



RENODIS

Telecom and Mobility Management

culture handbook

an inside look into our company

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All About Renodis
mission & vision statements

Mission

“Optimize telecom and mobility management by leveraging innovative processes, purpose-built systems, talented people and deep relationships.”

Vision

“To free our clients from telecom and mobility frustrations.”

All About Renodis

our history

2002-2006

Carrier Focus

- Transactional
- Differentiation via quality service and support

2007-2011

Lifecycle Solution Focus

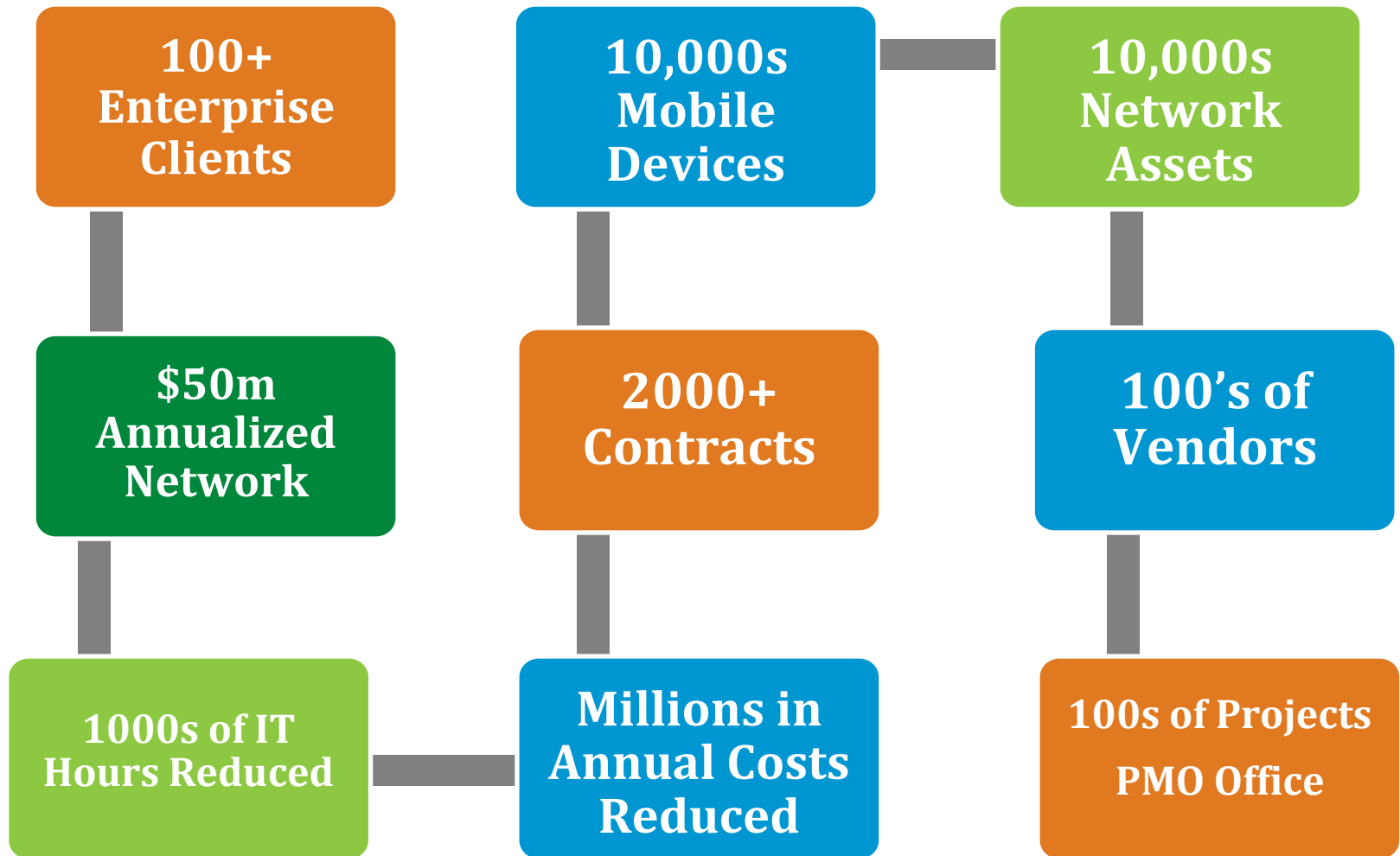
- Added Mobility, Expense Management, and Consulting
- Segregated services focused on greater value

2012 - Present

Telecom and Mobility Management

- Client Focus/Cultural Transformation
- Complete Solution offerings
- Purpose-built, multi-disciplinary mgmt. approach
- Leverage Technology for scale, efficiency and value

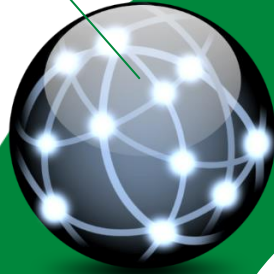
All About Renodis at a glance



All About Renodis overview of services

Wireline Management Services (WMS)

Complete management of all components of a company's wide area network delivering technical, economic and service benefits



Mobility Management Services (MMS)

From usage and plan management, device depot, end-user service desk, and MDM platforms, a complete enterprise mobility management solution




Turnkey Telecom Management (TTM)
Total Management of a company's Telecom and Mobility Environment

Telecom Project Management (TPM)

Deep expertise applied to planning, resourcing, cross-organizational communications, and issue/risk management to achieve successful completion of telecom and mobility projects



Software-Defined Networking (SDWAN)

Renodis Managed SDWAN including Validation and Business Case, Provisioning and Deployment, and Steady State Management



Our Values who we are



Committed to Growth

We are committed to results, moving ourselves, our co-workers and our clients FORWARD
We are a customer-focused organization
We continue to learn and constantly improve



Can Do Attitude

Never start with No
We believe every problem truly IS an opportunity
Our very existence is because others 'can't do'



We Care

Culture of urgency
Build meaningful relationships with our clients, partners, and employees and community
Be proud of other's accomplishments
Respect each other



Problem Solver

Empathy before Action; know the pain your customer feels before seeking a solution
"BE" the client experience by seeing it through their eyes and listening to their voice, then solve the problem as if it's your own problem
Creativity over Bureaucracy
Exception over Rules
Results over "That's the way it is"



Accountable

Be Harry Truman: the buck does stop with me
Not Harry Houdini: I can escape any responsibility
The biggest insult: that's what my carrier said
The biggest compliment: No one has ever cared this much before
Don't let your teammates down
Don't let yourself down
Don't let your customer down
'That's not my job' is apathy's best friend

Life at Renodis getting acquainted



All aboard!

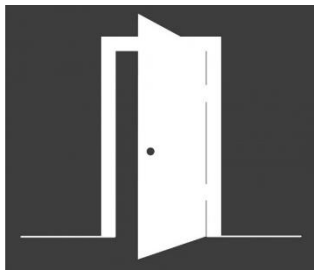
On your first day, you will have an orientation to finish up paperwork and go over the office fundamentals. Your Manager will walk you through the expectations for your first few months and meet with you regularly to keep you on track using the Traction Level 10 method.



Let's meet up

Every Monday at 9:30am we have our Company Stand-Up Meeting where we share updates throughout the departments, announce employee of the month, celebrate birthdays and work anniversaries, and more!

Employees in the St. Paul office gather in the 'mailroom stairway' or join in through iMeet along with the Iowa team and offsite Renodis employees. This is a great time to show recognition to your coworkers or share company/department news.



Open doors

We encourage open communication, feedback and discussion from our employees at all times. Our org. chart is posted on the magnetic wall in our entryway. It lists everyone in the company and what they do. Have a question or a concern? Feel free to ask people what they're working on or for clarification on a business policy. Submit a suggestion in the online suggestion box on our Renodis Sharepoint page. We're all happy to answer your questions :)



Life at Renodis office life

Work together

Work out your schedule with your team, talk to your coworkers about what you're working on, and don't be a jerk. Document your work, communicate openly, and be good to your team.

Work hard, play hard

We put in long hours to reach the quality work we strive for, but we also know how to unwind. From quarterly off-sites, holiday parties, potlucks, summer fun to regular happy hours at local hangouts. You will get to know your coworkers in no time.

Giving Back

Our employees enjoy giving back to the surrounding areas. We have a Community Involvement group that meets monthly and create different opportunities for Renodis employees. In the past, we have participated in: knitting hats, clothing drives, food drives, bell ringing for Salvation Army, volunteering at Second Harvest Heartland and Feed My Starving Children and more! If you have a cause close to your heart, let us know.

Get on Your Feet

No one is meant to sit all day staring into a computer screen. Take break and go for a quick walk around the block. Every MWF at 2:30pm there is a standing invitation for anyone who wants to go for a walk. Climb the stairs. Grab a cup of coffee. Ask a co-worker a question. Grab a piece candy from PMO office. Make some popcorn. Meditate in Starboard. Complete a monthly challenge for points. Clean up your work space.



Life at Renodis

office life (cont'd.)

Parking

If you drive to work, you may park your vehicle in the L-shaped parking lot behind the company building. The entrances/exits are on Robert St. and 9th Street. At times the lot may become full and employees can park in the parking ramp next to Alary's Bar (entrance on 7th St). Keep your receipt and to be reimbursed. Employees are welcome to park their vehicles during non-company hours for St. Paul events (festivals, Saints Game, etc), just let the Office Administrator know beforehand.

Coffee!

Renodis provides coffee for all employees. Anyone is welcome to brew a fresh pot in the morning or afternoon. Drink as much as you want.

Popcorn

Everyone loves a snack throughout the day. If you are feeling adventurous, try your hand at making a batch of popcorn for the office. There is always someone to help out.

Kitchen Areas

All items (microwaves, fridges, plates, silverware, cups, etc.) are available to complete any gourmet meal. Be sure to wash any items you use and put them back where you found them. Do not eat other people's food...not cool, unless you have permission from that person. There may be times where there is leftover food from meetings.



Life at Renodis

employee recognition

EOM & EOY Awards

The purpose of our company Employee of the Month (EOM) and Employee of the Year (EOY) programs is to recognize Renodis employee excellence in our company values. All current employees are eligible for votes and may cast as many ballots for their peers as they wish. Ballots can be submitted through the Renodis Sharepoint page under “Employee Recognition Form – Online Submission”. Email reminders will be sent out periodically with a monthly deadline, but setting up a reoccurring calendar event would be even more helpful.

>>How does it work?:

Employee with the most votes in a given month will be awarded NEXT month’s **EMPLOYEE OF THE MONTH**

→Example – January votes determine “February EOM”

Employee with the most votes during the calendar year will be awarded that year’s **EMPLOYEE OF THE YEAR**

→Example – Jan. 2016 – Dec. 2016 votes determine “2016 Employee of the Year”

**In the event of a tie, the Executive Team will decide the winner. There can be two winners for a EOM and EOY.*

What do the winners receive?:



Award at Company Stand-Up Meeting
Photo & name recognition on wall in entryway
Traveling Alexander Graham Bell Award
\$200



Award at Annual Holiday Party
Photo & name recognition on wall in entryway
Trophy to keep
Companywide catered lunch celebration
\$2000

YAY for 2, 5 and 10!

Employees who reach their 2nd, 5th and 10th work anniversary will be celebrated at our weekly Company Stand-Up meeting. They will also receive monetary award of \$100, \$500 and \$1,000 (respectively) for all their hard work.

Life at Renodis points program



Points for Apparel

Renodis offers employees monthly challenges to earn points for logo'd apparel and items. The challenges are categorized under Personal, Professional and Community. Some challenges take only a few minutes while others can take the whole month. You can view the current challenges on the Renodis Sharepoint page.

>>Why are we doing this?

Renodis wants to provide all of its employees the opportunity to grow personally, professionally and encourage involvement in the surrounding communities. You can be as active in the points program as you wish. No one is going to force you to take walks 3 times a week or go to a networking event, but you can't complain if you don't have any points.

>>I did a challenge...now what?

Congratulations on completing a challenge (air high five)!! You can either email the Office Administrator, leave them a note, sing it to them or play charades to let them know. Be sure to give them the name and date of the challenge completed. The Office Admin will then update your record of your points earned.

>>How do I purchase items with my points?

Look through the catalog and fill out an order form. The Office Admin will send in any orders every Friday to our G&K representative and update employee points used to purchase items. The catalog and order form can be found on the Renodis Sharepoint page or in a folder hanging on the Office Admin's desk. Turn in your order form into the Office Admin by 12pm every Friday. Once it arrives, the Office Admin will distribute items to employees. Ordered items will be directly sent to our St. Paul or Iowa Falls offices from G&K.

>>These challenges stink, I have better ones!

Okay, contact the Office Admin about your ideas. This is a new program and we are up for any suggestions to make it better. The challenges will change monthly and relate to the time of year. Some months will have more challenges/points than other months.

>>How many points do I have?

The Office Admin will keep a record of points earned and/or used for each employee. You can always ask them for your points total.

>>When will I get my items?

It takes 7-9 business days before it ships and once it is shipped it would take about 2 days to arrive (includes Saturdays).





Life at Renodis **vacation time**

- Talk it over with your manager and team
- Send your request through Oasis Portal > Wait for your manager's approval > Book your trip!
- Wrap up your projects and make sure you have coverage
- Correctly record your PTO in SpringAhead

would you leave already

- Visit your loved ones
- Take a vacation
- Try to unplug

Come back reinvigorated and ready to go!



working remotely

Life happens and sometimes you cannot always make it to the office or the Midwest weather creates non-favorable road conditions. Talk with your manager about your remote working opportunities.

Life at Renodis

misc.

conference rooms

We have 3 three conference rooms, varying in size. You can check room availability through Outlook calendar.

-**Wheelhouse** is our largest room (near the stairway), 8-12 people

-**Port** (near the front entryway), 6-8 people

-**Starboard** is the smallest (next to the front door & need code to enter), 2-4 people

private room

We also have a small private room across from Wheelhouse and is available to everyone. It can be used for a personal phone call to desk space for remote employees. Reserve the room just like the other conference rooms on Outlook, use 'Hotel Office 1' for your location.

blogging

Love to write? All of our employees have the opportunity to write for our company blog. Take a peek on our website to see what others have written and start thinking what you would like to contribute. If you need more information or would like to talk about topics, connect with the Director of Marketing. They would love to help you out!

addition to this handbook

If you notice a topic is missing from this company culture handbook or find a spelling error, let the Office Admin know! All input will be welcomed. We want this handbook to be useful for all employees and help answer any questions for new hires at Renodis.