POLICY

It is Pike’s policy to promote relationships among its employees. Pike believes that for Pike and its employees to properly and efficiently carry out their responsibilities to each other, both parties must promote good communication. For those reasons, Pike has an open door policy when it comes to questions or problems that arise, especially safety concerns. Employees are free to discuss any question, problem or safety concern with anyone in management without fear of retribution or discrimination in any way.

SCOPE

This policy applies to all employees.

RESPONSIBILITIES

Supervisors

Supervisors have the responsibility to discuss concerns with their employees and to report those concerns to Human Resources, if appropriate.

Employees

Employees have the responsibility to discuss concerns with their immediate Supervisor or the Human Resources Department.

Human Resources

The Human Resources Department has overall responsibility for this policy. Human Resources also has the responsibility of investigating all employee concerns.

GENERAL GUIDELINES

Respect for the individual is reflected in Pike’s commitment to being responsive to employees’ inquiries. If you have a question or a problem, you should seek assistance to have it resolved promptly and adequately. Your Supervisor is
available to listen to you and should be able to assist you or direct you to the person best suited to help you.

It is Pike’s intent that you receive answers to your questions or resolutions to your problems. A remedy that is completely satisfactory to you is not always possible, but you are entitled to a fair and adequate explanation.

SPECIFIC GUIDELINES

Professionalism is important at Pike. It is Pike’s desire that you are treated with dignity, respect, consideration, and fairness in your work relationships. If a problem occurs on the job, the Company will try to ensure a fair and prompt solution. If you have a complaint or problem and need assistance, you should take the following steps:

1. Discuss the situation with your Supervisor within three working days of the incident. Your Supervisor will respond to you within three working days of being made aware of the situation. If your complaint is against your Supervisor, you should proceed directly to step 3 in this process.

2. If your complaint is a safety concern, you should discuss it with someone in management immediately. You may also call the Employee Concerns Hotline at 1-877-285-7453 or send an e-mail to EmployeeConcerns@Pike.com. However you report your, concern Pike will inform you of management’s response and corrective action(s), if any, taken to resolve the issue within 30 days from the time of your report. If, after discussing the situation with your Supervisor, you feel a satisfactory solution has not been reached, you have the option of having your Supervisor arrange a meeting for you with the next level of management.

3. Discuss the situation with the Area or Department Manager who will talk with you and try to resolve the problem. If you are not satisfied and wish to pursue the matter, you should contact the Human Resources Department at 1-800-343-7453, Ext: 4314.

4. If you continue to feel the problem has not been satisfactorily resolved, you may discuss the matter with the Department or Region Vice President.

All employees have the right to speak with anyone in management up to and including the President.

Pike ensures that any employee who follows this procedure may do so without fear of retribution and will not be criticized, penalized, or discriminated against in any way.