



*Welcome to the*

# **W NATION**

*Employee Handbook*

**VICTRA**  
Verizon Authorized Retailer

## **Equal Employment Opportunity and Nondiscrimination**

The Company is an equal opportunity employer and complies with all applicable federal, state, and local equal employment law practices. All employees are prohibited from engaging in unlawful discrimination, including persons involved in Company operations, supervisors, and coworkers. The Company prohibits unlawful discrimination against any job applicant, employee, or unpaid interns. This policy applies to all terms and conditions of employment, including but not limited to recruitment, hiring, evaluation, placement, transfer, promotion, discipline, training, compensation, benefits, and termination of employment. No employment decision is made, nor does the Company discriminate based on any characteristic protected by, federal, state or local law, including but not limited to race, color, age, religion (including religious dress and grooming practices), sex (including pregnancy, childbirth, breastfeeding, and related medical conditions), gender (including gender identity, gender expression, and transgender status), marital status, sexual orientation, sex stereotype, national origin, ancestry, citizenship, hair texture or protective hairstyle, physical or mental disability (including a record of such a disability or being perceived as having a disability), military and veteran status, and genetic information. The Company also prohibits unlawful discrimination based on the perception that anyone has any of those characteristics or is associated with a person who has or is perceived as having any of those characteristics.

The Company also prohibits the failing to provide reasonable accommodations for any reason covered by applicable law, where the accommodation does not pose an undue hardship or a threat to health or safety.

Pay discrimination between employees of the opposite sex or between employees of another race or ethnicity performing substantially similar work, as defined by state and federal law, is prohibited. Pay differentials may be valid in certain situations defined by law. Employees will not be retaliated against for inquiring about or discussing wages. However, the Company is not obligated to disclose the wages of other employees unless otherwise required by state law.

### **Disability Accommodations**

The Company is committed to providing equal employment opportunities to qualified individuals with disabilities, including applicants, employees, and unpaid interns. This includes providing reasonable accommodations for the known physical or mental limitations of an otherwise qualified individual with a disability who is an applicant, employee, or unpaid intern, unless the accommodation results in an undue hardship for the Company or a threat to the health or safety of others or oneself. Accommodations are those changes, modifications, or alterations that allow an otherwise qualified individual to enjoy the benefits of working and performing all essential functions of their position, notwithstanding a physical or mental impairment. Accommodations may be in the form of changes in the workplace, leave, or reassignment to vacant positions.

It is the employees responsibility to notify their supervisor and/or Human Resources of the need for a disability accommodation. If an employee has a disability and feel they may require an accommodation to apply for an open position or to perform the essential functions of their job, please contact one of the following: (1) the Speak Up Hotline (833-612-2280), (2) [SpeakUp@victra.com](mailto:SpeakUp@victra.com), or (3) a Human Resources representative. Upon receipt of their request, the Company will work with the employee confidentially to clarify their needs and to identify a reasonable accommodation.

Human Resources will ask an employee for their input on the type of accommodation they believe may be necessary and/or the functional limitations caused by their disability. Also, when appropriate, the Company may need an employee's help to obtain additional information from their physician or other medical or rehabilitation professionals to help understand their needs and potentially identify a reasonable accommodation. The Company will not seek genetic information in connection with requests

for accommodation. All medical information received by the Company in connection with a request for accommodation will be treated as confidentially as possible. Failure to cooperate with the Company's efforts to understand and identify an accommodation will result in the denial of their request. If two (2) or more accommodations are reasonable and will be effective, the Company has the right to decide what accommodation to make. It is important to advise the supervisor and/or Human Resources of any concerns with the provided accommodation to permit the Company the opportunity to revisit the approved accommodation.

## **Religious Accommodations**

The Company is committed to providing equal employment opportunities to all individuals regardless of their religious beliefs or practices. Consistent with this commitment, the Company will provide a reasonable accommodation (including for religious dress and grooming practices, such as religious clothing or hairstyles) of an applicant's, employee's, or unpaid intern's sincerely held religious belief if the accommodation would resolve a conflict between the individual's religious beliefs or practices and a work requirement, unless doing so would create an undue hardship for the business or pose a threat to the health or safety of others or oneself. If an employee needs an accommodation because of their religious beliefs or practices, they should request an accommodation from one of the following: (1) the Speak Up Hotline (833-612-2280), (2) [SpeakUp@victra.com](mailto:SpeakUp@victra.com), (3) a Human Resources representative, or (4) submission of a ticket in Vision. The Company may require relevant information such as the religion or religious belief, a description of the requested accommodation, the reason the accommodation is needed, and how the accommodation will help resolve the conflict between the religious belief or practice and the work requirement.

## **Pregnancy-Related Accommodations**

The Company will provide reasonable accommodations to employees for known limitations related to pregnancy, childbirth, or related medical conditions (including, but not limited to, lactation), unless doing so would impose an undue hardship or a threat to the health or safety of others or oneself. The Company will not deny employment opportunities because of pregnancy accommodations, retaliate against employees for making accommodation requests, or force pregnant employees to take leave time or accept accommodations if there is no known limitation due to pregnancy. Possible pregnancy-related accommodations under this policy could include acquisition or modification of equipment or devices, longer or more frequent break periods, assistance with manual labor, or modification to work schedules or job assignments. Employees are encouraged to contact their supervisor and/or Human Resources for additional information regarding the availability of pregnancy-related accommodations.

## **Bullying in the Workplace**

The Company prohibits and will not tolerate bullying by or of an employee in the workplace or at employer-sponsored events. Bullying is unwanted aggressive behavior that is threatening or intimidating and generally is repeated over time. It includes, but is not limited to, making threatening remarks (written or verbal), malicious acts or statements, throwing objects at another person, aggressively intimidating another person (for example, using threatening body language or gestures such as shaking a fist toward the person), or behavior that may reasonably cause another person emotional distress. Should an employee feel that they are being bullied, please contact Human Resources. If an employee believes they have been bullied, or they are aware of bullying against others, they must report it immediately using one of the following methods: (1) the Speak Up Hotline (833-612-2280), (2) [SpeakUp@victra.com](mailto:SpeakUp@victra.com), or (3) contacting a Human Resources representative.

## **Workplace Harassment and Discrimination**

The Company intends to provide a work environment that is pleasant, professional, and free from intimidation, hostility, or any other offenses that might interfere with work performance on any unlawful or inappropriate basis. Harassment and discrimination is unlawful when based on or related to an individual's race, color, age, religion (including religious dress and grooming practices), sex (including pregnancy, childbirth, breastfeeding, and related medical conditions), gender (including gender identity, gender expression, and transgender status), marital status, sexual orientation, sex stereotype, national origin, ancestry, citizenship, hair texture or protective hairstyle, physical or mental disability (including a record of such a disability or being perceived as having a disability), military and veteran status, genetic information, or any other characteristic protected by federal, state, or local or municipal laws ("protected characteristics"). This also includes harassment or discrimination based on a perception that a person has any of those characteristics or harassment or discrimination of a person who is associated with a person who has or is perceived as having any of those characteristics. Unlawful harassment or discrimination of any sort is strictly prohibited and will not be tolerated. This includes unlawful harassment or discrimination of any employee by another employee or third party (including vendors and guests), as well as unlawful harassment or discrimination of third parties by Company employees.

"Gender expression" means a person's gender-related appearance or behavior, whether the appearance or behavior is stereotypically associated with the person's sex at birth. "Gender identity" means a person's identification as male, female, a gender different from the person's sex at birth, or transgender. "Because of sex" and "based on sex" includes, but is not limited to, pregnancy, childbirth, breastfeeding, and any related medical conditions, and gender identity, and expression. "Sex Stereotype" means an assumption about a person's appearance or behavior, or about an individual's ability or inability to perform certain kinds of work based on a myth, social expectation, or generalization about the individual's sex. "Transgender" refers to a person whose gender identity differs from the person's sex at birth. A transgender person may or may not have a gender expression that is different from the social expectations of the sex assigned at birth. A transgender person may or may not have undergone gender affirming procedures and is not required to do so.

All harassment and discrimination based on the characteristics described above is unlawful and will not be tolerated. There is no prototypical perpetrator or victim of unlawful harassment or discrimination. Unlawful harassment or discrimination can take place between individuals who share the same protected characteristic (for example, same-sex harassment, or harassment toward an individual of the same race or national origin), just as it can take place between individuals who do not share such characteristics (for example, males harassing females, females harassing males, or harassment toward an individual of a different race or national origin). This policy applies to the workplace (including the remote work environment); to organizational travel; to off-duty conduct that affects the workplace; to electronic and in-person interactions; and to all work-related social functions, both on and off Company property. The Company will investigate and take appropriate corrective and/or disciplinary action based on any conduct inconsistent with this policy that occurs during or outside of work hours, or in the workplace (including the remote work environment). The Company is committed to taking all reasonable steps to prevent harassment and discrimination from occurring. This Workplace Harassment and Discrimination policy applies to officers, directors, management officials, supervisory employees, employees, vendors, suppliers, guests, independent contractors, unpaid interns, volunteers, persons providing services pursuant to a contract, and other persons with whom the employee comes into contact while working.

### **Prohibited Harassment Defined**

Prohibited harassment and discrimination may take many forms, including, but not limited to any of the following (when based on or connected to any protected characteristic):

- Verbal conduct such as epithets, derogatory comments, slurs, or unwanted sexual advances,

invitations, or comments

- Visual conduct such as derogatory posters, photography, cartoons, drawings, or gestures
- Physical conduct such as unwanted touching, blocking normal movement, or interfering with work because of their sex or any other protected basis
- Threats and demands to submit to sexual requests to keep their job or avoid some other loss or offers of job benefits in return for sexual favors
- Retaliation for opposing, reporting, or threatening to report harassment, or for participating in an investigation, proceeding, or hearing conducted by an investigating agency
- “Abusive conduct” such as insensitive verbal or physical conduct done for no legitimate business purpose

The list above is illustrative only, and not exhaustive.

## **Sexual Harassment**

Sexual harassment, like any other form of harassment, will not be tolerated by the Company. Sexual harassment means harassment based on someone’s sex or gender. It includes harassment that is not sexual in nature (for example, offensive remarks about an individual’s sex or gender), as well as any unwelcome sexual advances or requests for sexual favors, or any other conduct of a sexual nature, when any of the following is true: (1) submission to the conduct is made either an explicit or implicit condition of employment; (2) submission to or rejection of the conduct is used as the basis for an employment decision; or (3) the harassment has the effect of, or is carried out to sabotage, undermine, or interfere with, an employee’s work performance, or creates an intimidating, hostile or offensive work environment. Harassment also includes the intentional or persistent failure to respect an individual’s gender identity (for example, intentionally referring to the individual by a name or pronoun that does not correspond with the individual’s gender identity).

Prohibited harassment is not necessarily limited to the loss of a job or some other economic benefit. Prohibited harassment that could result in impairing an employee’s working ability or emotional well-being at work violates this policy and will not be tolerated.

## **The Company’s Reporting Procedure**

Because the Company’s policy is to provide a work environment free from unlawful harassment and discrimination, an employee must take immediate action if they feel they are the subject of, if they witness, or if they are aware of this type of behavior from any supervisor, manager, colleague, or other person they come in contact with as an employee. Our reporting procedure provides for an immediate, thorough, and objective investigation of any harassment or discrimination claim, appropriate disciplinary action against one found to have engaged in conduct inconsistent with this policy, and appropriate remedies for an employee who has experienced conduct inconsistent with this policy.

If an employee believes they have been harassed or discriminated against, or they are aware of the harassment of or discrimination against others, they must report it immediately using one of the following methods: (1) the Speak Up Hotline (833-612-2280), (2) [SpeakUp@victra.com](mailto:SpeakUp@victra.com), or (3) contacting a Human Resources representative. The report should include details of the incident(s), names of individuals involved, the names of any witnesses, direct quotes when relevant, and any documentary evidence (notes, pictures, messages, etc.) related to the behavior. Any employee working in a supervisory role of any kind must immediately report harassment, discrimination, or retaliation observed by or reported to the supervisor in at least one of the manners listed above in accordance with this policy. A supervisor’s failure to do so may result in corrective action, up to and including termination.

Employees should not feel hesitant or embarrassed about reporting harassment or discrimination. The Company encourages good-faith (e.g., when the employee has a reasonable belief that the conduct is

unlawful) reports about these issues using any of the above-described reporting options, as the Company is dedicated to making sure that the workplace is productive and free from unlawful conduct. The Company can achieve this goal only if employees cooperate in reporting all possible violations of this policy.

All employees have a legal right to a workplace free from unlawful harassment and discrimination (including applying for a position with the Company). In addition to the internal reporting process described above, employees or applicants may also enforce this right by filing a complaint with the Equal Employment Opportunity Commission and/or any applicable state or local agency. There is no cost to file with these governmental agencies.

### **Investigation Procedure**

All reported incidents of potential harassment or discrimination will be promptly and thoroughly investigated by a Human Resources representative (or other properly trained official) who is trained in conducting such investigations. The Company will protect the privacy and confidentiality of all parties involved to the extent possible consistent with a thorough investigation. The Company will endeavor to complete all such investigations as soon as feasible, absent extenuating circumstances.

If the Company determines that harassment or discrimination has occurred (or conduct that (1) could reasonably be perceived as harassment or discrimination, or (2) if continued, could become harassment or discrimination), it will take remedial action commensurate with the circumstances (which may include disciplinary action, up to and including termination). Appropriate action will also be taken to deter any future conduct in violation of this policy. Upon conclusion of the investigation, the Company will communicate the results of the investigation to the individual who made the report, including confirmation (if applicable) that the Company has taken appropriate corrective action to address the situation. However, the Company may not disclose the exact corrective action taken against any individual due to confidentiality but will disclose sufficient information to the individual who made the report to close out the investigation.

### **Protection Against Retaliation for Reporting Harassment, Discrimination, or Retaliation**

The effectiveness of our efforts to enforce this policy against all forms of harassment, discrimination, or retaliation depends largely on employees telling us about the harassment, discrimination, or retaliatory conduct. If employees feel that they or someone else may have been subjected to conduct that violates this policy, they must report it immediately. Additionally, any manager who observes harassment, discrimination, or retaliatory conduct must report the conduct to Human Resources so that an investigation can be initiated, and corrective action taken, if appropriate. The Company prohibits retaliation against any employee for good faith reporting (e.g., when the employee has a reasonable belief that the conduct is unlawful), filing, testifying, assisting, or participating in any manner in an investigation, proceeding, or hearing conducted by the Company or a federal or state enforcement agency. All reports of retaliation will be immediately, objectively, and thoroughly investigated in accordance with the investigation procedure outlined above. If a report of retaliation is substantiated (or the Company identifies conduct that (1) could reasonably be perceived as retaliation, or (2) if continued, could become retaliation), The Company will take appropriate corrective and/or disciplinary action, up to and including termination.

### **Violations of this Policy**

Any employee, regardless of position or title, who is found to have engaged in harassment, discrimination, or retaliation in violation of this policy (or conduct that (1) could reasonably be perceived as a violation of this policy, or (2) if continued, could become a violation of this policy) is subject to appropriate corrective and/or disciplinary action up to and including termination from employment.

## Retaliation

The Company prohibits and does not tolerate unlawful retaliation against any employee, by any employee. All forms of retaliation are prohibited, including any form of discipline, reprisal, intimidation, or other form of retaliation for: (1) participating in any activity protected by law; and (2) complaining about activities or conduct that violates the Company's Standards of Workplace Ethics.

Examples of such protected activities include, but are not limited to: (i) lodging a good faith report (e.g., when the employee has a reasonable belief that the conduct is unlawful) with Human Resources that complains about harassment or pay, (ii) participating in an internal investigation into allegations of discrimination, (iii) requesting a disability or religious accommodation, (iv) filing a worker's compensation claim, (v) requesting or taking leave under the Family and Medical Leave Act, or (vi) complaining about another employee's unethical conduct in violation of the Standards of Workplace Ethics section below. Any employee, regardless of position or title, who engages in retaliation in violation of this policy (or conduct that (1) could reasonably be perceived as retaliation, or (2) if continued, could become retaliation) will be subject to appropriate corrective and/or disciplinary action up to and including termination.

If an employee believes they have been retaliated against, or they are aware of retaliation against others, they must report it immediately using one of the following methods: (1) the Speak Up Hotline (833-612-2280), (2) [SpeakUp@victra.com](mailto:SpeakUp@victra.com), or (3) contact a Human Resources representative.