Status

1. Technicians must immediately contact their Local Manager or their designee prior to calling the DRC on all JEPs to include ALL no access situations. If their Local Manager is not available, they must contact the Duty Supervisor. Under no circumstances is a TAs the approving authority for JEPs. If the DRC is closed, the DRC duty supervisor must be called to place the job in jeopardy.
2. Once the JEP has been approved by local management, a call must be made into the DRC and select the prompt for the JEP desk. If it is after hours, contact must be made with the duty supervisor as to the reason for the JEP.
3. JEPing a job through vMobile (tablet) also requires supervisor notification and approval.

H. Exception Code Approval (NPW/NPK/NPP/NP3)

1. **All exception codes require management approval.** This includes Saturdays, Sundays, Holidays and all other scheduled or non-scheduled hours. No NPW time can be taken at the end of the tour as overtime except as approved by management.
2. All exception codes must be clarified as to the reason such as meeting, training, etc., and **must be documented in the remarks section of the employee's timesheet.**
3. Remarks example: NPK 1 hr/VZE12345/Smith (Exception code & time approved/reason/approving supervisor)

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I. Out of Town Trips / Company Travel

1. Per the Verizon Code of Conduct, Section 1.5.1. You may not possess, serve, be under the influence of, or drink alcohol while at work, while in a company vehicle or while conducting Company business. This includes, but is not limited to while on loan out of town. Technicians are allowed to use their assigned Company vehicle to drive to dinner while on loan out of town as long as the mileage to the location is reasonable and approved by a Verizon supervisor. The transport of alcoholic products is strictly prohibited.
2. Travel time to and from assigned area – employees must travel back and forth to an assigned area in a reasonable amount time as identified with management approval.
3. Start time is when the technician leaves the hotel to drive to the job or garage. The standard start time is based on local tours and any changes must be approved by the loaner supervisor.
4. Checking in and out of hotels – for all out of town trips, employees will be allotted 15 minutes to check in and 15 minutes to check out unless prior approval from local management is obtained.
5. Overtime administration – the overtime volunteer process for both in town and out of town work must be followed. Overtime restrictions will apply. Overtime is not guaranteed. Overtime needs to be approved by Verizon management or DRC.
6. Proper behavior and upholding Verizon's image must be adhered to on and off the clock while working on loan out of town at hotels, restaurants, etc...
7. Technicians are expected to eat breakfast prior to leaving the hotel for the day. Stopping for breakfast in route is not acceptable.
8. Lunch guidelines follow the work rules.
 - A. Established unless otherwise changed by the loaner supervisor
 - B. Required to be documented on timesheet
 - C. Any travel time is included in the established lunch period. Employees are expected at their current work location at the conclusion of the established lunch period.
 - D. Do not drive outside of the normal route for lunch.
 - E. Lunch can be scheduled no sooner than 3 hours after the start of the tour and must end 2 hours prior to the end of the tour.
 - F. Lunch cannot be taken at the CO.
9. **FOR CONSTRUCTION:** Timesheets need to be signed by the loaner supervisor. The loaner supervisor will then fax the timesheet to the home CMC. The loaner supervisor is responsible for reviewing and approving all timesheets unless otherwise notified. Overtime: Overtime must be approved daily by the loaner supervisor.
10. Fueling vehicles should be done at the beginning or end of the work day to ensure efficient use of time.

J. Overtime

1. **All overtime requires supervisor or management approval.** Overtime will be worked at management's discretion to meet customer service requirements.
2. Technicians that are requested to work overtime and accept the overtime assignment are obligated to complete their work. Technicians are required to adhere to district processes for volunteering for overtime.

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3. Technicians that volunteer and/or are assigned for overtime for a particular day are required to report to work.
4. All volunteers are required to call the local manager or the duty supervisor one half-hour before the start of the tour to withdraw their volunteer status. Technicians who fail to comply will be considered absent without permission and subject to progressive discipline and/or may lose the opportunity to work a future voluntary overtime assignment.
5. If placed on the Overtime Restriction Plan, technicians will not be permitted to volunteer non-scheduled days or before or after tour overtime for the specified time period unless prior approval is granted by management. The Company reserves the right to require overtime for needs of the business. This includes service emergencies, long term service difficulties or any overtime required to meet customer service needs.
6. Overtime projections **MUST** be communicated to the supervisor or designee for approval no later than one hour prior to the end of the tour. If the technician's local manager is unavailable, the technician will contact the duty supervisor or covering manager.

K. Attire / Customer Presentation

1. **All employees will report to work for their assigned duties, properly attired to perform Company business, in accordance with established Company dress code procedures.** FIOS technicians are required to wear their collared Verizon FIOS Polo type shirts for which they are given initially and an annual budget to purchase. There are to be no ripped shirts or pants, no tank tops, no branded hats other than "Verizon", and no sleeveless T-Shirts. No inappropriate clothing, such as clothing with profane, suggestive words, political or competitive messages will not be permitted. **Work shoes meeting current OSHA requirements are mandatory. Shoes are to be on and laced and the technician ready for work at the start of their tour.** Long sleeves are to be worn while climbing poles. Nylon headwear is not permitted. Elastic or draw string trousers are not permitted. Corporate "Workplace Attire" policy must be followed, including the "Shorts Policy". All FIOS trained employees are required to participate in the Business Attire Program and are required to wear the Verizon Branded shirts issued as part of the program. Hats should not be worn in customer homes unless a hard hat is required based on conditions.
2. Shoes and/or boots should be clean and in good condition, representing a business-like appearance. Footwear must conform to all Company safety policies and meet established OSHA requirements.
3. It is expected that all employees will exercise good judgment in projecting the proper professional image and be neat, clean and well-groomed.
4. Voicemail greetings, wireless or wire line, must include the employee's name, be Verizon branded and exhibit professionalism (**Required standard greeting – "You have reached (techs name) with Verizon. I am sorry I missed your call. Please leave me your name, telephone number and a brief message and I will call you back as soon as possible. If I have not returned your call within an hour, please call my supervisor, (supervisor name) on (supervisor number). Thank you."** No additional ring tones, video clips, games or other items are permitted to be downloaded to a Company cell phone. **Employees may not use profanity or make derogatory remarks about our Company, Company processes, network facilities, other departments or employees when in the presence of our customers.**

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5. Any damage to a customer's property caused by a Verizon employee must be reported to Verizon management immediately. (Property Damage Examples – Television, Tire Tracks, Lawns, Gardens, Electrical Damage, Plumbing, Siding, etc.)

Business Attire Policy

Potomac Shorts Policy

L. Customer Contact / Communication

1. Verizon Dialing System – All technicians are required to make their Pre-calls using the Verizon Dialing System using a Company issued mobile device. The TCT system must be utilized for all calls, except those identified by management. Any issues with the TCT system must be brought to the attention of management immediately. (*Pre Calls for Copper I&M are required for all past date due and date due work items*).
2. When available customer CBR numbers are to be used to make Pre customer contact calls. No alternate number should be used when making required customer contact calls unless authorized by management.
3. The guideline for utilizing the Verizon Dialing System (TCT) is to complete 100% of all Pre calls.
4. The Tech Notification Tool (TNT) must be utilized to notify customers of their 1 hour arrival window. Technicians need only to call each customer through the TCT portal (tablet or 855#) as they are ready to dispatch on each job to say they are on their way. Once the technician dispatches a TNT notification will be sent to the customer about 15 minutes after the technician dispatches. It is mandatory that technicians remain current on the jobs and make an update to the 1 hour TNT time if they are going to be late so that customers remain informed. When unable to reach the customer, a visit must still be made to the customer's location, unless directed otherwise by management. If the customer is reached and no longer requires a dispatch, the job is to be closed immediately and JEP'd through the DRC JEP Desk and or JEP'd through vMobile / vMobile Lite, with prior management notification.
5. Upon dispatch, technicians are required to speak to the customer prior to beginning any work operation (attempts should be made to speak with the person reporting the trouble, or requesting the service order). This includes installation, maintenance and multiple dispatches (cable failures of 3 lines or less).
6. Customers are to be kept informed of the progress of work at reasonable intervals. The customer must be informed when the technician has to leave the job site to go to another location (e.g.: Hub, cross box, etc...). Customers must be notified by the technician if their service will be taken down at any time for the purpose of trouble shooting or analysis. The technician must inform the customer (the person reporting the trouble or requesting the service order) when the job is complete and leave their contact information/business card with the customer. Customer satisfaction is to be verified. If the customer is not satisfied and the technician believes it is beyond his/her control to correct, the technician must use the MAA Care Helpdesk, or a supervisor must be notified immediately.
7. The appropriate FiOS Welcome package must be explained and a copy left with the customer on all FiOS installations.
8. We will not steal from, nor will we act in an abusive, threatening, discriminatory, harassing or obscene manner toward any employee, customer or others with whom we come in contact during the course of business. Abusive behavior by the customer should not be responded to directly, but referred to the attention of a supervisor.

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9. In no case should a non-Verizon employee (example: personal acquaintance or family member) meet or assist a technician at a customer's premise, or work site location. This is a liability issue, and a Code of Conduct violation.
10. In no case where a Verizon employee is communicating with a customer, vendor or any other person/group/forum should an employee use comments and/or behavior that is disparaging or misrepresenting the Company's products or services or its employees. Employees represent Verizon and are expected to promote a positive image of Verizon.

M. Central Office / Huts / CEV's

1. **Visits to the Central Office should be limited to essential work functions and tasks necessary to restore customer service.** Every attempt must be made to utilize Central Office personnel to the fullest extent possible.
2. If a lack of cooperation exists, the situation must be immediately referred to a supervisor for resolution.
3. If work is done in a Central Office, the proper accounts are to be charged. Personal identification must be displayed at all times. Co-location restrictions are to be observed.

N. Mobile Device Use

1. **Use of any electronic device (Blackberry, Laptop, Tablet, Cell Phone or Smartphone, etc...) while operating a Company vehicle is strictly prohibited.** Turn by turn navigation can be used while operating a Company vehicle; however, the actual GPS device should not be programmed while driving.
2. **No personal calls/texts can be sent or received on a Company cell phone when an employee is not at work (i.e., weekends, holidays, suspensions, alternate day off, etc..) unless Company-related.**
3. **Employees are responsible for proper use and protection of Company electronic devices when the Company deems it necessary for one to be issued to you.** These devices must be protected from loss or theft as identified in the Verizon Code of Conduct. Employees must properly store and maintain their cell phones and tablets as they would any Company issued tool. During working hours, cell phones must be turned on and charged. Voicemail should be set-up and capable of receipt of messages (this includes ensuring mailbox messages are checked and deleted in a timely manner in between trips while the cell phones are stowed away while operating the company vehicle to avoid "full" conditions).
4. **The sole intended use (phone or text messaging) of a Company issued cell phone is for Company related business.** However, employees are allowed to use their Company cell phones for limited personal use including:
 - a. Any urgent, or emergency related situation
 - b. Calling home, spouse, relative, or partner to inform them about an urgent situation at work or inquire about an urgent situation at home, or with family.
5. **Employees are not permitted to subscribe, download, and or purchase any applications, ringtones, or games regardless of cost.** Only Company applications should be used on any mobile device.

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6. All Local, State and Federal laws concerning wireless devices must be adhered to at all times.
7. Remember that any discussions, conversations, radio programs, books on tape, music or other audible and/or visual distractions must not be allowed to divert attention from the road or the task of driving safety.
8. Personal devices must be stowed out of sight in the Company vehicle and only accessed during breaks or lunch, and must not interfere with, or delay any company work function. Under no circumstances should a personal device be on a customer's premises or accessible while operating a Company vehicle or performing a work function to include the use of hands free devices.
9. Employees must never use a cell phone when fueling their vehicles.

O. Company Vehicles

1. Personal use of Company vehicles is strictly prohibited (including transporting non-employees).
2. No unauthorized decals or attachments are permitted on Company vehicles. Unauthorized use of electrical devices in Company vehicles is strictly prohibited. This includes, but is not limited to modification of electrical circuits, use of unauthorized inverters, microwaves, televisions, refrigerators, stereos/radios, games or other personal electrical devices.

Electrical Devices – Vz Vehicle

3. Company vehicles must always be operated in a safe, legal, and courteous manner.
4. Vehicles lights must be turned on in accordance with all Local, State and Federal laws.
5. Company vehicles will be parked at the assigned parking locations at all times when not being used for approved Company business. Keys to Company vehicles must be available and access to those vehicles must be maintained any time the vehicle is not actively in use.
6. Employees will be responsible for the vehicle they are assigned on a daily basis. All maintenance and safety conditions must be reported immediately.
7. Unattended Company vehicles must not be left unlocked or running at any time.
8. Sleeping in a Company vehicle, either by the operator of the vehicle or the passenger is prohibited. This rule holds regardless of circumstances (out of hours, long duration cable restoration, etc.), the state of the vehicle (at rest, moving, engine turned off) or the location of the vehicle (public right of way, work center parking lot, etc.). If an employee is compelled to rest during their tour due to medical issues, or for any other reason, that employee should notify their supervisor of the situation.
9. Moving violations and illegal parking tickets acquired during the operation of a Company vehicle are the sole responsibility of the driver. Local practices for Washington, DC may be different (contact local management for approved practice). Technicians are required to notify management in the event that they receive parking citations or moving violations.
10. The photos from red light cameras, speeding cameras, or any moving violation will result in discipline action also and are deemed to be safety violations (handled in accordance with the current Safety Action Plan).

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11. All employees who have a requirement to drive a Company motor vehicle must have a valid Driver's License issued by the state in which they reside. The license must qualify the employee to drive the class of vehicle to be used, and the employee has an obligation to produce the valid license when requested to do so by management.
12. Seatbelts are to be worn anytime the vehicle is in operation to include while on Company property.
13. Any employee who fails to renew his/her State Driver's License or whose license is suspended, revoked, or invalidated for any reason shall not operate any motor vehicle on Company business. The employee shall be responsible for notifying management when he/she is not qualified to drive on Company business for any reason. The operation of a motor vehicle without a valid State Driver's License is a violation of the law.

Suspended, Revoked, or Expired Driver's License.pdf

14. All DOT Drivers (including, but not limited to holders of CDL) are required to adhere to all DOT regulations, in addition to those imposed by Verizon. All employees stopped or cited for any DOT violation must immediately advise their supervisor. Outside Plant Technicians are required to maintain a CDL. If a CDL is revoked, that employee ~~would~~ will be subject to the same conditions specified for suspended or revoked Driver's License in Verizon's Guidelines.
15. Company vehicles may not be operated through any drive-through facility, such as restaurants or banks.
16. Employees should avoid unnecessary idling to avoid additional fuel cost and vehicle maintenance.
17. Employees are responsible for the housekeeping and cleanliness of their vehicles. Vehicles should be free of trash, neat and organized. Cabs of vehicles should be free of items that could become airborne or projectiles in the event of a collision, or sudden stop. Vehicles should be fueled at the end of the tour in preparation for the next work day. Employees are responsible for discarding trash and ensuring that their vehicles are neat, clean and clutter free at the end of their workday.
18. Operators of open vehicles such as bucket trucks must ensure that items are secure in order to prevent hazardous conditions.
19. Technicians must enter accurate odometer readings when fueling vehicles.
20. Key Share - When participating in the Key Share Program, Vehicle keys must be returned to the lock box at the end of each tour. In addition, after use, all vehicles must be neat and clean with all personal items removed at the end of each tour.

P. Personal Vehicles

1. Personal vehicles are to be parked in designated areas and not inside Company garages or under carports at Company locations. This includes fenced areas designated as Company Vehicle Use only. All exceptions require management approval.
2. Sleeping in personal vehicles on company property is prohibited.

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Q. Enablers – (Examples – Sidekick, Spirent Meter, and Vmobile, etc...)

1. Every Service Order and Trouble Report must be tested with a Sidekick meter for stress voltage and ground potential (and documented in the narrative) before leaving the customer's location. If a problem is found, it must be corrected before leaving. Exceptions require supervisor notification and approval – Applicable to Core work only.
2. All appropriate Company enablers must be utilized to avoid unnecessary phone calls to support organizations such as the FSC and DRC.
3. Technicians that are issued a Spirent meter are required to use the Spirent meter on every DATA/Video Order or Trouble Ticket.

R. FIOS Equipment Ordering and Grounding (FIOS I&M / BSW)

1. Technicians are required to ground all FIOS services according to existing methods and procedures.
2. Technicians are not permitted to bridge on to the ground wire on an existing NID – a separate ground rod that has been placed and properly bonded must be utilized.
3. Technicians are required to verify that ground is sufficient, place proper grounding termination, and place the proper tags at the ground clamp on any installation or maintenance job.

S. Housekeeping

1. Each employee is responsible for their own actions in keeping the grounds and the garage area clean and free from debris. Designated boxes should be used as labeled, and trash must be put in proper containers. Storerooms are to be kept neat, boxes closed and stacked properly.
2. Material that may be offensive to others is never allowed in any Company location (garage, work center, Company vehicle, etc...).

T. Security

1. All Verizon employees are required to wear their Company-issued badge while working and while in any Company location.
2. All Verizon employees are required to keep their Company vehicles locked and secured at all times, at all Company and non-Company locations.
3. All vehicle doors (cab, side and rear) and exterior storage compartments must be locked at all times except when placing/removing equipment from the vehicle, or entering/exiting the vehicle.
4. Company equipment and tools must also be secured. This includes but is not limited to power tools, test equipment and company devices.
5. Company equipment must not be placed in an easily accessible or exposed location when the employee is not with the vehicle.
6. Company devices are not to be left in plain sight, making device(s) vulnerable to theft. Computers must be placed on the floor, under the seat, between the seats or locked in a bin when left in a Company vehicle.

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7. Tools and equipment must also be adequately protected and locked in a bin whenever possible.
8. Technicians are accountable for the proper security and care of the tools that they are issued to include their cell phones.
9. All Company building locations are to be kept locked and secure at all times. Individual electronic "access" cards will be utilized for security purposes, when entering Company buildings, CEV's, etc. that is equipped with card reader access. Non-Company personnel should not be allowed to enter any Verizon location unchallenged.
10. Report loss of, theft of, or damage to Company equipment and property to management immediately.
11. All Home Garaging guidelines and processes must be followed.



Home Garage Rules -
Potomac Operations.

U. Smoking and Tobacco Products

1. All no-smoking rules are to be adhered to at all times, including chewing tobacco, or the use of smokeless tobacco products to include vapor smoking devices. This applies to Company premises, vehicles, and customer property. There is no smoking permitted within 30 feet of a building entrance or fresh air intake. There is no smoking permitted in any Company vehicle for drivers or passengers.

Alcohol/Drug/Tobacco-Free Workplace

V. Drugs and Alcoholic Beverages

1. It is a violation of the Verizon Code of Conduct and against Company policy to use illegal substances, non-prescribed controlled substances and alcohol when at work or on Company property (this includes lunch breaks).
2. It is a violation of the Verizon Code of Conduct and against Company policy to report for a work tour while under the influence of alcohol, non-prescribed controlled substances, or illegal substances.
3. No alcohol, non-prescribed controlled substances or illegal substances are to be in an employee's possession, in Company vehicles, or on Company property at any time.

Alcohol/Drug/Tobacco-Free Workplace

W. Training

1. Technicians will report to the training location for full days of training and be paid mileage per the Union Labor Agreement. Technicians will not drive a Company vehicle to the training unless required to do so for the training itself. If a technician is required to drive a Company vehicle to the training, mileage will not be paid to the technician.

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X. Code of Conduct / Zero Tolerance

1. Verizon's policy is to maintain a work environment free from harassment or discrimination of any kind. Neither employees nor employees of contractors are to be ridiculed, belittled, embarrassed, or intimidated by incidents like telling racist, sexist, ethnic, homophobic, or age-related jokes, or by slurs, comments, or deliberate and discriminatory exclusion of employees from work-related activities.

Code of Business Conduct Zero Tolerance

Y. Inclement Weather

1. All employees are expected to report to work on time regardless of weather conditions. (Exception to this rule is only when an abnormal condition emergency is declared by the Senior VP/General Manager). Due to the nature and urgency of the service we provide, all employees are expected to report to work when scheduled to do so. If an employee is unable to report to work or is late to work due to inclement weather, it is Company policy that we do not pay for time not worked.

Abnormal Conditions

Z. Company Records / Proprietary Information

1. Maintaining the integrity of records is essential to meeting legal and regulatory obligations, as well as, demonstrating how the Company conducts business with all its stakeholders. Therefore, each employee is responsible for the honesty of Company records. All vital Company records including, but not limited to, timesheets, T&M forms, Work Orders and all other Customer Contact documents must be accurately completed and submitted to your supervisor at the end of your tour. Timesheets and other required documents must be filled out as each task is completed.
2. Employees will refrain from sharing proprietary information regarding the condition of the network when communicating with customers or non-employees. Any discussion regarding plant conditions or the state of the network is considered to be proprietary and divulging this information is against the Code of Business Conduct.

2017 TECHNICIAN WORK RULES

When in doubt, always comply with:

- | | |
|--|-------------------------------|
| Code of Business Conduct | Safety Policies and Practices |
| Regional Attendance Plan | Safety First Guidelines |
| Alcohol & Controlled Substance | Serious Safety Violations |
| Conflict of Interest Policy | Verizon Credo |
| Potomac, PA, DE Suspended, Revoked, or Expired Driver's License Policy | |

Management reserves the right to amend or add to these work rules at any time. If questions occur or clarification is needed concerning any of the above work rules, please contact your Local Manager after reading this document.

As employees of Verizon, we understand that a respectful, ethical and safe work environment begins with each of us. We are accountable for our actions and for conducting all business with honesty and integrity. Therefore, we will follow all Company policies and work rules governing day to day performance of our jobs as stated above, including the standards set forth in the Code of Business Conduct. We realize that our failure to comply can result in disciplinary action, up to and including dismissal.

I have been covered and understand the 2017 Potomac Field Work Rules:

Date Reviewed: _____

Local Manager Name: _____

Local Manager Signature: _____

Employee Name: _____

Employee Signature: _____