

## GENERAL WORK RULES AND REGULATIONS

The following rules govern the conduct and acts of employees and must be adhered to by all employees to assure safe, effective, and efficient operations and successful employee, customer and public relations. Failure of an employee to abide by these rules will be proper cause for corrective or disciplinary action up to and including termination.

**Article I - The following instances will constitute proper cause for corrective or disciplinary action:**

1. Reporting for work under the influence of, or consuming during the employee's work hours, alcohol or controlled substances, including but not limited to marijuana, cocaine, opiates, amphetamines and phencyclidine (and all other substances listed in the federal Controlled Substances Act, Title 21 United States Code Sec. 812, and the Code of Federal Regulations, Title 21 CFR Part 1308) unless authorized by prescription issued to the employee by a licensed medical practitioner for legitimate medical purposes; violation of Citizens drug and alcohol misuse prevention programs and policies; or, use of tobacco products in unauthorized areas.
2. Bringing or receiving firearms, explosives, knives or other weapons on Citizens property at any time, regardless of whether such object is on or in the employee's person, clothing, vehicle or anywhere else on Citizens property (including but not limited to parking lots), without the express written consent of Citizens management; violation of the Workplace Non-Violence Policy.
3. Tampering with, removing, or opening company locks without proper authorization; failure to follow lock out, tag out procedures.
4. Destroying material, equipment, records, or other property of Citizens, the public or of another employee without proper authorization.
5. Defacing, neglecting, or being careless with material, equipment, records or other property of Citizens.
6. Taking or having unauthorized possession or use of property of Citizens, another employee, or the public, including inappropriate or excessive personal use of the Internet, personal computer, or other electronic devices (cellular phones, etc.) (violation of the Information Security and Acceptable Computer Use Policy).
7. Removing material, equipment, records, or other property of Citizens from company premises without proper authorization.
8. Being convicted of (including pleading guilty or "no contest" to) any felony. In determining the corrective or disciplinary action to be taken, Citizens will consider the job-relatedness of the felony conviction and any aggravating or mitigating circumstances known by Citizens.
9. Leaving company premises, or assigned work locations, during working hours (except as required by one's job) without authorization or proper relief. Sleeping during work hours, excluding breaks and lunch and/or exceeding allowable break time.

10. Insubordination, including defiant or abusive behavior toward a supervisor, failing to carry out a reasonable directive from a supervisor, or otherwise refusing to perform duties as assigned.
11. Engaging in horseplay, fighting, disorderly or disruptive behavior on Citizens premises or off Citizens premises during the work day.
12. Being repeatedly absent or tardy (as defined by the applicable attendance policy or practice), or failing to report absences promptly and directly to one's supervisor or person in charge of the work unless otherwise specified by department or division requirements.
13. Violating established safety or environmental rules and regulations, including failure to wear required safety equipment and/or protective clothing; failure to follow operating procedures; or failure to follow and adhere to medical restrictions.
14. Failing to report promptly an accident involving oneself, Citizens employee(s), equipment or property.
15. Engaging in immoral, indecent or unprofessional conduct; including using abusive or vulgar language in the presence of other employees, customers, vendors, contractors or the public.
16. Any illegal conduct or activity on Citizens premises or off Citizens premises during the work day.
17. Making false or misleading statements or supplying false information to other employees, customers, and the public or on any company records, including the employment application form. Committing fraud, misrepresentation, abuse, or giving false information or a false reason when requesting any type of leave of absence (disability, workers compensation, FMLA, etc.). Falsification of time records or failing to record time as instructed.
18. Operating a Citizens vehicle for unauthorized personal reasons, or in a careless or negligent manner.
19. Tampering with or sabotaging Citizens equipment to cause a malfunction or improper operation.
20. Engaging in any type of harassment or coercion of, or illegal discrimination or retaliation against, employees, customers, vendors, contractors or the public. Intimidating, threatening, or coercing another person (violation of the Workplace Non-Violence and/or Harassment Policy).
21. Violation of a published policy, procedure or general instruction.
22. Careless or inefficient performance of duties including failing to maintain quality or quantity standards.
23. Engaging in any gainful employment or business activities for any individual, partnership, corporation or entity other than Citizens during the employee's regular hours of employment without Citizens express written consent, regardless of whether the employee is actively employed by Citizens or on a paid or unpaid leave of absence.

The above is not an all-inclusive list and is intended to cover, in general, the rules governing the conduct and acts of employees. Citizens' reserves the right to take corrective action or discipline as may be justified, including termination, for any other proper cause not specifically listed herein.

**Article II - Employees engaged in work outside their regular hours of employment are permitted to do work that is similar to work done by Citizens, provided:**

1. Such other employment does not interfere with the employee's efficiency and availability to perform his or her duties for Citizens. It is understood that due to the urgency of Citizens' public responsibility, the employee's primary obligation is to Citizens.
2. There is no solicitation of business or obtaining of leads on company time, through the use of direct contact or sources of information available to Citizens personnel through their regular work.
3. Citizens tools or property are not to be used.
4. Employees do not wear Citizens uniforms, or in any way imply Citizens involvement, while engaged in work outside Citizens.

**Article III - Forms of Corrective Action.**

- A. Citizens system stresses the corrective, rather than the punitive aspects of discipline. The purpose of any progressive discipline system is to convince an employee to stop unacceptable behavior(s) and return to a fully acceptable level of performance. The emphasis on progressive discipline is reflected in the procedures and the terminology used with the following levels. However, when Citizens concludes, based on an employee's previous acts and conduct and/or the nature and severity of the acts and conduct at issue, that it is appropriate to repeat or skip one or more of the following levels in order to motivate the employee to stop the unacceptable behavior, or that discharge is appropriate, Citizens shall have the sole discretion to do so.
- B. Subject to Paragraph A, the levels of discipline are as follows:
  1. Level 1 Reminder
  2. Level 2 Reminder
  3. Decision Making Leave (DML) or Performance Improvement Plan (PIP)
  4. Discharge
- C. Corrective Action Procedures:
  1. When an action, such as a violation of a work rule, unacceptable work performance or improper conduct occurs, management will conduct such investigation as may be warranted by the circumstances.
  2. Management will meet with the employee and reference the issue that caused the need for discussion and previous discussions and disciplinary/corrective action steps, if applicable. The employee will be advised of the exact requirement expected and what the employee must do to ensure permanent correction of the situation.
  3. Within 5 working days, or later if appropriate to the circumstances, management will issue the appropriate level of disciplinary/corrective action in writing and meet with the employee to review and provide the employee with a copy of the document. If applicable, management will notify the Union if it is anticipated that the action will require more than 5 working days.

4. If the employee is issued a Decision Making Leave, the employee will receive 1 day off with pay to decide whether he/she is willing to abide by company standards and continue further employment. The following workday after the Decision Making Leave day off, the employee will report to management to declare his/her decision.
5. If the employee is represented by the Union, a copy will be mailed or delivered to the Chief Shop Steward. If the employee does not want a copy to be provided to the Union, the employee must provide the request in writing.
6. Copy of all discipline will be placed in employee's personnel file.
7. Non-bargaining employees currently under a disciplinary action greater than a Level 1 Reminder are not eligible to apply for internal job opportunities until the discipline is resolved.
8. Bargaining employees are subject to the terms and conditions of their collective bargaining agreement.

D. Last Chance Agreement

1. When an employee violates Citizens Drug and/or Alcohol Policy, the employee (if not already under a Last Chance Agreement) will be placed on a Last Chance Agreement.
2. The Last Chance Agreement may also be used in other circumstances such as, an alternative to discharge or reinstatement following a discharge. The decision to use a Last Chance Agreement for these purposes shall be in the sole discretion of Citizens.

*Note: Any exception to A, B, C or D involving bargaining unit employees, will be discussed by management and the appropriate Chief Shop Steward.*

These work rules contain statements of general policy of Citizens. Citizens retains the absolute right to modify or revise these work rules based on its professional and business concerns. These work rules are guidelines. They do not represent an employment contract or any aspect of an employment contract, except in circumstances governed by a collective bargaining agreement, and should not be construed as such. Citizens remains free, in its sole discretion, to change or amend these work rules at any time. It is also free not to follow these guidelines in any particular case.

Although this system is corrective in focus, it has the same effect as a punitive disciplinary system for all legal purposes in proceedings in arbitration, government administration agencies, and courts.

Citizens shall discuss any additions or amendments to such rules in accordance with the appropriate working agreement prior to effecting any such changes. However, Citizens shall not be required to give prior notice to, or have prior discussion with, the Union or the employees before deciding to impose corrective or disciplinary action for any reasons not enumerated in Article I of these Work Rules.

Primary Business Unit Owner: Director of Human Resources

Last Review Date: February 28, 2025

Next Review: 2028

Supersedes: Policy Release #1059, Effective April 13, 2023

Reference:

*"Citizens Energy Group at its option reserves the right to change, delete, suspend, or discontinue parts of the policy in its entirety, at any time without prior notice."*