

GEARHEART COMMUNICATIONS, INC



EMPLOYEE HANDBOOK

REVISED 2023

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Employee Acknowledgement Form

The employee handbook describes important information about *Gearheart Communications, Inc.*, 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 *Gearheart Communications, Inc.* voluntarily and acknowledge that there is no specified length of employment. Accordingly, either I or *Gearheart Communications, Inc.* can 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 *Gearheart Communications, Inc.*'s policy of employment-at-will. All such changes will be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies. Only the chief executive officer of *Gearheart Communications, Inc.* 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: _____

1.00 AN INTRODUCTION TO GEARHEART COMMUNICATIONS

Welcome to Gearheart Communications

We are happy to present you with this revised copy of our Personnel Policy Handbook. This booklet has been designed to help you know your company better.

Whether you have been with us for a short time or for many years, we want you to know how much we appreciate the contribution you are making to the continued success of Gearheart Communications (The “Company”). In return for your loyalty and cooperation, we believe that it is our responsibility to keep you accurately informed of our company’s policies and procedures. This booklet is a summary of the principles for which we stand, the benefits which you may be eligible to receive, and the obligations and responsibilities you assume as part of our Team.

You are now a part of the Company. As your Company grows, we want you to grow with it. You and your job are important to our continued growth and security. We are all working toward a common goal, which is to build a stronger and better Company in which to work together for our future job security.

Please read your handbook carefully and keep it for future reference. If you have any questions concerning the policies or benefits outlined in this booklet, please ask your supervisor, department head, or personnel department about them. They will be glad to be of help.

It is a pleasure to welcome new employees and to extend best wishes for continued success to those whose careers may have become a part of the growth and progress of our company. We are proud to have you as a new member of our team. In this Personnel Policy Handbook, any reference to Gearheart Communications shall include the following companies: Coalfields Telephone Company, Inter Mountain Cable, PDNS, Mikrotec, MTS, WPRG, Home Satellite Services, WIFX and WXL

Sincerely,

Paul D. Gearheart
President

GENERAL GUIDELINES AND CONDITIONS OF EMPLOYMENT

1.01 COMPANY'S MISSION

Recognizing that our people are the competitive advantage, we deliver the resources and services to prepare our people to be winners, to support the growth and profitability of the Company, while preserving the values and special culture of Gearheart Communications.

Our QUEST is continual journey to improve Quality, Understanding, Enthusiasm, Service, and Teamwork in all levels of the Company by providing an open forum to achieve excellence in communication, work processes and to promote unity within the Company.

We will respect each others opinions;
We will operate within a positive, professional environment;
We will address and satisfy both internal and external needs, never losing sight of the
value of humor.
We will reach for the best within ourselves.

1.02 EMPLOYMENT AT WILL DISCLAIMER

All Gearheart Communications employees are employed on an "at-will basis." This means that both the employee and the Company are free to terminate the employment relationship at any time, with or without cause and with or without prior notice. No supervisor or other company representative has the authority to terminate or alter this relationship, and employees should not interpret any verbal remarks as a guarantee of continued employment. This policy may not be modified or amended other than through an express written contract between the Company and an employee, signed by the President, Vice President, or the Director of Operations of the Company and by the employee. The Employee Handbook is not a contractual agreement and none of the policies contained herein impacts the employee's at-will status.

1.03 EQUAL EMPLOYMENT OPPORTUNITY

Gearheart Communications is an equal employment opportunity employer and provides employment opportunities without regard to race, color, religion, creed, national origin, gender, age, disability, veteran or marital status, or any other protected category defined by federal, state, or local laws. This opportunity applies to all employees and applicants for employment in connection with:

1. Hiring, assignment, classification, promotion, transfer, or demotion;
2. Recruiting, advertising, testing or soliciting for employment;
3. Treatment during employment, including access to employee benefits and use of company facilities;

4. Rates of pay, retirement plans, disability leave or other forms of compensation;
5. Selection for training; and
6. Layoff, recall, termination, or other terms and conditions of employment.

The Company will not tolerate any form of discrimination or harassment in hiring or in employment.

1.04 AMERICANS WITH DISABILITIES ACT POLICY STATEMENT

The Company is committed to complying with all applicable provisions of the Americans With Disabilities Act ("ADA"). It is the Company's policy not to discriminate against any qualified employee or applicant with regard to any terms or conditions of employment because of such individual's disability or perceived disability so long as the employee can perform the essential functions of the job. Consistent with this policy of nondiscrimination, the Company will provide reasonable accommodations to a qualified individual with a disability, as defined by the ADA, who has made the Company aware of his or her disability, provided that such accommodation does not constitute an undue hardship on the Company.

Employees with a disability who believe they need a reasonable accommodation to perform the essential functions of their job should contact the Human Resources Department.

1.05 CONFLICT OF INTEREST AND OUTSIDE EMPLOYMENT STATEMENT

In General

The Company expects our employees to conduct business according to the highest ethical standards of conduct. Employees are expected to devote their best efforts to the interests of the Company. Business dealings that appear to create a conflict between the interests of the Company and an employee are unacceptable. The Company recognizes the right of employees to engage in activities outside of their employment which are of a private nature and unrelated to our business. However, the employee must disclose any possible conflicts so that the Company may assess and prevent potential conflicts of interest from arising. A potential or actual conflict of interest occurs whenever an employee is in a position to influence a decision that may result in a personal gain for the employee or an immediate family member (i.e., spouse or significant other, children, parents, siblings) as a result of the Company's business dealings.

Although it is not possible to specify every action that might create a conflict of interest, this policy sets forth the ones which most frequently present problems. If an employee has any question whether an action or proposed course of conduct would create a conflict of interest, he or she should immediately contact the Human Resources Department to obtain advice on the issue.

A violation of this policy will result in immediate and appropriate discipline, up to and including immediate termination.

Outside Employment

Employees are required to obtain written approval from their supervisor before participating in outside work activities. Approval will be granted unless the activity conflicts with the Company's interest. In general, outside work activities are not allowed when they:

- prevent the employee from fully performing work for which he or she is employed at the Company, including overtime assignments;
- involve organizations that are doing or seek to do business with the Company, including actual or potential vendors or customers; or
- violate provisions of law or the Company's policies or rules.

From time to time, Company employees may be required to work beyond their normally scheduled hours. Employees must perform this work when requested. In cases of conflict with any outside activity, the employee's obligations to the Company must be given priority. Employees are hired and continue in the Company's employ with the understanding that the Company is their primary employer and that other employment or commercial involvement which is in conflict with the business interests of the Company is strictly prohibited. For additional policies relating to outside employment see section 5.03.

Financial Interest in Other Business

An employee and his or her immediate family may not own or hold any significant interest in a supplier, customer or competitor of the Company, except where such ownership or interest consists of securities in a publicly owned company and that securities are regularly traded on the open market.

Acceptance of Gifts

No employee may solicit or accept gifts of significant value (i.e., in excess of \$25.00), lavish entertainment or other benefits from potential and actual customers, suppliers or competitors. Special care must be taken to avoid even the impression of a conflict of interest.

An employee may entertain potential or actual customers if such entertainment is consistent with accepted business practices, does not violate any law or generally accepted ethical standards and the public disclosure of facts will not embarrass the Company. Any questions regarding this policy should be addressed to the Human Resources Department.

Work Product Ownership

Company Property includes memoranda, notes, records, emails, reports, documents, sketches, plans, models, compositions, formulations, computer data, and other tangible items in any media now or hereafter known, that were made, received, or compiled by employees or that is in employees' possession concerning or relating to the Company or its affiliates and their businesses, operations or affairs and any Confidential Information (defined below) that employees may possess or have under their custody or control as well as any keys, access cards, texts, manuals, software licenses, computer programs, disks, or other computer data storage devices, corporate credit cards, computer equipment or software, furniture, vehicles or other items belonging to Company. Except as required to carry out Company business, employees must not remove Company Property from Company premises without the express, written permission of the Company. Following an employee's termination, resignation or separation, all Company Property must be returned to the Company and may not be retained or removed by any employee.

All of the Company's employees must be aware that the Company retains legal ownership of the product of their work. The Company is the sole owner (including ownership of any copyright, trademark, patent, trade secret, confidential information, etc.) of all work product, materials, designs, logos, text, artwork, articles, electronic documents, audio and video recordings, system code, object code, source code, or other creative content created by employees for the Company, created with the use of Company Property, created on Company premises, or created within the scope of employees' employment. All such work product shall be included in the definition of "Company Property." All such work product shall be deemed works for hire. To the extent any work is found by a court of competent jurisdiction to not be a work for hire, then employees agree to and hereby assign ownership of such materials to the Company. Employees must not submit or present work product that infringes the rights of any third party, and all work product shall be original creations of employees. No work product can be claimed, construed, or presented as property of an individual employee, even after employment by the Company has been terminated or the relevant project completed, and regardless of whether the work product is actually used by the Company. Employees may not sell, assign, license or attempt to transfer any right, title, permission, or other interest to Company Property.

Except as permitted by the Company to carry out the business of the Company, employees cannot use or display any Company Property or work product without the Company's express written permission. All Confidential Information (defined below) must be held in strictest confidence, even following termination, resignation or separation from the Company. Employees, especially freelancers and temporary employees, must be particularly careful in this regard with respect to any work they discuss doing, or actually do, for any other employer or potential employer to ensure that they are meeting their duty of confidentiality to the Company.

The Company may use employees' names and likenesses in connection with the Company's business while employees are employed by the Company, and thereafter in connection with describing employees' roles in the creation or development of any Company Property.

Reporting Potential Conflicts

An employee must promptly disclose actual or potential conflicts of interest, in writing, to his or her supervisor. Approval will not be given unless the relationship will not interfere with the employee's duties or will not damage the Company's relationship.

1.06 CONFIDENTIAL NATURE OF WORK

Employees occupy positions of trust and confidence with the Company and have access to and may develop Confidential Information. Confidential Information is included within the definition of Company Property and includes information that the Company or its affiliates own or possess, that is used or is potentially useful in the Company's business, that the Company treats as proprietary, private, or confidential, and that is not generally known to the public, including, but not limited to, information relating to existing and contemplated businesses, sales, financial information, products, technology, techniques, processes, formulae, marketing, sales methods, technical service expertise, employees, lists of existing, former, or prospective customers, customer usage and requirements, new and existing programs or services, development plans, prices and terms, pricing strategy, sources of supplies and materials, operating and other cost data, trade secrets, inventions, patent applications, and other proprietary information as may exist or be developed from time to time by the Company or its affiliates.

Employees must hold this Confidential Information in strictest confidence and must not disclose such information, purposefully or inadvertently, to any person or entity other than the Company, its affiliates, officers, directors and employees who have a need to know, without express written authorization from the Company. Except as permitted by the Company to carry out the business of the Company, employees must not use in whole or in part any Confidential Information that they may acquire or may otherwise have access to during their employment with the Company and for the maximum amount of time permitted by law thereafter.

Employees will be subject to disciplinary action, which may include dismissal, for improperly disclosing or using Confidential Information. Employees who are unsure about the confidential nature of specific information must ask their supervisor for clarification.

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1.07 PROHIBITION OF HARASSMENT IN EMPLOYMENT

Gearheart Communications will neither tolerate nor condone the harassment of any employee based on the individual's race, color, national origin, gender, age, veteran's status, religion or disability. Any employee who believes that he or she, or any other employee, is being subjected to such harassment, should bring the matter to the attention of the President of the Company, the Vice President, Director of Operations, or your immediate supervisor. Management will investigate any such concerns promptly and

confidentially. No employee will be subject to any form of reprisal or retaliation for having made a good-faith complaint under this policy. See also sections 5.24 and 5.25.

1.08 OPEN-DOOR POLICY

One of our goals is for all employees to be happy and satisfied in their jobs. However, we recognize that employees will always have questions, concerns, or complaints. If you ever have a question, concern, or complaint, please feel free to talk about it with any member of the management team. We can only help you address such issues if you bring them to our attention. Remember, our door is always open.

1.09 FUTURE POLICY CHANGES

This handbook is not intended to create contractual rights between you and Gearheart Communications. Rather, it is only intended to be a general outline of our current employment policies. The Company reserves the right to change or modify any of these policies at any time, with or without prior advance notice to employees. If any specific benefit plan conflicts with this handbook, the benefit plan document will be considered to be the governing document.

POLICIES RELATED TO EMPLOYMENT

2.00 NEWLY-HIRED EMPLOYEES

For the first 90 days of employment all newly hired employees shall be referred to as “newly hired employees” during that period. This period is intended to provide the newly hired employee with an opportunity to demonstrate his/her job skills and ability to work with others.

Since these 90 days period is a learning and orientation experience for both the newly hired employee and the Company, the employee is encouraged to work closely with his/her supervisor and is encouraged to take the opportunity to ask specific questions about work rules, benefits, and other items related to job expectations.

During this 90 day period, the newly hired employee is not a regular employee of the Company.

Upon satisfactory completion of the 90 day period, the newly hired employee shall become a regular employee of the Company.

Newly hired employees are not guaranteed employment for 90 days or for any other period of time. Rather, all such employees shall be employed on an at-will basis. The Company reserves the right to terminate a newly hired employee prior to the completion of the 90 days period. In addition, once an employee becomes a regular employee there is no guarantee of employment in the future for a specific period of time.

All newly hired employees whose positions require that they regularly operate company vehicles will have to successfully pass a drug screen prior to operation.

2.01 EMPLOYEE STATUS

Any employee who is not a newly hired employee shall be a regular employee of the Company. Unless he or she is hired pursuant to a written employment contract signed by the President or Vice President of the Company and by the employee, a regular employee shall be deemed to have been hired for an indefinite period of time. Employment status is based on the following:

Full-time

Full-time employees normally work (40+) hours per week.

Part-time

Part-time employees normally do not work over 100 hours per month.

Exempt

Exempt employees are classified as such if their job duties are exempt from the overtime provisions of the Federal and State Wage and Hour Laws. Exempt employees are not eligible for overtime pay. Their salaries are calculated on a weekly basis.

Non-Exempt

Non-Exempt employees receive overtime pay in accordance with our overtime policy. Their salaries are calculated on an hourly basis.

Nothing in this handbook is intended to create or reflect a promise on the part of the Company to employ a regular employee for any particular period of time. Regular employees shall be employed on an at-will basis and are subject to termination with or without cause or prior notice.

2.02 NEPOTISM

Gearheart Communications recognizes the advantage of employing family members of current employees.

The Company also recognizes that working with a relative or an employee involved in a close personal relationship can present situations in which professional responsibilities might be compromised by the personal relationship. Therefore, relatives or employees in close personal relationships are not permitted to work in the same department. Gearheart Communications also does not permit either employee to have supervisory or line authority over the other, or lead positions that could influence other business interests. Eg management position with a subordinate that is not a direct report.

This policy applies to persons related by blood or marriage and includes parents and children, husbands and wives, brothers and sisters, brothers and sisters-in-law, mothers and fathers-in-law, sons and daughters-in-law, uncles, aunts, nieces, nephews and step-relatives in the same relationships, and those involved in a close personal relationship.

If the marriage of an employee would create a family relationship that would violate this policy, a decision regarding the continued employment or placement of one of these employees would be referred to the Director of Operations, with input into the decision-making process from the employees involved.

If the transfer of an employee would cause a relative to supervise another family member or supervise another employee with whom he or she is involved in a close personal relationship, the options of transfer, resignation, or separation from employment would apply.

2.03 COMPENSATION ADJUSTMENTS

The compensation of all regular employees generally is reviewed annually. However, not every employee will receive an increase. Eligibility for an increase will depend primarily upon the individual's performance and, in addition, upon such factors as the Company's financial situation, the cost of living and the rate of pay for similar jobs.

2.04 PROMOTIONS

It is the policy of Gearheart Communications to promote from within whenever possible. When job vacancies occur, the Company will provide notice of the vacancy to all employees and allow any employee who has completed their 90 day "new hire period" to apply for any such vacancy. The Company reserves the right to undertake outside recruitment at the same time that it provides notices to existing employees of the vacancy.

In determining whether to fill a position by promoting an existing employee, the Company will consider the employee's ability to perform the duties of the position after a reasonable training or introductory period, as indicated by the employee's education, experience, and past performance as an employee of the Company.

2.05 TRANSFERS

At any time, an employee may request a transfer to another department or may be transferred based on the needs or best interest of the Company. A transfer occurs when an employee moves from one position to another at the same rate of pay.

2.06 RECLASSIFICATION

A reclassification involves a change in job title and/or range and is initiated by the Company.

2.07 TEMPORARY MODIFIED DUTY

The Company is committed to providing work, when possible, for employees who have been restricted by a physician due to a work-related injury or illness. Such work will be provided subject to availability. Work will be assigned due to the nature of the injury or illness and the limitations set forth by the treating physician. Every effort will be made to place employees in positions within their own departments, but if necessary, employees will be placed wherever an appropriate position is available.

While on temporary modified duty, employees will receive 70% of their regular rate of pay as long as the wage does not fall below the state minimum wage. Employees who are placed outside their department will continue to have their salary charged to their regular department.

Employees on temporary modified duty must furnish a written update of their medical condition to HR from the treating physician after each visit in order to remain in the reassigned job. Temporary modified duty assignments are limited to a period of 90 days, subject to review. Being placed on a temporary modified duty assignment does not excuse an employee from following all rules and regulations.

2.08 RESIGNATION

Resignation is a voluntary act initiated by the employee to terminate his or her employment with the Company. Any employee may resign at any time, but the Company requests that he/she notify the Company in writing of his/her intent to resign and the effective date of resignation. If possible, this notice should be given at least two weeks prior to the effective date of resignation. Whenever an employee desires to resign, the Company may choose to either:

1. Allow the employee to continue to work until the effective date of resignation, or
2. Request that the employee cease work immediately.

If the Company receives a two weeks notice of resignation and the employee works the complete two weeks, then he or she will receive compensation for any unused vacation days. In the event an employee leaves his or her employment immediately or anytime within that two-week period, then he or she forfeits any compensation he or she may be entitled to. If the notice extends into a new year, the company will not compensate the employee for the PTO accrual for that year.

2.09 TERMINATION

The Company may terminate any employee, with or without prior notice, for any of the following reasons, or for any similar reasons; this list is provided solely for purposes of illustration, is not intended to be comprehensive and does not limit the Company's right to terminate employees for reasons not include on the list or otherwise in any way affect the at-will status of any employee:

1. Grossly, intentionally, willfully or repeatedly violating or disregarding Company rules.
2. Endangering the health or wellbeing of others, including blatant disregard of safety policies and procedures.
3. Dishonesty
4. Insubordination
5. Incompetence – inability to learn or perform the assigned work.
6. Misconduct
7. Uncooperativeness – unwillingness or inability to work with co-workers and supervisors.
8. Excessive absenteeism or tardiness
9. Any other reason deemed appropriate by the Company.

The Company uses a progressive disciplinary system for the purpose of preventing behavior/actions from occurring again by allowing the employee the opportunity to change their behavior. NOTE: The progressive disciplinary system is a guideline for supervisors and not a description of the process to be followed in every instance. Depending on the nature and severity of the situation, some steps may be skipped and termination may be appropriate.

Disciplinary action that has taken place on an employee will remain in that employee's personnel file throughout his/her length of employment with the Company. Upon termination of employment, you must turn in all company owned equipment and vehicles to your supervisor. Failure to do so could lead to legal action.

2.10 REFERENCES

All inquiries regarding current or former employees must be referred to the Human Resources Department. No employee may issue a reference letter about any current or former employee without the permission of the Human Resource Department.

It is the Company's policy to limit any response to a request for reference information for a current or former employee to the following information, unless the employee requests in writing that additional information be provided:

1. Current or last position;
2. Dates of employment

Gearheart Communications, Inc. will provide information if required by law.

2.11 PERSONNEL RECORDS

To keep necessary Company records up to date, it is extremely important that you notify the Human Resources Department of any changes in:

Name and/or marital status

Address and/or telephone number

of eligible dependents

W-4 deductions

Person to contact in case of emergency

All files and records pertaining to your employment will be confidential and reviewed by personnel staff and supervisors as needed. If at any point an employee wishes to see their personnel files, you must submit a written request to HR. Employees may be granted permission to review their files and make notes but no employee shall be authorized to make copies and/or take their personnel files.

2.12 EXIT INTERVIEW

The Company will conduct an exit interview with employees who resign. All interviews will be conducted by the head of Human Resources. The purpose of this interview is for Gearheart Communications to better understand reasons for resignation.

COMPENSATION

3.00 SALARY ADMINISTRATION

Gearheart Communications will pay wages and salaries which are competitive in this region, with those currently paid for similar jobs by other employers in our industry. Salary increases, when given, are based on factors such as above-average job performance and corporate earnings and are not necessarily given on the basis of length of service alone. Pay increases are considered at the time of your annual review.

3.01 PAY CHECKS

All employees shall be paid through direct deposit, on a bi-weekly basis, with the exception of management. Each employee shall receive a statement of earnings showing the hours worked, rate of pay, social security withholding, income tax withholding, 401K deductions and any other deductions relating to that employee.

Your deposit shall represent pay for work performed during the prior two-week period.

All new-hires must furnish the necessary information to the payroll department immediately. If an employee's marital status changes or the number of exemptions previously claimed increases or decreases, a new Form W-4 must be submitted to the Payroll Department.

If a payroll date falls in a week that includes a holiday on Monday, the pay date will fall on Thursday.

3.02 CONFIDENTIALITY

Your pay rate is confidential, as are the pay rates of your co-workers. Please do not discuss your pay rate with other employees of the Company or with persons outside the Company.

3.03 WORK HOURS

For most departments, the normal work-day shall be 8 hours of work from 8:00 a.m. to 4:30 p.m., with an unpaid lunch period of one-half hour. Certain departments are required to remain open 24 hours a day 7 days a week.

3.04 WORK WEEK

For most departments, the normal work week shall be Monday through Friday. Other departments may be required to remain open 24 hours a day 7 days a week or work different schedules as needed.

Employees are required to give his/her supervisor at least a two (2) hour advanced notice when they cannot report to work for his/her regularly scheduled shift. An employee is not permitted to work over-time hours or to work outside of their regularly scheduled hours without obtaining prior written approval from his/her supervisor.

3.05 EMERGENCY/ON-CALL DUTY

The Company, in times of emergency, may require an employee to work beyond the normal working hours. Only those affected will be expected to report to work. Examples of situations the Company may deem an emergency include (but are not limited to): service outage as a result of an accident or storm; restoring service to a customer's house when a subscriber suffers an illness requiring a doctor or other outside help; or when telephone service may be crucial for the protection of a subscriber's life or property.

3.06 LUNCH PERIOD

All employees shall receive an unpaid meal break scheduled close to the middle of his or her work shift, no sooner than three (3) hours after his or her work shift commences, nor more than five (5) hours from the time his or her work shift commences. The scheduling of meal breaks is the responsibility of the employee and his or her immediate supervisor. A meal break is mandatory for all employees.

3.07 REST BREAK

All employees shall receive a paid rest break of at least ten (10) minutes during each four (4) hours worked. This will be in addition to the regularly scheduled lunch period with no reduction in hourly compensation.

3.08 FLEXTIME

The Company will allow an exempt or non-exempt employee to work extra hours beyond the normal eight (8) hours of work per day to make up for shortage of hours from a previous day in the same work-week. This will be allowed as long as the time is accumulated in a forty (40) hour work-week and does not equal to un-approved overtime hours. However, flextime must be approved in advance by your supervisor.

3.09 OVERTIME

Due to the nature of their work, exempt employees are not subject to the overtime pay provisions of the law. A non-exempt employee shall be paid overtime pay based on his or her hourly wages or salary at the time the overtime is worked.

Unless otherwise required by applicable law, overtime pay shall be one and one-half times the employee's normal hourly rate of pay for time worked in excess of forty (40) hours of work in any one work week.

Lunch-time, vacation/ PTO, holiday, and sick time will not be counted as "hours of work" for overtime purposes.

All overtime must be authorized in advance by a supervisor. Employees may not work overtime without obtaining prior authorization.

3.10 DISCOUNTED SERVICES

It is the understanding of management that all employees should receive discounted services provided by the companies of Gearheart Communications, Inc. All products and services provided by Gearheart Securities, Inter Mountain Cable, CoalFields Telephone Co. shall be given to both full time employees and part time employees on the first day of employment.

In the event that an employee fails to pay his/her invoice for discounted services received from the Company, these employees are to be disconnected and treated the same as any

customer. HR will be notified and will contact the employee when the past due balance is brought to attention so that an agreement can be worked out for payment. The employee shall not receive any employee discounts until all balances are paid in full for 90 days. Once the 90 days are complete and the employees' payments are up to date, the employee may then request their employee discounts again.

3.11 GARNISHMENT OF WAGES

A garnishment is a legal action by a creditor requiring an employer to withhold an amount from a worker's earnings. Where garnishments and levies are allowed by law, Gearheart Communications is required to comply. An employee will be notified when a garnishment or tax levy is served. Employees must keep in mind their personal financial management should not involve the Company. The Company may take disciplinary action with a repeated occurrence.

3.12 BUSINESS TRAVEL

The Company will reimburse the employee for the expenses of business travel, including the cost of transportation, meals, and lodging, provided that such travel is approved in advance and is required by Company business. Expenses must be documented and receipts retained and turned in with your expense report.

TIME OFF WORK

4.00 ABSENTEEISM AND TARDINESS

Gearheart Communications encourages and expects the regular and dependable attendance and punctuality of each employee. The Company depends heavily on its employees in order to operate productively and efficiently. Employees must be available for work on a regular basis.

Repeated absences or tardiness over a period of time, regardless of the reason, may jeopardize continued employment of an employee. The Company reserves the right to take disciplinary action, up to and including termination of employment, for excessive absenteeism or tardiness.

The Company assumes that any employee that is absent from work for three (3) consecutive workdays without contacting his/her supervisor as to his/her status/condition has voluntarily resigned and the employee will be terminated immediately.

Any time off must be pre-approved by his/her immediate supervisor.

Any and all absences that have not been pre-approved in advance or are not mandated by applicable federal and state laws will be considered unexcused, unless a Doctor's note of illness/ injury is presented to the employees supervisor in a timely manner. Even with a doctor's note, the Company reserves the right to address excessive absences under these circumstances. Excessive excused absences may also result in disciplinary action.

Employees with more than (6) unexcused absences or tardiness in a calendar year will be terminated.

4.01 PERSONAL TIME-OFF PLAN

Gearheart Communications, Inc. believes that its employees are the key to what makes a great company. While work takes up a large portion of an employee’s life, we believe that a balance between work and play is essential in maintaining quality performance and a stress free environment in which we work. To help foster this idea, the Company has designed a new vacation and sick policy that incorporates both policies into one, a personal time off plan (PTO). This plan applies to regular full-time employees working 40 or more hours per week.

All full-time employees will be given accrued PTO hours after 90 days of consecutive employment. The accrual for new, full-time employees will begin on first day of employment and continue until the January after their one-year anniversary. New, full-time employees can only use the PTO they have accrued during this time. PTO hours are loaded in the payroll system at the beginning of every year after the new hire time frame has been met. The following table explains the various amounts of time given:

<u>Years of Service</u>	<u>Hours per Pay Period</u>	<u>Days per Year</u>
0-4 years	3.07 hours	10 days
5-9 years	4.61 hours	15 days
10+ years	6.15 hours	20 days

For purposes of this policy, the year is interpreted to start on employee’s date of hire.

PTO is designed to give employees time needed away from their everyday work schedule. The Company values its employees and recognizes the need for time off for their family and home life. In accordance with this belief, a maximum of 40 hours of accrued and unused PTO time may be carried over from one calendar year to the next.

Exceptions to the carryover policy will be subject to manager’s discretion. PTO time may be taken at any point during the calendar year, but must first be approved by manager or supervisor. We encourage employees to use their time to spend with their families and friends outside of work. However, if the specific date or time requested off by an employee interferes with business operations, that time may be denied by the manager/supervisor. The employee must then request another date/time period to be off for an extended time.

We realize that family emergencies may arise from time to time and request that you pre-schedule all personal leave time, when possible, to avoid staffing issues. All vacation time must be pre-approved and pre-scheduled with your manager, but may be taken in hourly increments. Approval for all scheduled time away is subject applicable company workloads.

If an employee terminates his/her employment and gives a minimum of a two-week notice, the employee will be paid for all earned and unused PTO time. Employees will be able to “sell” unused PTO hours back to the Company upon termination of employment if the employee gives a reasonable notice to terminate and fulfills this notice. If an employees’ notice extends into a new year, the company will not compensate them for the PTO accrual for that year.

In addition to normal vacation time, PTO is designed for reasonable personal sickness, family sickness, family activities and extra holiday time. **No employee will be allowed to accrue negative time under this policy for any reason.**

If an employee is not active on payroll due to a disability, workers compensation, or other reasons, their PTO will cease to accrue during this time; they are not working the hours required to accrue PTO. The accrual process will begin again once they return to work. All absences of regular full-time employees must be recorded and accounted for under this PTO policy, including all hours away from the regularly scheduled work hours for that employee. Please note that all hours of absence or tardiness beyond available PTO may be subject to disciplinary action unless otherwise approved through federally mandated or company approved leave. (See also 4.0 Absenteeism and Tardiness) Violations of this policy are subject to disciplinary measures up to and including termination.

4.02 HOLIDAYS

Gearheart Communications observes seven (7) paid holidays each year. Generally, holidays falling on Saturday will be observed on the prior Friday, and holidays falling on Sunday will be observed on the following Monday. At the beginning of each year a holiday schedule will be distributed and/or posted.

An employee must work full-time and be employed by the Company at least 90 days to be paid for a holiday. If an employee is off on a paid leave, then the employee will be paid sick leave instead of holiday pay. If a holiday falls during an employee’s vacation, the employee will receive pay for the holiday and will not be charged a vacation day. Employees must work the day before and the day after any holiday to be entitled to holiday pay, unless on a scheduled vacation approved in advance by management.

Generally, paid holidays are as follows:

- New Year’s Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- The day after Thanksgiving
- Christmas Day

4.03 FAMILY AND MEDICAL LEAVE

Gearheart recognizes the need to take time off work for family-related reasons such as childbirth, adoption, the care of a seriously ill child, spouse or parent, or for the employee's own serious health condition. In all circumstances, the Company will comply with all applicable state, local, and federal family, and medical leave laws. Gearheart Communications will calculate this leave on a "rolling year" basis.

To be eligible for unpaid family or medical leave, employees must:

1. have worked at least 12 months for the Company.
2. have worked at least 1,250 hours for the Company over the previous 12 months.

Eligible employees can take up to 12 workweeks of leave in a 12-month period for:

1. For the birth of a son or daughter, and to care for a newborn child.
2. For placement with the employee of a son or daughter for adoption or foster care.
3. To care for the employee's spouse, son, daughter, or parent with a serious health condition; or
4. Because of a serious health condition that makes the employee unable to perform the functions of his or her job.
5. any qualifying exigency arising out of the fact that the employee's spouse, son, daughter, or parent is a covered military member on "covered active duty."

Eligible employees can take up to 26 workweeks of leave during a single 12-month period to care for a covered service member with a serious injury or illness if the eligible employee is the servicemember's spouse, son daughter parent or next of kin.

The right to take family and medical leave applies equally to male and female employees. A father, as well as a mother, can take family leave for the birth, placement of adoption, or foster care of a child. An expectant mother may take family and medical leave before the birth of a child for prenatal care or if her condition makes her unable to work.

The family and medical leave can begin before the actual placement or adoption of a child if an absence from work is required for the placement for adoption or foster care to proceed.

In certain circumstances, family and medical leave may be taken intermittently or on a reduced leave schedule.

Family and medical leave must run concurrently with any earned vacation days or sick time. Employees must submit a request to HR for FMLA at least 30 days in advance or as soon as foreseeable.

The Company requires a physician's statement before approving a request for family or medical leave and the completion of a "release to return to work" before an employee may return to work at the conclusion of a leave. The physician must complete the medical certification of illness.

An employee who returns from family or medical leave within twelve (12) weeks from the commencement of the leave is entitled to be returned to the same position the employee held when leave commenced, or to an equivalent position with equivalent benefits, pay and other terms and conditions of employment.

4.04 WORKERS' COMPENSATION

All employees of the Company are subject to, and protected by, Kentucky laws relating to worker's compensation. Worker's compensation benefits provide medical benefits for work-related injuries or illness and provide weekly disability payments to replace lost income. These benefits are provided through a worker's compensation insurance policy purchased by the Company.

Insurance premiums for worker's compensation coverage are paid by the Company. No employee contribution is required. Employees are responsible for their portion of the GHP premium.

All questions relating to eligibility for worker's compensation benefits, the computation of benefits or the amount of benefits are determined by the insurance carrier. Employees may contest any determination of the insurance carrier by filing an application for adjustment of claims under the Kentucky Worker's Compensation Act.

Employees are required to immediately report any work-related accident, illness or injury to their Supervisor and Human Resources.

No employee will be harassed, coerced, intimidated, retaliated against, discharged, or otherwise subjected to any adverse employment action by the Company for reporting an on-the-job accident or injury or a work-related illness or for filing and pursuing a lawful claim under the Kentucky Workers' Compensation Act.

4.05 MILITARY SERVICE

Gearheart Communications provides unpaid leave of absence from work to employees who serve in uniformed services as defined by USERRA, Uniformed Services Employment and Reemployment Rights Act.

Benefits will continue as specified under USERRA.

Employees must give notice as far in advance as possible and submit an application for re-employment within the specified time frame along with documentation showing separation was not for a disqualifying reason to return to work.

4.06 BEREAVEMENT LEAVE

All regular full-time employees shall be entitled to a leave of absence with pay for one day for attendance at the funeral of a member of the employee's immediate family. Any available vacation leave may be used beyond the one-day period if the leave is approved by the employee's supervisor.

For the purpose of this policy, the term "immediate family" shall include the employee's spouse, parents, children, siblings, and grandparents.

4.07 JURY DUTY

All employees shall be entitled to take a leave of absence for jury duty. **The Company provides the difference between jury duty pay and employee's regular day pay for time spent serving on jury duty for a maximum of two weeks.** Employees are expected to report to work to complete the remainder of the workday if they are released from jury duty in time to do so. All partial days worked will not count toward the two weeks maximum. This time must be designated as jury duty time on the employee's time sheet along with a copy of the jury summons.

To be eligible for jury duty pay, you must provide advance notice to management and you must submit a copy of the summons documenting your jury service. **Failure to promptly return to work when released from jury duty will result in disciplinary actions up to and including termination.**

To the extent necessary to appear as a witness in a trial, time off with pay will be granted to employees subpoenaed to appear as a witness in a trial, provided that the employee promptly submits a copy of the subpoena to management.

ON THE JOB

5.00 EMPLOYEE CONDUCT

Gearheart Communications regards company pride and professionalism through proper ethical behavior, the need to meet legal responsibilities, the desire to allow for flexibility to enable management to respond to individual cases, and the mechanisms for enforcing rules and resolving complaints.

5.01 BUSINESS ETHICS

The Company's reputation for honesty and integrity is extremely important to its continued success and ability to compete in the marketplace. The Company enjoys an excellent reputation regarding business ethics and intends to preserve that reputation. All employees are required to adhere to the guidelines set forth in this policy. If an employee has any doubts as to the propriety of a particular situation, he or she should discuss the situation with his or her supervisor or with any other member of Company management as soon as possible. The following conduct is prohibited.

1. An employee may not act on behalf of the Company in any transaction involving persons or organizations with whom he or she, or any member of his or her of his or her immediate family, has any significant connection or financial interest.

2. No employee may accept personal fees or commissions from any transactions on behalf of, related to or involving the Company or its property.

3. Employees are prohibited from accepting compensation, services, benefits, payment, remuneration or any other type of consideration from any organization doing business or seeking to do business with the Company.

4. Employees are prohibited from knowingly violating any state or federal statute or violating any procedures adopted by the Company relating to contracts, bidding, accounting, financial reporting, and disclosure procedures.

Any employee who has any reason to believe that any officer, director, or employee of the Company has violated or intends to violate any provision of this policy is required to report his or her concerns to management as soon as possible. The failure to disclose a violation or possible violation of this policy is in itself a violation of the policy.

The violation of this policy may be grounds for immediate discipline up to and including termination of employment.

5.02 CONFIDENTIALITY

As a result of employee's employment with the Company, he/she will be making use of, acquiring and/or adding to confidential information of a special and unique nature and value to the Company, relating to such matters as the Company's trade secrets, systems, procedures, manuals, confidential records, and list of clients as well as the nature and type of other services rendered by the Company to its customers and prospective customers. Accordingly, Company activities, operations, and business affairs may not be disclosed to anyone outside the organization except when required in the normal course of business.

Any questions regarding the maintenance of confidentiality should be discussed with your immediate supervisor or the Director of Operations. Employees will be subject to

appropriate disciplinary action up to and including termination, for knowingly or unknowingly revealing information of a confidential nature.

5.03 OUTSIDE EMPLOYMENT

The Company recognizes the right of employees to spend non-working hours away from the job without restriction. However, the Company requires that activities away from the job must not compromise the Company's interests, adversely affect the employee's job performance and ability to fulfill all responsibilities to the Company or create liability for the Company. In no circumstance may an employee use company property for personnel business. An employee who is in doubt whether outside work would violate this policy should submit a written request for authorization to the Company's Director of Operations. In all cases, employees should inform the Director of Operations of any outside employment.

In general, outside work activities are not allowed when they:

1. Prevent the employee from fully performing work for which he or she is employed at Gearheart Communications, including overtime assignments.
2. Involve organizations that are doing or seek to do business with Gearheart Communications, including actual or potential vendors or customers.
3. Violate provisions of law or Gearheart Communication's policies or rules.

5.04 MEDIA CONTACTS

No employee may talk to the media about the Company's practices without the prior approval of the President, Vice President, or Director of Operations of the Company.

5.05 LEAVING COMPANY PREMISES

Employees are expected to remain on Company premises or be available by phone during working hours with the exception of meal breaks. Any exceptions must be authorized in advance by the employee's supervisor. Employees who are required to be away from Company premises are expected to leave information with their supervisor as to his or her destination and expected time of return.

5.06 SAFETY

It is the goal of the Company to maintain a safe and healthy work environment for all employees. Doing so requires the cooperation and active participation of every employee.

All employees are expected to be familiar with, and to meet, follow or comply with, all safety and health requirements established by the Company.

- If you have questions or concerns relating to a safety issue or health requirement contact your immediate supervisor, Safety Director, or the Human Resources Department as soon as possible.
- If you are unsure of a safety issue, do not hesitate to ask your supervisor, Safety Director, and/or HR Department about your concern.
- Employees have the responsibility to aid in the documentation of safety issues and occurrences that are work related.

Accidents

In the event that an accident occurs on company time or company premises, employees are required to immediately report the incident to their supervisor and HR. Each department has established procedures to follow in the even of an accident.

Basic established procedure to follow includes the following processes:

1. Remain calm;
 2. Address the persons involved in the accident formally and courteously;
 3. In the incidence of an automobile accident always call the police;
 4. Notify your supervisor.
 5. Call or notify HR.
 6. Do not try to attend to any injured victims- call 911.
 7. Take pictures of the accident scene with your phone.
- Supervisors will then conduct an accident investigation.
 - All employees involved in an accident on company time will be subject to a breath alcohol, urinalysis, and physical examination.

Do not ask the person involved in the accident to get a repair estimate for vehicle damage. Just have that person contact the HR Manager for instructions on damage settlements.

5.07 WEAPONS POLICY

All employees of the Company and any other person coming onto the Company's premises are prohibited from carrying any concealed, dangerous weapon of any sort.

An employee who has obtained a license to carry a concealed, dangerous weapon may carry his/her weapon while in his/her personal motor vehicle, but may not do so in a motor vehicle owned by the Company, without written permission from the President of the Company.

Any employee with personal safety concerns (e.g., parking in a remote location, working alone after hours, etc.) should discuss those concerns with the Director of Operations. The Company reserves the right to grant complete or partial exemptions from this policy

if the circumstances warrant an exemption. Any exemptions shall be at the sole discretion of the Company.

Any employee violating this policy shall be subject to immediate disciplinary action, up to and including termination of employment.

Any employee having questions concerning this policy should contact the Director of Operations.

5.08 DRUG AND ALCOHOL ABUSE POLICY

Statement of Policy

Gearheart Communications is committed to providing a workplace free from drug and alcohol abuse. We are concerned about the well-being of employees whose drug or alcohol abuse or dependency may affect their job performance, their job safety, well-being of coworkers, and the expectations of our customers.

To meet these goals, we have adopted this policy prohibiting drug and alcohol abuse on the part of all employees. This policy is applicable to all employees of the Company.

Nothing in this policy should be construed to create a contract of employment between the Company, and any individual, and the Company reserves the right to change or modify this policy at its sole discretion with or without prior notice.

Definitions

A. Controlled Substances. The term “controlled substances” includes mind-altering and/or addictive substances included under the provisions of the United States Government’s Controlled Substances Act of 1970, as amended. Examples include:

1. Opiates (e.g., heroin, morphine, codeine, methadone)
2. Cocaine
3. Cannabinoids (e.g., marijuana, hashish)
4. Amphetamines
5. Barbiturates
6. Other narcotics and hallucinogens (e.g., phencyclidine (PCP), Methaqualone (Quaalude), peyote, LSD)
7. Benzodiazepines (e.g., Valium)

Other substances that are not sold as drugs or medicines which are used for mind or behavior altering effects are covered by the policy as well.

B. Illegal Drugs. The term “illegal drugs” means any controlled substance other than one purchased and used pursuant to a prescription written by the employee’s medical doctor or treating physician.

C. Company and Customer Premises. The term “Company and customer premises” includes work sites, vehicles, or offices owned, rented, used, or serviced by the Company or by any customer of the Company; employee owned or employee-rented vehicles on the property of the Company or of any customer of the Company; and any other locations where the employee represents the Company in any capacity. Any Company property is subject to search without prior notification if deemed necessary.

D. Company Time. The term “Company time” includes all working hours as well as meal periods and break periods, regardless of whether on Company or customer premises.

Prohibited Activities

The possession, use, sale or distribution of illegal drugs on Company time or on Company or customer premises is strictly prohibited. Any illegal drugs or drug paraphernalia will be turned over to the appropriate law enforcement agency and may result in criminal prosecution. The use of prescription drugs outside the terms of the prescription is also prohibited on Company time or Company and Customer premises.

The unauthorized possession, use, sale or distribution of alcoholic beverages on Company time or on Company and Customer premises is strictly prohibited. Reporting to work at any time under the influence of alcohol or any controlled substance as defined in this policy is strictly prohibited. The only exception will be for a controlled substance prescribed for the employee by the employee’s physician.

Gearheart Communications, Inc. employees are held to a high standard and expected to conduct themselves appropriately on and off duty. Off the job illegal drug use/prescription drug abuse is also prohibited. Such use could adversely affect an employee’s job performance or could jeopardize the safety of other employees or the confidence in the Company and its employees. Such use could adversely affect employees’ job performance or could jeopardize the safety of other employee’s or the public. The Company reserves the right to test any employee or applicant for the presence of illegal drugs.

In addition to the federally mandated DOT guidelines Gearheart Communications’ employees are also subject to the Company drug testing policy. Employees may be tested at any time for alcohol or drugs of abuse and testing may include synthetics and

other illicit substances. The drugs and substances to be tested for may vary at any time at the Company's discretion.

The methods of testing may include blood, breath, hair, saliva, and urine.

5.09 DRUG/ALCOHOL TESTING

Gearheart Communications Inc. is committed to providing a workplace free from drug and alcohol abuse and reserves the right to screen employees for drugs and/or alcohol: before an employee begins work, randomly during employment with or without reasonable suspicion, and/or immediately following an on-the-job accident. Also, if an employee is required to operate a company vehicle, he or she must successfully pass a pre-employment drug screen. The Company may take any and all disciplinary action deemed appropriate and necessary based on the results of the drug/alcohol test or for failure to comply with this policy, including demotion, suspension or termination or employment.

The Company may conduct drug testing under one or another of the following circumstances:

- **RANDOM TESTING:** Employees may be selected at random for drug and/or alcohol testing at any interval determined by the Company.
- **FOR-CAUSE TESTING:** The Company may ask an employee to submit to a drug test at any time it feels that the employee may be under the influence of drugs or alcohol, including, but not limited to: evidence of drugs or alcohol on or about the employee's person or in the employee's vicinity, unusual conduct on the employee's part that suggests impairment or influence of drugs or alcohol, negative performance patterns.
- **POST-ACCIDENT TESTING:** Any employee involved in an on-the-job accident or injury may be required to submit to drug/alcohol testing. "Involved in an on-the-job accident or injury" means not only the one who was injured, but also any employee who potentially contributed to the accident or injury event in any way.
- **PRE-EMPLOYMENT:** Applicants may be required to submit to, and pass, a drug screen or Breathalyzer alcohol test as a condition of employment. Types of testing may include urine, blood, hair, saliva, and/or breath. *Job applicants who are denied employment because of a positive test may reapply for employment after six months.*
- **OFFERS OF EMPLOYMENT:** These offers are made contingent upon passing the company's medical review including drug and alcohol test. Applicants who have received firm employment offers are to be cautioned against giving notice at their current place of employment until after medical clearance for controlled or illegal substance usage, as well as meeting any other conditions of employment. Under no circumstances may an employee perform a safety-sensitive function until a confirmed negative result is received. Any applicant testing positive for the presence of a

substance may be contacted by the company's Medical Review Officer (MRO). The applicant will be given the opportunity to present proof of prescriptions to the MRO for any preliminary positive drug screen results.

**Applicants and employees agree to allow the MRO, laboratory, and drug testing coordinator to release all results to the Company, including preliminary positives.

Employee Responsibility

With respect to legal drugs prescribed by a physician, it is the responsibility of each employee to report the use of prescription or over-the-counter drugs to a supervisor if such use may adversely affect the safety of the employee or others. It is required by the Company that prescription medications labeled as “narcotic” or “sedative” be on file in the Human Resources department. In the event of accident or injury, if the Company is unaware of medications prescribed, the employee may be subject to disciplinary action, up to termination.

Refusal to Undergo Testing

The Company reserves the right to drug test all employees randomly, post-accident, and upon reasonable suspicion. **Employees who refuse to submit to a drug test will be terminated.**

5.10 WORK AREAS

Employees should maintain their work areas in a clean and orderly manner at all times. Every employee has a responsibility to assist in this effort, to maintain his or her own work area, and to refrain from any act or activity that would adversely affect the work area of another employee.

5.11 DRESS CODE

Employee appearance reflects on your Company. Therefore, all employees should dress to reflect good taste and decency to make a favorable impression on the public. Any employee of Gearheart Communications is required to dress in an appropriate and professional manner, (such as, no sweat pants; jeans, shorts, tee shirts, or athletic shoes) at all times when representing the Company, unless designated by management. Currently, casual attire is permitted on Fridays. Blue jeans and tennis shoes may be worn, but they must be clean and appropriate for working conditions.

The Company promotes good personal hygiene. It affects the image and work atmosphere of the Company and will be considered when assessing appropriateness on the part of the employee. Should an employee have an issue with either appropriate dress

or personal hygiene of another employee they should discuss the matter with his/her immediate supervisor.

Employees working at the helpdesk do not have regular face to face direct contact with the general public and are permitted to wear casual clothing on every work day rather than just Fridays. However, your attire must be clean and appropriate for working conditions and not be too revealing or offensive in any way. T-shirts promoting offensive material are unacceptable as well are “tank tops”, sleeveless shirts that are inappropriate for the office, excessively short shorts or skirts and “see through” clothing. This general policy concerning casual attire applies to all employees of all departments within the companies of Gearheart Communications. Violations of this policy will include docking of pay and being sent home without the ability to make up shortage of hours. Excessive violations will be subject to extreme disciplinary measures.

This general policy concerning casual attire applies to all employees of all departments within the companies of Gearheart Communications. Violations of this policy will include docking of pay and being sent home without the ability to make up shortage of hours. Excessive violations will be subject to extreme disciplinary measures.

5.12 VISITOR RELATIONS

Over the years, the Company has developed a favorable reputation in the community. This reputation is based in large part upon the perception of customers, vendors, suppliers, and others who visit our premises. Continuing good community relations and reputation depend on what such persons see and hear when they visit our premises. And this in turn depends on how our employees conduct themselves on the job or whenever they are acting on behalf of, or representing, the Company.

Each employee is required to conduct himself/herself in a courteous, cooperative, and professional manner at all times when representing the Company.

Employees are required to bring any complaints, suggestions, questions, or concerns expressed by visitors to the Company’s attention as soon as possible.

Discrimination against any visitor for any reason (e.g., race, color, national origin, gender, age, religion, or disability) is strictly prohibited and will be grounds for disciplinary action, up to and including termination of employment.

5.13 GUESTS AND FAMILY MEMBERS

Visits from outside guests or family members should be limited to necessary situations, be of limited duration, and during normal office hours. During other hours (nights and weekends especially) it is requested that there be no guests or non-staff members on the Company premises without the expressed permission of your supervisor.

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.

5.14 PRIVACY

The Company requires all employees to always respect the privacy rights of others. However, offices, storage areas, and desks are the property of the Company, and the Company reserves the right to search any such areas at any time, with or without prior notice, at the sole discretion of the Company.

5.15 NOTICE OF VIDEO SURVEILLANCE

Employees should be aware that in order to protect the Company's assets and property video surveillance will be undertaken at the Administrative Headquarters, and the Company's warehouses and Central Offices. Video surveillance will not occur in areas where there is an expectation of privacy, e.g., washrooms, change rooms, etc. All areas subject to surveillance will be identified to those in the area by way of signage. By continuing their employment with the Company, the employee consents to periodically being under video surveillance in these areas.

5.16 E-MAIL AND COMPUTERS

Many employees of the Company use one of the Company's personal computers in the performance of their day-to-day activities.

It is particularly important for employees not to perform any business activities for other persons or entities on the Company's personal computers, as the confidentiality of the work performed for the third party cannot be guaranteed by the Company.

Any material entered in to the Company's personal computers or sent through the Company's e-mail system is the property of the Company and is subject to review at the sole discretion of the Company. Employees are required to use judgment and discretion when using Company computers to compose documents or to send or receive e-mail. External e-mail is transmitted through the Internet. Under existing technology, it is impossible to maintain the confidentiality of such information. Consequently, external e-mail should not be used to transmit any confidential information.

Internet access through the Company's personal computers should be limited to business purposes. If you are not clear whether a particular use constitutes a business purpose, please consult with your supervisor.

No e-mail messages should be created or sent, nor should electronic conversations occur, which may be intimidating, hostile, or offensive based on age, sex race, religion, national origin, disability, or any other protected class. The company's policy against sexual or other harassment and discrimination applies fully to e-mail. Any violation of that policy is grounds for disciplinary action. Any employee who becomes aware of misuse of e-mail should promptly contact the human resources department.

Any use of computers, e-mail, or Internet access in violation of this policy may be disclosed through electronically stored activity histories. Any unauthorized use of computers, e-mail or Internet access may be charged to the responsible employee.

Virus Transmission

No employee is permitted to bring personal computer equipment to work nor is any employee permitted to plug their pc equipment into the company network. No employee shall bring onsite any equipment that holds data including but not limited to USB drives, external hard drives, or laptops. If any employee finds it necessary to use these items, the IT department will issue them to each employee individually for company use only.

5.17 VOICE MAIL & TELEPHONE SYSTEMS

The Company's voice mail and telephone system is licensed and operated by the Company to conduct business operations and is intended for no other purpose.

Employees do not have a personal privacy right in any telephone conversation on the Company's telephone system, nor is their personal privacy in any message created, received, or sent within the voice mails system. Employees should not enter personal messages into the message. Even when a message is deleted, it may still be possible to recreate the message; therefore, ultimate privacy of messages does not exist for anyone.

No voice mail messages should be created or sent, nor should telephone conversations occur, which may be intimidating, hostile, or offensive based on age, sex race, religion, national origin, disability or any other protected class. The company's policy against sexual or other harassment and discrimination applies fully to the voice mail and telephone system. Any violation of that policy is grounds for disciplinary action. Any employee who becomes aware of misuse of the voice mail and telephone system should promptly contact the human resources department.

To ensure fewer interruptions from day-to-day job responsibilities employees are requested to limit personal in-coming/outgoing phone calls, except for emergencies. Excessive personal phone calls will lead to disciplinary action, up to and including termination of employment.

The transmission of any material in violation of any US or state laws or regulations is prohibited and employees must stand personally responsible for any messages transmitted by voice mail as well as any illegal telephone conversations.

5.18 CELLULAR PHONE POLICY

This policy is intended to regulate the use of personal and business cell phones as well as the safe use of all cell phones by employees while driving.

Personal Cellular Phones

While at work, employees are expected to exercise the same discretion in using personal cellular phones as is expected for the use of company phones. Phones are to remain turned to Silent or Vibrate while on company premises. Excessive personal calls and/or text messages during the workday, regardless of the phone used, can interfere with employee productivity and be distracting to others. A reasonable standard is to limit personal calls during work time to no more than one per day as needed.

Your cell phone is to remain concealed from customers and clients *at all times*. **Under no circumstance should you use your personal cell phone in front of customers.**

Employees are therefore asked to make any other personal calls on non-work time, such as breaks or lunch and to ensure that friends and family members are aware of the company's policy. Flexibility will be provided in circumstances demanding immediate attention.

Company Owned Cellular phone and Smartphone Policy

Gearheart Communications Inc. recognizes that employees are the backbone of the Company and are very important to the efficient operations of business. Incidents occur where job or business needs demand immediate access to employees. Therefore, the Company may issue a business-owned Smartphone or Cellular Phone to an employee for work-related communications.

Each employee's cellular phone plan has a number of defined minutes that are free to use and/or unused data. The employee is free to use these excess minutes and data for personal calls outside of business. Text messaging is to be used for business purposes only. The Company reserves the right to monitor usage. Non-business use is subject to disciplinary action.

If an employee's usage exceeds the plan's minutes or data, he or she is required to **report the overage to their supervisor within 48 hours**. The employee will be asked to sign a form specifying the reason for overage and number(s) dialed (if applicable). The employee must then make arrangements for direct reimbursement of the overages and any taxes incurred when the bill is received. Failure to report overages may result in disciplinary action. Failure to reimburse the Company for the cost of the overages will result in tax liability for the employee as well as possible disciplinary action.

Lost/stolen devices are to be reported IMMEDIATELY to Joella Newsome, ext 6156. All device remote-wipe capability must be enabled at all times in case of loss/theft to protect Company and Customer privacy. The employee shall be held accountable for lost/stolen

devices that shall include disciplinary action. Failure to report a lost/stolen device may result in disciplinary action.

App Store or Market purchases are prohibited. If the employee believes that an app is required for the function of their job, the purchase must be approved through management prior to purchase. The Company is not responsible for reimbursement of unapproved app purchases.

To protect the privacy of our Customer and the Company, a device passcode is to be in place and in use at all times. Each recipient of a Company Smartphone will receive separate privacy training regarding the use of their Company device.

Professionalism is extremely important when using Company equipment. Company Smartphone and Cellular Phone users shall conduct themselves appropriately and ensure that their usage reflects the highest moral standard. All devices issued by Gearheart Communications, Inc. are to have factory default ringtones in use at all times. Employees will be held accountable for inappropriate cell phone use, including (but not limited to) elicit text/email communications, explicit photographs, and illegal downloading of music/videos. Company owned Smartphones are subject to company search in the event of reasonable suspicion.

Company issued Smartphones and Cellular Phones are considered property of Gearheart Communications, Inc. and are to be used only by employees of the Company. Upon resignation or termination of employment, or at any time upon request, the employee may be asked to produce the phone for return or inspection. Employees unable to present the phone in good working condition within the time period requested may be expected to bear the cost of a replacement.

Employees who separate from employment with outstanding debts for equipment loss or unauthorized charges will be considered to have left employment on unsatisfactory terms and may be subject to legal action for recovery of the loss.

Employees whose job responsibilities include regular or occasional driving and who are issued a Company owned cell phone are prohibited from use while driving. Safety must come before all other concerns. Regardless of the circumstances, including slow or stopped traffic, employees are strongly encouraged to pull off the side of the road and safely stop the vehicle before placing or accepting a call.

Employees who are charged with traffic violations from the use of their phone while driving will be solely responsible for all the liabilities that result from such actions and may be subject to disciplinary action.

Violations of this policy will be subject to disciplinary actions up to and including termination.

5.19 EQUIPMENT

Any employee using the Company's property or equipment has a responsibility to employ full care in its use and in safeguarding it from theft or vandalism.

5.20 AUTOMOBILE USAGE

It is Gearheart Communications' policy to provide the use of company owned vehicles to our employees, who are 21 years of age or older, when use of a vehicle is required for the performance of business functions and/or contributions to the efficient operation of the Company. Vehicles are provided for business purposes only and are not to be used for personal use except as authorized by designated by Senior Management.

Use of personal vehicles for business purposes is to be limited to employees only in cases outlined by this policy.

Safety

Each employee is responsible for operating the assigned vehicle safely and courteously. Employees are to drive defensively, compensate for road and weather hazards and take into account traffic conditions.

Only employees of the company are allowed as passengers in company vehicles. Exceptions to this rule require pre-approval from management.

Each vehicle is to have a first aid kit and fire extinguisher.

Vehicle Maintenance & Appearance

Each employee is responsible for ensuring the assigned vehicle is properly maintained and regularly serviced per the vehicle's maintenance schedule. Vehicle maintenance logs will be maintained by the department's Dispatcher with a copy to be kept in the vehicle. Inform the Dispatcher wherever maintenance is performed and provide them documentation of the service provided.

Each employee is responsible for ensuring the assigned vehicle is kept clean on the outside as well as on the inside.

The vehicles must have the Company logo displayed on each door panel. The only other decals allowed on the vehicle are advertisements for other divisions within our company. Strictly prohibited are personal decals, stickers, license plates, flags, etc., anywhere on the vehicle. Only pre-approved decals and license plates are permitted. Check with your supervisor if you have a question about this.

Each vehicle must have a vehicle number displayed along with a phone number for the public to use to report any actions they witness and wish to report. If any of the company sponsored decals require replacement it is the employee's responsibility to report the matter to your supervisor.

Company vehicles are prohibited from having any type of tinting on the windows. If tinting exists it is the supervisor's responsibility to see that it is removed from the vehicle.

Each employee assigned a vehicle shall receive a company credit card for the sole purpose of purchase of gasoline and car maintenance items.

Employees shall have assigned vehicles serviced at service centers authorized by the Company. We encourage employees to find a service center in the area they work where we can routinely take the vehicle for servicing.

Vehicle Registration & Insurance Documentation

The insurance identification card and vehicle registration must be kept in the assigned vehicle at all times.

Accidents

In the event of an accident, immediately contact the local police department, exchange identity and insurance information with drivers involved in the accident and obtain a copy of the police report.

The employee should contact their immediate supervisor immediately and provide a written report concerning the accident to their supervisor and Human Resources department within 48 hours. (See also 5.06 Safety)

Reporting

A Vehicle Mileage and Expense Summary Report for each company vehicle is to be produced monthly by the employee assigned to that vehicle. Reports shall be provided to their supervisor by the third working day of the month.

The employee's Supervisor shall maintain all reports and all maintenance logs for each vehicle in their department.

Personal Vehicle Use for Business Purposes:

Personal vehicles for company business are to be used only where and when other means of transportation is not available or unsuitable.

If an employee is assigned a task that requires use of a vehicle and no company vehicle is available or suitable:

- A. Approvals must be obtained from the employee's supervisor for use of a personal vehicle or rental vehicle in advance;
- B. The employee must have proof of liability insurance in an amount not less than the minimum required by the state of residence; and
- C. Employees shall keep expenses and mileage to a minimum. Mileage reimbursement is made on the basis of actual mileage traveled on company business at the authorized rate per mile.

Responsibilities

Employees are responsible for maintaining a safe driving record and abiding by the rules of this policy. It is also the employee's responsibility to make themselves available after hours as set forth in the On-Call Policy of the department. Violations of this policy will cause for termination of use of company vehicle and/or disciplinary action up to and including termination from the Company.

5.21 PURCHASES PERTAINING TO COMPANY VEHICLES

It is absolutely necessary, when making purchases for a company owned vehicle (i.e. tires, oil change), that you put the following on the ticket or invoice:

1. The vehicle number.
2. A legible signature.
3. Print your name below your signature.

5.22 SECURITY OF CUSTOMER INFORMATION

Please take notice, as an employee of Gearheart Communications; you cannot give a copy of our customer list to a competitor in exchange for cash and/or a job opportunity with that competitor. Any employee who has been contacted by a competitor, or anyone else, and has been asked to compromise company or client confidentiality must report this to the Director of Operations or an office of the Company immediately. Under the Economic Espionage Act of 1996, anyone who appropriates or aids in the appropriation of this information commits federal criminal offense, carrying with it penalties of: 1) a fine of \$500,000.00, and 2) imprisonment for up to 15 years. Any employee of any affiliated company of Gearheart Communications who violates this policy of maintaining the confidentiality and security of customer information shall be subject to immediate discharge from employment and any other action which Gearheart Communications deems appropriate.

5.23 CREDIT CARD INFORMATION POLICY

Certain departments work routinely with customer credit cards whether in person, over the phone or by the internet. Any customer credit card information is highly confidential. Employees should take all steps necessary to protect the confidentiality and privacy of the customer with respect to this information. Information regarding a customer's credit card must never be written down or saved in any form other than by filling out the appropriate form provided by the Company. Under no circumstances is credit card information to be stored in an unsecured area. Once a credit card payment is posted, the documentation is to be stored in a secured area.

Violations of this policy will be subject to discipline up to and including termination.

5.24 SEXUAL AND OTHER FORMS OF HARASSMENT

It is the policy of Gearheart Communications to strive to maintain a working environment for its employees that is free from sexual harassment by supervisors, coworkers, or third parties. The Company will not tolerate any act of sexual harassment by any person in violation of this policy.

- A. Sexual harassment is defined as unwelcome sexual advances, requests or sexual favors, and other verbal or physical conduct of a sexual nature when:
 - 1. Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment.
 - 2. Submission to or rejection of any such conduct by an individual is used as a basis for employment decisions; or
 - 3. Such conduct has the result of unreasonably interfering with an individual's work performance or creating an intimidating or offensive working environment.

- B. Examples of specific conduct that would violate this policy include, but are not limited to, the following activities on company premises or during work hours.
 - 1. Visual displays of sexually suggestive or sexually explicit materials, such as posters, postcards, catalogs, drawings, cartoons, magazines, or photographs, viewing or reading such materials or downloading or bringing such materials into the workplace.
 - 2. Sexually suggestive or explicit comments, jokes, epithets, name calling, etc.
 - 3. Sexually suggestive or explicit gestures.
 - 4. Sending or receiving sexually suggestive or sexually explicit e-mail.
 - 5. Logging onto, viewing, or downloading sexually suggestive or sexually explicit material from the Internet.
 - 6. Viewing or showing sexually suggestive or sexually explicit films or videotapes.

7. Touching any co-worker or other person in a sexually suggestive or sexually explicit manner.
8. Any act of “hazing” that involves the removal of any item of clothing from a co-worker that involves actual or threatened physical contact of any sort, or that involves any sexually suggestive or sexually explicit element.

Please note that men as well as women can be victims of sexual harassment, and that sexual harassment may involve persons of the same sex. In addition, conversations or activities that are purely voluntary and consensual may make third persons feel uncomfortable, and thus, may be a violation of this policy.

Harassment based on any other protected characteristic is also strictly prohibited. Under this policy, harassment is verbal or physical conduct that defames, shows hostility or dislike toward an individual because of his/her race, color religion, national origin, age, disability, or any other characteristic protected by law, and that:

1. Has the purpose or effect of creating an intimidating, hostile or offensive work environment.
2. Has the purpose or effect of unreasonably interfering with an individual’s work performance.
3. Otherwise adversely affects an individual’s employment opportunities.

Harassing conduct includes, but is not limited to: epithets, slurs or negative stereotyping; threatening, intimidating or hostile acts; degrading jokes and display or circulation in the workplace of written or graphic material that degrades or shows hostility or aversion toward an individual or group (including through e-mail).

It is the responsibility of every supervisor employed by Gearheart Communications to ensure that this anti-harassment policy is enforced strictly. Every supervisor is responsible for ensuring that each employee under his or her supervision is aware of this policy. It is the further responsibility of all supervisors to ensure that any work sections under his or her responsibility are free from sexual conduct that causes, or reasonably can be considered to cause, an intimidating or offensive working environment. In addition, supervisors are required to comply with all reporting requirements in this policy, including the obligation to promptly report to senior management any complaints made under this policy or any possible violation of the policy.

It is the responsibility of all employees to conduct themselves in ways that ensure that others are able to work in an atmosphere free from sexual harassment.

It is the responsibility of all employees to always comply with this policy in all respects and times.

It is the further responsibility of all employees, including in particular all supervisors, to bring to Gearheart Communications' attention any evidence of sexual harassment, and to promptly report any act or event that is believed to be a violation of this policy (or that may be a violation of this policy) so that the matter can be investigated as soon as practicable and appropriate action taken. Further, all employees are required to cooperate fully, honestly, completely, and truthfully in any such investigation.

If you believe that you or any other employee has been subjected to sexual harassment in the workplace in violation of this policy, we ask that you immediately report your concerns to Human Resources or to John Schmoltdt at 606-478-9401 ext 6242. Incidents of sexual harassment should never be ignored, nor should they be considered a joke or an accident since experience shows that the conduct will usually continue or increase if it's ignored. When a complaint of harassment is brought to our attention, it will be promptly investigated.

No employee shall be subject to any form of reprisal or retaliation for having made a good faith complaint under this policy.

Any employee who is determined to have violated this policy by engaging in or condoning harassment of a fellow employee will be subject to immediate discipline up to and including termination of employment.

5.25 VIOLENCE OR THREATENING BEHAVIOR

The Company will not tolerate violence or threats of violence by any employee against any other person on Company premises. Violence or threats of violence should be reported immediately to any available manager or supervisor of the Company. Any employee who engages in on-the-job violent or threatening behavior will be subject to immediate disciplinary action up to and including termination of employment.

5.26 SMOKING

It is the Company's policy that all facilities and vehicles occupied by the Company or any of our divisions are designated smoke-free environments. We also require no smoking by our employees in any of our customers' homes or places of business.

If you observe employees or visitors smoking in the Company facilities, you should inform them that the facility is a non-smoking environment. Instances of non-compliance should be reported to your immediate supervisor.

Violation of this smoking policy may also violate state and or local smoking ordinances.

5.27 CASHIERS

This policy shall apply to anyone who works with cash. At times, other office personnel are required to assist the regular cashiers at extremely busy times of the day.

These employees are also governed by this Policy. Any part-time workers are also governed by this Policy. Violation of this policy by any employee may lead to immediate disciplinary action up to and including termination.

Never hold a check of any type for anyone for any reason. If a check is returned to the Company for insufficient funds drawn by an employee of any division of the Company, bring it to the attention of the Director of Operations immediately.

All petty cash vouchers must be signed by the person receiving the money and approved by management. All tickets should be accompanied by a receipt and a complete explanation. No petty cash vouchers will be reimbursed without receipts.

It is strictly prohibited to use any company cash for personal reasons for any period of time.

The NSF (non-sufficient funds) check fee applies to all returned checks – no exceptions. This also includes employees. The banks charge the Company for returned checks without any exceptions. The NSF check fee compensates the Company for expenses incurred on these items.

Deposit all money collected as soon as possible. Money not deposited should be left in your drawer and locked in the vault.

All cash drawers are to be balanced daily. The balance tapes are to be turned in to the Vice President (or to the designee). However, any shortages are to be reported to the Vice President immediately.

See supervisor for department policies.

5.28 CHECK CASHING POLICY

This policy is intended to regulate the procedures for personal check cashing within the companies of Gearheart Communications.

Gearheart Communications Inc. recognizes that employees enjoy utilizing the convenience of cashing personal checks at the Company. However, for this purpose, only regular full-time employees are permitted to cash personal checks at the Company.

Employees may not cash a personal check during their first 90 days of employment without the express approval of their manager. All checks must be approved and initialed

by the supervisor of their department before being cashed. Two party checks will not be permitted for cashing. Employees may not cash checks of non-employee individuals unless their name is on the checking account. Employees are expected to stand responsible for the sufficient amount of funds in which the check is written. Employees may not be advanced cash pending their regular pay and may not hold checks for any other employee in their cash drawer. Employees will not be permitted to cash their own checks using company funds.

When possible, employees are expected to cash personal checks when off duty or in a manner that minimizes the disruption of workflow. Managers will monitor employee use and procedures of check cashing. Abuse and/or violation of check cashing policies will result in disciplinary action.

5.29 CONTINUING EDUCATION CLASSES

Occasionally, at the Company's expense, an employee may be given additional training, or offered classes to better their day-to-day job performance leading to certification.

If an employee quits, or their employment with Gearheart Communications is terminated within twelve (12) months of receiving this training, then all expenses incurred, (i.e. tuition, supplies), may be requested for reimbursement back to the Company.

5.30 NOTICES

The Company's official method of providing notice to employees is electronically via email, posting on the Employee Self-Serve system Ivue Connect, or by posting on the bulletin boards. Employees are presumed to have been notified of any item that is circulated by memo, sent electronically via email, posted electronically to IVUE Connect, or posted on bulletin boards.

5.31 DISCIPLINARY WARNINGS

Whenever an employee's breach of work rules, misconduct, poor performance, or other unacceptable conduct comes to the attention of the Company, the employee may receive a disciplinary warning. Such a warning is intended to make the employee aware of the seriousness of the problem and the need for immediate corrective action. All warnings will be delivered privately in both oral and written form. The employee will be asked to sign the written warning and will be given a copy. In addition, a copy of the written warning will be placed in the employee's personnel file.

The Company reserves the right to take other disciplinary action deemed appropriate under the circumstances, including demotion, suspension, or termination of employment in lieu of a warning.

If an employee believes a warning is not justified, the employee is entitled and encouraged to freely discuss the situation with his or her supervisor. If the matter cannot be resolved through such discussion, or if the employee believes that such a discussion would be unproductive, the employee may make a written report to Human Resources and request that the Manager of Human Resources review the warning and investigate all relevant circumstances. Any such request will be given prompt attention by the Manager of Human Resources or the Manager's designee.

BENEFITS

6.00 BENEFITS

Gearheart Communications considers our benefits program a vital part of every employee's financial plan since it is a primary source of economic security. Each employee should be familiar with all parts of the benefits program to which he or she is entitled. The Company makes available group medical coverage for all qualifying full-time employees and their dependents.

1. Legally required benefits – Social Security, workers' compensation, and unemployment compensation.
2. Group health and security plans – Health insurance, life insurance, accidental death and dismemberment, short term and long-term disability, and 401k plan.
3. Employee services – Credit union and discounted services.

Following is a review of these benefits in more detail:

1. **Workers' Compensation:** All employees are covered by workers' compensation insurance purchased by the Company. This coverage includes occupational illness or injury as defined by the state of Kentucky. Eligibility is automatic and effective on the date of hire. Workers' compensation insurance provides a weekly payment benefit based on an employee's regular earnings.
2. **Unemployment compensation:** The provisions and coverage for unemployment insurance are like those for workers' compensation.
3. **Group health plans:** Eligibility for medical coverage currently begins on the day after the ninetieth day of continued employment for full-time employees only. No medical benefits will be offered to part-time employees. Part-time employees are employees who are regularly scheduled throughout the year to work less than twenty-nine (29) hours

per week. Should a part-time employee work an average of thirty hours per week in any given calendar year, the employee will be deemed to have become a full-time employee for the purposes of these medical benefits and will become eligible for benefits at that time, in accordance with the ACA.

The specific benefits, restrictions, and limitations of the medical plan are detailed in the contract governing the plans. An employee may obtain a copy from Human Resources.

4. **Defined Contribution (401K) Retirement Savings Plan:** An employee must have been employed for six (6) consecutive months. Once these eligibility requirements have been met, the employer shall make a percentage of profit-sharing contributions and/or Safe Harbor Non-Elective Contributions to the plan for the employee. The employees must contribute 1- 4% of their bi-weekly gross income to receive the Company's matching of .25% to 1%. Once you are enrolled into the defined benefit program you will remain active with no minimum hours of service requirements to meet.
6. **Life insurance:** Full-time employees are eligible for life insurance the first day following ninety (90) days from date of hire. The value of your life insurance is based upon your yearly gross income.
7. **Other insurance:** Eligible full-time employees qualify for accidental death and dismemberment insurance the first day following ninety (90) days from date of hire. Full-time employees qualify for Long Term Disability and Short-Term Disability after (12) twelve consecutive months eligibility period has been met.
8. **Credit Union:** As a courtesy to all employees, regular and new, we offer the option to join Transcend Credit Union. For more information contact the payroll department.
9. **Discounted Services:** An employee is eligible upon the first day of employment, he/she is entitled to receive company provided services at a 50% reduction (discount) off their monthly bills. Examples of these services are: All Gearheart Services excluding equipment. For more detailed information contact the human resources department. Appalachian Wireless 50% discount will go into effect upon 6 months of employment.

EMPLOYEE RELATIONS

7.00 RESPONSIBILITIES OF SUPERVISORS

All departments have direct supervisors. Supervisors should apply policies to ensure fair and equitable practices. Communicate effectively with employees to make them feel part of the team.

7.01 COMPLAINT/GRIEVANCE PROCEDURE

Gearheart Communications seeks to resolve grievances promptly and harmoniously and to facilitate communications during the grievance process. The Company promotes an environment of open communications. All employees will be given a fair and impartial response to a complaint or grievance. The following are steps for a formal grievance procedure:

1. Employees should notify their immediate supervisor in writing within five (5) days following the onset of the grievance or alleged violation. Employees will meet with the supervisor who will review and attempt to resolve the situation within five (5) days.
2. If the situation is not resolved, or the supervisor does not respond, employees should notify the next-level supervisor in writing within five (5) days, indicating the first step did not resolve the issue. The supervisor or manager will then investigate and give a written answer to the problem within five (5) days.
3. If an employee still does not feel the matter has been resolved, then he/she should make a written request to the Vice President of the Company.

7.02 EMPLOYEE RECORDS

Gearheart Communications maintains files on all its current and former employees and these files are the property of the Company. Employees should inform the Human Resources department of any changes in their name, address, telephone number, dependents, and the person to notify in case of an emergency. Upon written request, employees may review their personnel file.