

**RAMP GUIDELINES**



# Regional Associate Mobility Plan

**Effective February 2, 2009**

# RAMP GUIDELINES



## RAMP Guidelines

- Overview
- Policy Statement
- Job Moves Covered
- Job Moves Excluded
- Restrictions on Movement
- Eligibility Requirements
- Job Briefs
- Staffing Process
- Resume
- Job Application Process
- Testing
- Priority Placement
- Placement of Qualified Employees with Disabilities
- Selection Classification Process
- Retreats
- Penalties
- Relocation Expenses

# RAMP GUIDELINES

## OVERVIEW

### Introduction

Verizon believes that the Company's future growth and success depends on a highly skilled workforce committed to outstanding customer service, productivity and quality work. Verizon cultivates a work environment focused on developing best in class talent and driving a performance-based culture necessary for success in an increasingly competitive marketplace.

### Objective

The purpose of Verizon's **Regional Associate Mobility Plan (RAMP)** is to provide a uniform staffing procedure and guideline under which associate employees may apply for promotions or reassignments to other associate jobs within the Mid-Atlantic Region. This staffing process supports the Company goal to create and sustain an environment where employees are encouraged to take personal accountability for their success and inspired to reach their full potential.

### Scope and Application

This guideline is effective February 2, 2009 and supersedes and replaces all former versions of RAMP.

The Human Resources Talent Acquisition & Diversity organization is responsible for developing, revising and administering the RAMP Guideline.

This guideline governs the staffing process for six states comprising the Mid-Atlantic Region – Delaware, Maryland, New Jersey, Pennsylvania, Virginia, West Virginia, and also the District of Columbia.

The RAMP Guideline instructs associates and supervisors on how to locate, prepare for, and apply for associate jobs. Topics covered in this and other sections include:

- Responsibilities of associates and supervisors who are under this staffing process
- Application, qualification, selection, and placement processes under RAMP
- Types of available jobs within the region
- Tests, skills and other qualifications required for associate jobs
- Courses and other training resources available for improving employee's knowledge

## POLICY STATEMENT

Verizon is committed to establishing and maintaining a workplace that promotes diversity and is free from discrimination. It is Verizon's policy to make all employment and other business decisions without discriminating on the basis of age, color, citizenship, disability, disabled veteran status, gender, race, religion, national origin, marital status, sexual orientation, military service or status or Vietnam-era veteran status.

### Procedural Exceptions

The Company may revise this Plan as often as it determines necessary to achieve the fullest possible realization of the Plan's objectives and to meet the Company's force planning or other business needs.

Nothing in this Guideline shall be construed to prevent the Company from establishing limitations on movement from or into any force group or reassigning employees for the safe and efficient

# RAMP GUIDELINES

operation of the business. Furthermore, the Company reserves the right to recruit and hire externally rather than staff vacancies from internal sources subject to applicable Collective Bargaining Agreement.

## Arbitration under Labor Contracts

The terms of this Plan are not subject to arbitration under the various labor contracts except to the extent, if any, an applicable contract provision subjects the Plan's provision to arbitration. Nothing in this Plan should be construed to expand what may be arbitrated under applicable contract provisions.

## JOB MOVES COVERED

### What's Covered?

The types of associate job moves covered under this Guideline include:

- **interdepartmental lateral moves,**
- **interdepartmental downgrades,**
- **promotions,**
- **interstate transfers,**
- **temporary assignments**

RAMP covers movement of associate jobs in the Mid-Atlantic region except intradepartmental laterals and downgrades, and involuntary movement as covered under collective bargaining agreements.

### Lateral

An "**Interdepartmental Lateral**" is a move from one department to another, from a job title to the same job title or a similar job title having the same duties as the employee's present job title, or a different job title with a comparable maximum rate of pay, or an equivalent job as defined in the appropriate collective bargaining agreement.

For RAMP ranking purposes, different job titles with comparable maximum rates of pay must be evaluated prior to determining if the job titles are considered as lateral.

### Lateral Placements

In cases of lateral placements, the requirements for selection are different. The requesting manager is not required to accept a lateral transfer. Where contract limitations on lateral placements exist, refer to contract language. The requesting manager may consider other factors such as availability, force conditions, headcount limitations and other appropriate considerations.

### Downgrade

An "**Interdepartmental Downgrade**" is a move from one department to another, from a job title to another job title which has a lower maximum rate of pay than the rate for the employee's present job title and does not qualify as a lateral move.

### Promotion

A "**Promotion**" is a move to another job title which has a higher maximum rate of pay than the rate for the employee's present job title and does not qualify as a lateral move.

### Interstate Transfer

An "**Interstate Transfer**" is a transfer to an associate job in a state other than the associate's

## RAMP GUIDELINES

current state in the Mid-Atlantic region.

**Note:** Verizon VA, WV, MD, and DC, are considered one state for the purposes of administering this Guideline since they share a common bargaining agreement.

### Interstate Applicants

#### Interstate Lateral/Downgrade

Interstate lateral/downgrade transfer requests will be ranked on the candidate lists equally with home state applicants. However, for valid business reasons, managers may elect to give preferential consideration to home state applicants. In order to give preferential consideration to home state applicants, the job requisition must state that this will occur.

In situations where there are bargained lateral transfer plans, contractual requirements must be honored.

#### Interstate Promotion

Interstate promotion requests will be considered after those of home state applicants. Preference in promotions will normally be given to home state applicants.

#### Temporary Assignment

A temporary assignment is normally an assignment lasting more than 30 calendar days and generally no more than 12 months (subject to any existing contractual requirements).

## JOB MOVES EXCLUDED

### Intradepartmental Moves

To enable the Company to utilize existing force effectively, certain intradepartmental moves are not subject to this Guideline. A department may reassign force based upon the needs of the business by a Company-initiated lateral move, provided the employee is test qualified or test exempt for the position and the move is within the same department, state and bargaining unit. A department may also reassign on a downgrade basis, subject to contractual requirements.

Employees who wish to volunteer to be considered for lateral or downgrade movement within their department should obtain departmental procedures from their supervisor.

**Note:** For the purposes of RAMP, jobs are considered to be within a department if they are located within the same state and are within the same VP organization.

## RESTRICTIONS ON MOVEMENT

The Company may, due to business efficiency or work load, temporarily exclude employees from lateral or downgrade movement subject to contractual restrictions (if any). The reasons for doing so are stated below.

### Lateral or Downgrade

A restriction may be imposed on lateral or downgrade movement out of a director's work group with director or above approval. Prior to imposing a restriction, Labor Relations, the Human Resources Business Partner and the Staffing Representative must be notified. The decision to impose a restriction requires written documentation that includes the reason(s) for the restriction and the duration, usually not to exceed 60 consecutive calendar days for lateral movement, or

## RAMP GUIDELINES

180 consecutive calendar days for downgrade movement.

**Contract Exception:** If there is a labor agreement governing lateral or downgrade movement, then review that agreement for guidance prior to initiating any restriction.

### ELIGIBILITY REQUIREMENTS

Regular full-time and regular part-time associate employees employed by Verizon Maryland Inc., Verizon New Jersey Inc., Verizon Virginia Inc., Verizon Washington, DC Inc., Verizon West Virginia Inc., Verizon Pennsylvania Inc., Verizon Delaware Inc., Verizon Advanced Data Inc., Verizon Enhanced Communities(\*), Verizon Corporate Services Corp., Verizon Services Corp., and Verizon South Inc. (Virginia) are eligible to apply for movement under RAMP.

(\* ) technicians only

Employees must meet the following criteria:

1. Currently rated "Exceeds Position Requirements," or "Meets Position Requirements" in job performance
2. Currently rated as "Meets Requirements" in attendance
3. Must **not** currently be on leave of absence exceeding 30 days, excluding a Military Leave of Absence or Leave for Ready Reserve Training, or absence covered under the Family and Medical Leave Act (FMLA)
4. Have an up-to-date resume in VZCareers.
5. Be UTB-R test qualified or test exempt for the position
6. Be secondary test qualified, test exempt or eligible to take the test, if a secondary test is required for the job
7. Must not be ineligible due to declination or retreat penalty

#### Time-in-Title

Before submitting applications for movement under this plan associates should normally meet the time-in-title requirement applicable to their present job title.

Time-in-title is accrued by time spent in a job title, not in a job family. The time-in-title requirement varies by job title, but in no case will it be less than 12 months. Specific time-in-title requirements are noted on the RAMP website. Time-in-title requirements are intended to ensure work force stability and full utilization of training.

#### Time-in-Assignment

Associates who voluntarily transfer in RAMP will be subject to time-in-assignment requirements equal to time-in-title requirements.

#### Retreats

When an employee returns to the same title, time-in-title resumes when the associate returns to their regular job.

If employee is placed in a different title, time-in-title will start with placement.

#### Company-Initiated Moves

Associates who meet the applicable time-in-title requirement prior to a Company-initiated lateral or downgrade will not be required to re-satisfy the time-in-title requirement in the job to which

## RAMP GUIDELINES

reassigned.

### Leave of Absence

Military and FMLA approved leaves will accrue time-in-title. All other leaves, time-in-title will cease and commence with leave dates.

### Exception to Time-in-Title/Time-in-Assignment Requirements

Associates who do not meet the time-in-title/time-in-assignment requirement for their current job, but who are otherwise qualified, may apply for other jobs. However, these employees will be considered **only** if there are no other qualified candidates who meet the time-in-title/time-in-assignment requirement and the Company has not determined that the job will not be filled by a new hire.

Departments may determine, on a case-by-case basis, their ability to waive time-in-title/time-in-assignment for an associate who is otherwise qualified when there are no other fully qualified associates who have applied for an available job vacancy. Supervisors will base their decision on force and load considerations.

### Ineligible

Term, temporary, and occasional employees are not eligible to apply.

**Exception:** Term employees in NJ are eligible to apply for positions; however, they are only considered as applicants when there are no qualified and available regular full- or part-time employees. NJ Term employees are considered after employees who do not meet time-in-title.

Departments may determine on a case by case basis their ability to release a NJ term employee who is otherwise qualified, based on force and load considerations.

### Leaves of Absence

Associates on a leave of absence exceeding 30 days are not eligible to apply for a job while on leave. Applications from associates on leave will be deleted from VZCareers.

Exceptions:

Military Leave of Absence

Leave for Ready Reserve Training

Absences covered under the Family and Medical Leave Act (FMLA)

Associates on leave for less than 30 days may be considered for positions. However, if they are not expected to return in time for the start of the new assignment, they may be bypassed, (except in the case of a Military Leave of Absence, Leave for Ready Reserve Training or absence covered under FMLA).

## JOB BRIEFS

### Definition

A Job Brief is an overview of the basic duties and qualifications of each associate job title. Job Briefs are not comprehensive job descriptions and may be viewed at <http://staffingservices.verizon.com/jobbriefs/index.asp>.

Job title extensions are added to some job titles to indicate specific types of work within selected job titles. Ex – Engineering Assistant – CPC and Engineering Assistant – OSP.

# RAMP GUIDELINES

## Content

The following information is included in the Job Briefs:

- Job Summary
- General Duties
- Basic Qualifications
- Job-related Experience
- Job-Related Required Skills
- Job-Related Desired Skills
- Performance
- Job-Related Education & Training

## Summary

The Summary section provides a basic overview of the job.

## General Duties

The "General Duties" section outlines some of the duties associated with the job. It is not all inclusive and must not be viewed as a job description. It is designed to be a reference for general information about the job. This section also provides the environment of the position. This indicates the types of working conditions that may normally be applicable to the job.

## Basic Qualifications

The Basic Qualifications section specifies the minimum job qualifications associates must possess to be considered for a job. This section also provides training and hours of work that may be required for this position.

## Job-Related Experience

The "Job-Related Experience" section is a listing of RAMP-covered job titles which bring lateral, directly-related and related job experience to the open title and, if applicable, comparable non-company job experience, considered related to the job vacancy. Company job-related experience under RAMP is limited to job assignments of 6 continuous months or more within the last 5 years. Non-company job experience is limited to job assignments of 12 continuous months or more within the last 5 years.

## Job-Related Required Skills

The Job-Related Required Skills section lists job-related skills that may be specified for an opening. Required skills are not always needed for a job title, but may be mandatory for a specific vacancy, (e.g., Spanish language fluency, radio license, etc.).

Up to three required skills can be included on a job requisition. To be eligible for consideration for a specific job vacancy, a candidate must have all required skills listed on a job requisition. Associates who do not have the required job-related skill(s) will not be eligible to apply.

## Job-Related Desired Skills

Desired skills are job-related and are part of the selection factors. Desired skills are not required.

Up to three desired skills may be included on a job requisition.

Desired skills are determined and listed in the job brief by the workgroup. To list skills on job briefs, use the following definitions:

- Skill definition - Generally, a skill comprises 25% of a standard work week of a job in

## RAMP GUIDELINES

terms of time spent using the skill.

- Performance Period - Skill definitions will clarify job terminology and define the performance period the skill was used, i.e. 6mon – 1yr; 1-3 yrs; 3-5yrs.

### **Current Job Performance**

The "Current Job Performance Rating" section lists the two levels of performance considered in the selection process:

- Exceeds Position Requirements
- Meets Position Requirements

Current job performance is considered when determining qualifications of candidates for jobs. Attendance is not a part of the Selection Classification Code used in making selections, but associates who do not meet attendance requirements are not eligible to apply for a job.

**Note:** For NJ CWA represented associates, the performance rating will not be considered a factor when selecting between category E candidates.

### **Job-Related Education**

The "Job-Related Education & Training" section lists higher education and training courses that are considered related to the job title. This list includes those degrees, trade school diplomas or certifications and training courses which may be taken to improve an associate's qualifications for the job title.

The Education section gives selection criteria credit for a job-related college degree major.

Education information may also be entered in the VZ Employee Self Service (VZESS) system.

**College Degree** – An academic title given by a college or university to a student who has completed a course of study. Degrees include 2-year (Associates), 4-year (Bachelors) or advanced (Masters, Doctorate).

College degrees will only be accepted if awarded from a recognized college or university accredited by the Council for Higher Education Accreditation (CHEA) or the United States Department of Education (USDE).

**Note:** Education Documentation Requirement – Associates must present valid proof of completed education, if requested.

### **Business/Trade or Technical School Diploma/Certificate/Certification or License:**

To receive selection criteria credit for various educational options outlined below, it must be mapped to a RAMP job title.

**Business School** – a career oriented school that offers certificates or diplomas in general business that can be earned in 18 months or less of study.

**Trade School** – may be referred to as a vocational school; is one operated for the express purpose of giving its students the skills needed to perform a certain job or jobs.

**Technical School** – more narrowly focused on work requiring familiarity with engineering practices and procedures. A two-year college which provides mostly job preparation skills for

## RAMP GUIDELINES

trained labor, such as welding or office management.

**Certification** – completion of a series of courses that provide current certification of competency in a specific field leading to an official designation. Often involves standardized testing. To maintain ongoing certification, additional courses or tests must be completed to assure proficiency remains up to date. Ex. MCSE, Cisco Certified Network

**Certificate** – issued to a person completing a **course of study** not leading to a 2-year, 4-year or advanced degree. Ex. Technical Drafting

**Note:** All documents must be current. Certificates issued for completion of a single course are not equivalent to completion of a certification or a course of study and will not be accepted.

**License** – An acknowledgement of proficiency in a specific subject domain for which a State or Federal Licensing Board grants the individual a license to practice a specific trade or business. License must be current. Ex. Electrician License, FCC General Class Radio License

### Training

The "Job-Related Training" section consists of in-house curriculums that incorporate a broad group of courses used to develop a training program. Training courses will expire 10 years from completion.

NetLearn and FutureLink training will be tracked in TEDS.

**Curriculum** - A set of courses constituting an area of specialization where a certificate of completion is awarded.

Credit will be given for completing 15 hours of a curriculum as established by Verizon and listed on job briefs. Example: NetLearn and FutureLink courses

### Job Brief Updates

Revision requests are coordinated by RAMP Administration through the Job Evaluation Process. Job briefs are created, updated and agreed to by LOBs that use the job titles.

*RAMP Administration determines the effective date for Job Brief updates and requires agreement of all owners before the completion of administrative procedures can be done. Revisions will be effective on the date noted on job briefs.*

## STAFFING PROCESS

### What is VZCareers?

VZCareers is Verizon's on-line tool for searching and applying for open positions. Employees utilize VZCareers to create resumes, view and apply for job vacancies.

### Job Vacancy Declaration

To fill a job vacancy, a VZCareers requisition is completed. The requisition includes the job title, work location, job posting end date, as well as any special job-related requirements such as required or desired skills.

**Note:** The listing of a vacancy in VZCareers will not prevent the Company from subsequently filling that opening with a new hire rather than an internal applicant.

# RAMP GUIDELINES

## RESUME

### Purpose

Associates interested in applying for positions must complete a resume. The resume provides an associate's job-related work experience, education and training, and information about his/her language fluency, current licenses and skills.

The information entered on an on-line resume is used to assign a Selection Classification Code when selecting associates for job vacancies. Associates should carefully read all instructions and ensure that all entries are complete and accurate.

RAMP Website - <http://staffingservices.verizon.com/ramp/index.asp>

### On-line Access

Access VZCareers

[https://pshrp.verizon.com:8208/psp/hrpda89/EMPLOYEE/HRMS/c/HRS\\_HRAM\\_EMP.HRS\\_CE.GBL](https://pshrp.verizon.com:8208/psp/hrpda89/EMPLOYEE/HRMS/c/HRS_HRAM_EMP.HRS_CE.GBL)

to complete an on-line resume. This resume will be used to apply for RAMP positions in the Mid-Atlantic Region.

### No On-line Access

Resume forms are available via:

- Voice Portal - 1-877-275-8947
- Intranet – Verizon Digital Workplace
  - Work Tools-Forms- Form #20-1424
- Internet – FutureLink
  - Vz-futurelink.net
    - User name – Verizon
    - Password – User will create new password

### Errors on Manual Resume

If the information entered manually on a resume is unclear, incomplete or incorrect, the profile will be returned to the associate or supervisor, depending on the section in which the error occurred. The associate will not be eligible to apply for jobs until a corrected profile form is received if there is no other resume on file.

### Contents

Resumes include:

- Experience
- Skills
- Language Fluency
- Education

### Experience

Auto-populated information from the payroll system and includes:

- Current job title
- Work history for the last 5 years

Non-Verizon experience gained within the last 5 years may be manually added to a resume.

# RAMP GUIDELINES

## Skills

Associates should refer to the RAMP Skills Table for definitions of skills. Associate's skills should meet the definition in order to be listed on the resume.

## Language Fluency

Associates will be able to add languages that are applicable to RAMP job titles. Jobs that require a second language will have the language listed on a job posting.

## Education

- Job-related 4-yr bachelors degree or above or 2-yr job-related associate degree
- Job-related Business/Trade/Technical School Diploma or Certificate
- Current Certifications or Licenses

Associates must present valid proof of completed education, if requested.

## Acknowledgement and Certification

Associates are expected to submit honest, correct and complete information on their resume. Misrepresentation of qualifications on resumes may be subject to disciplinary action up to and including dismissal. By agreeing to the terms and conditions of the resume, the employee acknowledges that information on their resume is true and correct.

## Verification

Resumes can be submitted either on-line or manually.

- When an associate submits the on-line resume, it will automatically be sent to the associate's Supervisor for verification of skills. An email will notify associates of the supervisor's approval or denial.
- Manual resumes must be approved by supervisors prior to forwarding to Staffing. Staffing will input the resume into VZCareers.

## Supervisor Responsibilities

- **Verify Performance**
  - Ensure that performance ratings are updated in the Performance Management Online (PMO) system. VZCareers will not accept applications with performance ratings that exceed 15 months.
  - Update Performance in PMO as ratings change. To change a performance rating, supervisors must follow the process established in the PMO system. Associates should be informed before supervisors change a rating.
- **Verify Attendance**
  - Ensure attendance is current in AMTS or future absence administration tools

Upon receiving a completed resume from an associate, the supervisor should:

- **Verify Skills**
  - Verify that skills are noted accurately and describe the associate's qualifications and are verifiable by available records or by the supervisor's knowledge of the associate's skills
  - Verify employee meets the skills definition

# RAMP GUIDELINES

- **Completion**

- Review and process the resume within 3 business days. **Supervisor approval of skills is required for revisions to be effective**

## **Instructions**

Access detailed instructions for completing and updating on-line resumes in VZ Careers.  
Go to: About You >Career and Learning >Associate Job Opportunities/East Associate Jobs

## **Updates/Expirations**

### **Supervisor Updates:**

Supervisors are to update associate's job performance whenever a change occurs. Both annual and interim updates will be populated from the Performance Management Online system onto the on-line resume.

### **Associate Updates:**

Associates are responsible for updating information in VZESS and on on-line resumes to reflect education or skills changes.

### **Expirations:**

Time limits apply to the following:

- Skills will expire 5 years from the last date performed
- Training hours will expire 10 years from the date the approved courses are completed
- Certifications/Licenses expire as required by licensing agency

Higher education (degrees, diplomas) will remain valid indefinitely.

### **System Updates**

Changes to on-line resumes are "real time" and are effective immediately after supervisors approve them. Manual forms will be processed within 2 business days of receipt.

Performance and Attendance information will download daily.

### **Receipt Status – Manual Resume**

Email notification will be provided to the associate after the resume has been entered manually. If associate does not have company email, notification will be provided to the supervisor.

### **Auditing**

Internal audits may be conducted periodically by internal auditing specialists and/or Staffing Representatives or RAMP Administration to ensure compliance with required guidelines and procedures.

### **Job Postings**

Associate jobs will be posted in VZCareers/Voice Portal for 10 business days after a requisition is approved.

### **Confirmation**

When an associate applies for a job, VZCareers or the Voice Portal will provide a confirmation

## RAMP GUIDELINES

number. This number confirms that the application has been accepted. This number will be needed should there be questions about the application.

### Status of Positions

VZCareers will provide the status of posted positions.

- Posting end date
- Status – Open, Hold, Filled, Cancelled

## JOB APPLICATION PROCESS

### Eligibility

Before applying for a job an associate must meet **eligibility requirements**.

### How To Apply:

Associates can access VZCareers via the Intranet by using their VZID and password or Voice Portal by using their VZID and Voice Portal pin.

### VZCareers Access:

[https://pshrp.verizon.com:8208/psp/hrpda89/EMPLOYEE/HRMS/c/HRS\\_HRAM\\_EMP.HRS\\_CE.GBL](https://pshrp.verizon.com:8208/psp/hrpda89/EMPLOYEE/HRMS/c/HRS_HRAM_EMP.HRS_CE.GBL)

On-line applications may be completed during normal hours of access to VZCareers.

**Voice Portal Access:** - The Voice Portal is an automated system that uses voice response technology. The Voice Portal permits associates to learn about and apply for full-time or part-time associate job vacancies.

Jobs vacancies submitted on VZC will also be advertised on the voice portal.

### Availability

**VZCareers** will be available during the following times:

Monday through Friday 6:00 AM – Midnight ET

Saturday 9:00 AM – 10:00 PM ET

Sunday 8:00 AM – 8:00 PM ET

### Voice Portal

The Voice Portal is a feature within VZCareers. It is an automated system that uses voice response technology. The Voice Portal permits associates to learn about and apply for full-time or part-time associate job vacancies.

Jobs submitted via VZC will also be advertised on the voice portal. Voice Portal is available 24 hrs each day. Transactions through voice portal must be completed by 10:00pm EST on the posting close date.

### Standing Requests - NJ IBEW Only

Only NJ IBEW Local 0827 associate employees are eligible to use Standing Requests to apply for positions.

A Standing Request allows an associate to be considered automatically when a vacancy occurs in the job title and location specified. Associates may have a maximum of 16 Standing Requests in the system for specific job titles and locations.

Effective 2/2/09

Page 14 of 27

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## RAMP GUIDELINES

Candidates will be added to candidate lists where applicable from the Standing Request that are on file. Standing Requests can be accessed on VZCareers or Voice Portal. Follow the Standing Requests prompts.

### **Cancellation of Job Application**

Associates may cancel a job application by accessing VZCareers or the Voice Portal and responding to the prompts. Job applications must be canceled prior to the end of the posting period of a job in order for an associate to avoid a declination penalty.

### **Temporary Assignments**

When an associate accepts a temporary assignment under this Plan, the associate may still apply for other jobs, except under the circumstances described below.

#### **Exception**

The manager who has an opening for a temporary assignment may indicate on the requisition that an associate who accepts this job offer will be excluded from consideration for any other vacancies until the conclusion of the assignment. The job posting will include this restriction.

Associates selected for temporary vacancies that have this type of restriction will be notified by staffing that they will not be able to apply for jobs during the period they are in the temporary assignment. If the employee is unwilling to accept this condition, the employee will not be selected for the temporary assignment. In the event the job posting does not state this restriction, no penalty will be assessed.

#### **Performance Evaluation**

At the conclusion of a temporary assignment of 6 months or more, the temporary supervisor must document the length of the assignment, complete an evaluation of the employee's performance and forward this information to the employee's permanent supervisor.

#### **Experience Credit**

Time spent in a temporary position may qualify for experience credit only if all of the three following conditions are met:

- placement in the temporary position was made through RAMP. (*Note: A loan made outside of RAMP does not qualify.*)
- the employee was rated at least "Meets Position Requirements" in the temporary assignment, and
- the employee worked continuously for at least 6 months in the same position.

Time in temporary assignments will be reflected in the work experience section of the associate's on-line resume.

**Note:** With HR Director concurrence, a BU/LOB may develop procedures which allow for work experience credit for temporary assignments that do not meet the above criteria. Such credit will only be applied to job openings within that BU/LOB and will not be considered for movement to other BU/LOB vacancies through RAMP. Manual tracking will be necessary within the BU/LOB to administer such procedures.

## TESTING

Effective 2/2/09

Page 15 of 27

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# RAMP GUIDELINES

## Purpose

Verizon depends upon a highly skilled workforce for its continued success. Testing plays an important role in ensuring a capable workforce by providing tools that are designed to effectively measure knowledge, skills, and abilities required for successful job performance. These tools are used to identify individuals who are most likely to complete training and are capable of performing at or above the company's current standards of performance.

The Verizon Assessment and Selection group either develops or selects tests that are validated for the purpose of selection or placement of employees into a particular job or job family.

## Types of Tests

Depending on the job title, associates may be required to take one or more tests in order to be qualified for that job title. The tests may include:

- Primary tests - Universal Test Battery - Revised (UTB-R)
- Secondary tests (e.g., Data Entry Test, CCER Sales and Service, etc.)

## UTB-R

The Universal Test Battery-Revised (UTB-R) is a paper and pencil test that measures both cognitive abilities and interpersonal skills. It may be the first test associates take in the qualifying process. The UTB-R consists of seven subtests that measure core skills and abilities (e.g., arithmetic and reading comprehension) as well as interpersonal skills and behaviors based on personal experiences and opinions.

Associates must be UTB-R test qualified or test exempt for an open position prior to applying. Candidates who wish to take the UTB-R must complete the "Self-Nomination Form for UTB-R" and forward it to Central Scheduling. The form is available at:  
<http://vids.verizon.com/telecom/it/eforms/forms/e/20-1527.pdf>

## Job Families

Most associate jobs have been grouped into one of five "families" for testing according to tasks performed, and the knowledge, skills, and abilities required to perform those tasks.

The following list provides a brief description of each Job Family –

- Job Family 1 – Operations Support
- Job Family 2 – Customer Sales and Service
- Job Family 3 – Technician
- Job Family 4 – Warehouse, Transportation & Collection
- Job Family 5 – Construction

For a complete list of jobs that require the UTB-R, please refer to the Assessment and Selection website at

<http://myeweb.verizon.com/eweb/myportal/AboutYou/CareerAndLearning/AssociateJobs/AssociateTestingRequirements>.

## UTB-R Score

The scores on the UTB-R subtests determine the job family or families for which an associate is qualified. Once an associate qualifies for a job family through the UTB-R, (s)he is UTB-R-qualified for any position within that job family.

# RAMP GUIDELINES

## UTB-R Retest

Retest Interval:

First	3 months
Second	6 months
Subsequent	1 year

## UTB-R Results

Test results are entered in the system within 24 hours (1 business day).

## UTB-R Test Exemptions

Contact VTStaffing@Verizon.com for information related to UTB-R test exemptions or refer to the Assessment and Selection site on the eWeb at

<http://myeweb.verizon.com/eweb/myportal/AboutYou/CareerAndLearning/AssociateJobs/AssociateTestingRequirements>.

## Secondary Screening

Some associate positions require secondary tests, mini-courses or structured interviews to determine specific knowledge and skills. In order to be considered for an opening in such a position, an associate must have taken and passed the secondary screening, be test exempt, or be eligible to take any required secondary test.

Staffing Representatives arrange secondary testing. Secondary testing results are entered in the system within 3 business days.

## No Show/Test Declination Penalty

Associates who are scheduled to take the UTB-R test or a secondary test for a RAMP job title will incur a no show test penalty or a test declination penalty if they fail to appear for the test because they are:

- Not ready to take the test; or
- No longer interested in the job title requiring the test.

If a penalty is incurred, the associate is required to wait the specified period of time before applying for any job title requiring the UTB-R or the same secondary test. The penalty for No-show or Test Declination is six months for the first occurrence and 12 months for subsequent occurrences for the same test, if subsequent instances occur within 18 months of a previous declination.

To avoid incurring a penalty, associates:

Are encouraged to review a copy of the applicable test material before applying for an advertised job. Information is available on the Assessment, Testing and Selection eWeb site at:

<http://myeweb.verizon.com/eweb/myportal/AboutYou/CareerAndLearning/AssociateJobs/AssociateTestingRequirements>.

Associates who are no longer interested in a job they applied for should cancel their application before the job-advertisement period ends.

## RAMP GUIDELINES

Test information is available on the eWeb Portal at:

<http://myeweb.verizon.com/eweb/myportal/AboutYou/CareerAndLearning/AssociateJobs/AssociateTestingRequirements>

Associates who do not have access to the eWeb should ask their Supervisor for assistance in obtaining test information.

### Test Cancellation Policy

Scheduled tests may be cancelled until 4:00 PM the day of the appointment, without penalty, regardless of the time the employee was scheduled to test. Example: Test appointment scheduled for 9:00 AM may be cancelled as late as 4:00 PM that day without the employee incurring a penalty. To avoid incurring a penalty, the supervisor should contact Test Administration at 1-800-995-8772 as soon as it is known that the employee will not be able to appear for the scheduled test appointment. If the test cancellation is not called in by 4:00 PM on the scheduled test date, the employee will be classified as a no show, and the penalty may be assessed.

## PRIORITY PLACEMENT

### Definition

Priority Placement includes, but is not limited to:

- surplus associates
- associates available for reassignment in anticipation of surplus (MD, VA, WVA and DC only)
- associates returning from a leave of absence
- associates with recall rights, re-employment rights, or rights as a result of a grievance settlement or arbitration award
- associates with medical restrictions
- associates with weight restrictions
- associates subject to Company-initiated retreats

### Use

Upon receipt of a requisition, the Staffing Representative checks for priority placement candidates. Qualified priority placement candidates will normally get priority over other applicants for lateral and downgrade transfers within the home state. Testing requirements are not waived for priority placement candidates.

**Note:** *Potomac Bargaining Unit is treated as one state for this purpose.*

### Candidate List

At the end of the posting period, the Staffing representative will retrieve the candidate list from VZCareers and make the selection. Associates must be test exempt or qualify on required secondary test(s) in order to be considered for the job. All candidates on the candidate list will be ranked according to the selection classification code system.

## PLACEMENT OF QUALIFIED EMPLOYEES WITH DISABILITIES

### Policy

Verizon is firmly committed to providing equal employment opportunities and treating qualified

## RAMP GUIDELINES

individuals with disabilities without discrimination in all employment decisions including, but not limited to, employment, recruitment, testing, hiring, assignments, evaluations, disciplinary actions, promotions, demotions, transfers, layoffs, compensation, leaves, training, benefits, and/or termination.

Verizon will make reasonable accommodations for the physical and mental disabilities of qualified employees or applicants for employment. Business necessity, difficulty in accommodating, operational considerations, legal requirements (including collective bargaining agreements), and financial cost or expense may be considered in determining the extent of any accommodation to be made.

### Tests

Some disabilities may limit the ability to take tests in the conventional manner. When a qualified individual with a disability requires special testing accommodations, he/she should make the request for accommodation prior to the scheduling of required test(s). For accommodations, employees should contact Verizon's test accommodations group via e-mail at [ada@aoncons.com](mailto:ada@aoncons.com), or call 800-698-3374.

### Job Site Visit

A Job Site Visit may be arranged by the Staffing Representative to acquaint a qualified individual with a disability with the prospective work location, facilities and job duties. The Job Site Visit may not be used as an opportunity for an interview or trial by the receiving department.

### Reasonable Accommodation

Requests for reasonable accommodations will be reviewed by the Workforce Intervention Team with input from the Staffing Representative and the Telecom Business Unit Manager as needed.

When a qualified individual with a disability, who is currently being accommodated, is selected to fill a job vacancy, the Staffing Representative will contact the Workforce Intervention Team to notify them of the selection. The Workforce Intervention Team will work with the hiring department to recommend any reasonable accommodations that could be made.

In cases where an employee initiates a request for accommodation during the placement process, the Staffing Representative will contact the Workforce Intervention Team and notify them of the employee's request for an accommodation.

Any requests for accommodations should be submitted to the Workforce Intervention Team at [workforce.intervention@verizon.com](mailto:workforce.intervention@verizon.com).

## SELECTION CLASSIFICATION PROCESS

Applicants will be classified according to a classification code system for the purposes of developing a selection hierarchy. As a result, each associate who applies for a position will have a Selection Classification Code assigned which indicates his/her level of qualifications for the title.

Selection of best qualified will be made from among applicants who are in the highest Selection Classification Code grouping for the title and who are otherwise fully qualified for the position.

### Worksheet

Selection Classification Code Worksheets are provided for associates to calculate their own Selection Classification Code(s) for the title(s) in which they are interested. A sample worksheet is provided in the "Selection Classification Code Procedure" on the RAMP Website.

Effective 2/2/09

Page 19 of 27

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# RAMP GUIDELINES

## VZCareers

A Selection Classification Code will be assigned and displayed/announced when the associate applies for specific job titles.

## Order of Consideration

VZCareers will assign a 4-character Selection Classification Code to each employee on the candidate list based upon the information on the on-line resume. These codes will serve as the order of consideration for selection.

## Code Characters

The 4 characters comprising the Selection Classification Code designate the following:

- Job Related Experience
- Desired Skills
- Current Job Performance
- Job-Related Education and Training

## Job-Related Experience

The "Job-Related Experience" section specifies the hierarchy used in categorizing and selecting employees with experience in Verizon job titles or non-company job titles considered lateral, directly related or related to the job vacancy.

Experience is the first category of the Selection Classification Code which the employee is assigned for the specific title. The hierarchy of experience credit and code assignments is indicated below.

**Note:** [A title can only be considered "Lateral", "Directly Related" or "Related" if it is listed as such on the job brief.](#)

<b>L</b>	<p>The definition of the lateral classification code category differs from the basic definition of an interdepartmental lateral move (defined under "Job Moves Covered Under RAMP"). For purposes of classification, the L code covers requests for a lateral move by associate currently in the requested job title or in a job title having similar job duties. This is solely for moves that do not qualify as intradepartmental.</p> <p><b>Note:</b> Managers are not required to accept an applicant for a lateral move, due to needs of the business. See <b>interdepartmental lateral transfers</b> for more information.</p>
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<b>B</b>	<p>Currently in a directly-related title, or previously held the title (for at least 6 continuous months within the last 5 years) or has produced verification of non-company experience in a job which is substantially the same as the job being filled (performed for at least 12 continuous months</p>
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## RAMP GUIDELINES

	within the last 5 years).  <b>Note:</b> Job experience credit for non-Verizon jobs is only intended for previous work experience and current experience in those job titles for which co-employment would not be a potential conflict of interest.
<b>C</b>	Currently in a related title, or previously held a directly related title (for at least 6 continuous months within the last 5 years).
<b>D</b>	Previously held a related title (for at least 6 continuous months within the last 5 years).
<b>E</b>	Has none of the work experience described in L, B, C, or D within the last 5 years.

### Skills

Skills are defined in the Skills Code Directory. Associates will be prompted to answer questions to confirm skills knowledge. Skills require supervisor approval.

Job-related **Desired Skills** are the second category of the Selection Classification Code assigned to an employee applying for a specific title. Desired skills are not required.

Up to 3 desired skills may be on a requisition. Ranking will be based on the number of job related skills listed on an associate's resume. Points will awarded as follows:

- 3 points - candidates with all 3 desired skills listed on a requisition
- 2 points - candidates with 2 desired skills listed on a requisition
- 1 point - candidates with 1 desired skill listed on a requisition
- 0 points - if candidate does not possess desired skills listed on requisition or when desired skills are not listed on a requisition

Skills obtained through previous Verizon positions and outside experience within the last 5 years may be considered. To receive credit for a skill associates must meet the skill definition in the Skills Code Directory.

Skills expire 5 years from the date last performed.

**Required Skills** are job-related skills that a candidate **MUST** have to be eligible for placement in specific job openings and are not reflected in the Selection Classification Code. Up to 3 required skills may be added to a requisition.

Associates should update skill codes as defined in the Skills Code Directory. Associates who do not possess required skills listed on a job requisition will not be eligible to apply for a vacancy.

## RAMP GUIDELINES

### Current Job Performance

Current job performance rating is used as the third major classification category for Selection Classification Code purposes.

Performance codes will be based on the Performance Management Online definitions and will auto populate from the Performance Management Online (PMO) system.

Staffers will verify performance prior to job offer. Only the job performance codes E or M will be factored into the ranking:

<b>Code</b>	
ER = E	Exceeds Position Requirements
MR = M	Meets Position Requirements
	<b>Associates Returning from Leave of Absence</b> - The last formal performance rating will be used for associates who have returned to work from LOA for less than 6 months. If greater than 6 months, it is recommended that an interim performance review be completed.

Credit in this category solely reflects the current performance rating and not attendance. Attendance impacts an associate's ability to apply for any job, but is not a part of the Selection Classification Code.

**Note:** For NJ CWA positions only, additional credit will not be given for an "Exceeds Position Requirements" performance rating for associates who have Selection Classification Codes beginning with E (no job-related experience).

### Job-Related Education & Training

Job-Related Education & Training is the fourth classification category assigned for Selection Classification Code purposes. Completion of specific training courses tracked in TEDS will automatically be calculated in the Selection Classification Code.

- Job-related 2 or 4-year degree accepted
- Job-related Business/Trade/Technical School Diploma, Certificate, License or Certification related to a specific job title
- Job-related training courses established by Workforce Development

If requested, associates must provide copies of documents which verify completion of training courses, degrees, diplomas, certificates, certifications and licenses to their supervisor and retain a copy for their records.

Job-Related Education/Training - Cumulative 0-6 points (High) as detailed below:

TYPE OF DEGREE/CERTIFICATION	POINTS
<b>Higher Education (only 1 applicable)</b>	
Job-related 4-year degree—Bachelors or above	3

## RAMP GUIDELINES

Job-related 2-yr Associates degree	2
<b>Business/Trade/Technical School or Related Diplomas Listed on Job Brief (only 1 applicable)</b>	
Diploma or certificate in related majors not leading to an Associate degree	2
Job related License or Certification	2
<b>Pre-determined training courses – Related to Job Title</b>	
Completion of a minimum of 15 hours NetLearn or FutureLink courses listed on a Job Brief	1
No job-related education or training	0

### Impact of Seniority

Seniority will be used as a tie breaker between two or more top candidates when all other qualifications are substantially equal.

### Placement Process

#### Offer/Decision Period

After the selection decision has been made and the candidate's current job performance rating, attendance rating and availability have been confirmed, the job offer is made to the associate's immediate supervisor or other appropriate departmental representative. The selected candidate will normally be given 1 work day to accept or decline the offer.

Under emergency or other extenuating circumstances, with Staffing Manager approval, the Staffing Representative may, at his or her sole discretion, permit the associate additional time to accept or decline the job offer.

#### Final Qualifying Process

Prior to placement in the job, the following may be administered for certain job titles to the top candidate(s) under consideration for the vacancy to verify continued eligibility:

- the applicant's availability to meet the start date/training date.
- the applicant's successful completion of any additional qualification processes as required by the job:
  - Drug screening when required by law
  - Background Investigation
  - Driving Record Investigation
  - DOT required physical exams
  - Weight verifications
  - Current licenses

Failure to successfully complete these when required by the job will result in disqualification.

#### Job Site Visits

Job site visits will generally be granted only where a contractual obligation exists.

#### Release Date

# RAMP GUIDELINES

The associate's report/release date will be determined by the releasing department and the receiving department. The target release date will normally be 7 days with a maximum of 14 calendar days from acceptance of a job offer. With the concurrence of the Staffing Manager, in extenuating circumstances, the sending and receiving managers may negotiate for additional time. The report/release date must be coordinated with Staffing to ensure timely processing.

## Relocation

If an associate requests and is selected for a job in a location necessitating a change in residence, the associate will assume all relocation costs unless the applicable collective bargaining agreement provides for other treatment.

## Availability of Candidate

The Staffing Representative will confirm the employee's availability to meet the initial training date. To meet a training date, employee releasability should be worked out between staffing and the releasing supervisor.

Employees are expected to remain in a job for a specified period of time prior to an anticipated absence. This will allow for completion of training and sufficient time-on-the-job to develop job proficiency. The time period for availability varies with each job.

**Note:** FMLA covered absence is excluded from the availability requirements.

## Available Time Period

Available time period defines the period of time an associate should work after completing training before requesting time off.

The following table outlines the maximum length of time an associate may be required to work after training. Each case is handled on an individual basis. Extenuating circumstances may be considered. The required time period ordinarily consists of initial training, plus a continuous period of six to twelve weeks depending on the complexity of the job.

Initial Training Period		Time on Job
0 to 1 week	Plus	6 weeks
1 to 2 weeks	Plus	8 weeks
3 to 4 weeks	Plus	10 weeks
5 or more weeks	Plus	12 weeks

For example, a position which requires 6 weeks of initial training, would require that the individual be available for 18 weeks (6 weeks of training plus 12 weeks on the job) prior to an anticipated absence in order to be offered the position.

## Consideration for Placement

An employee who anticipates absence for disability or non-disability reasons will be considered for placement provided all of the following conditions are met:

- The job under consideration presents no hazards to the individual (medical certification may be required).
- The individual can complete any initial training necessary to perform the job. Training may be self-paced or instructor-led, classroom or on-the-job depending on the position

## RAMP GUIDELINES

requirements.

- The individual can assume the duties of the job assignment after initial training for a continuous period of 6 to 12 weeks, depending on the specific job training requirements.

### **Vacation**

An employee who has previously scheduled vacation during the required time period will not be disqualified, but as a condition of selection, the employee can be required to reschedule the vacation in order to complete the required training and time on the job as defined in the "Available Time Period" section. The Staffing Representative will call to make the job offer to the associate's supervisor or other appropriate departmental representative. When an associate is on vacation, the supervisor will attempt to reach the associate at the contact number provided by the associate.

An associate who is on an extended vacation (greater than 2 weeks) will be removed from consideration when the supervisor calls to relay the job offer and is unable to reach the associate.

**Note:** It is strongly suggested that associates who have applications for positions provide their immediate supervisor with a contact number prior to going on vacation (greater than 2 weeks). This will provide the supervisor with the best opportunity to try to reach the associate.

### **RETREATS**

A retreat is a return from a job in which an associate was placed under RAMP to the associate's former job or another position. This includes laterals, downgrades and promotions handled through RAMP.

Whenever a retreat takes place, the supervisor of the retreating employee must complete the RAMP Retreat Documentation Form (**Form 20-1682**). Upon completion this form is to be sent to the appropriate Staffing Representative.

#### **Employee-Initiated Retreats**

A retreat may be initiated by the associate within 3 months after reassignment under this Plan. The 3 months is exclusive of formal initial training or disability absence.

#### **Restrictions**

An associate-initiated retreat is not permitted under the following circumstance:

- the associate was surplus at the time of placement

#### **Company-Initiated Retreats**

A retreat may be initiated by the Company within **6 months** after an associate's reassignment (exclusive of time spent in formal training or time lost for a disability absence) based on any of the following:

1. failure to complete training successfully
2. poor work performance
3. unwillingness to meet job requirements.

#### **Restrictions**

A Company-initiated retreat is not permitted under any of the following circumstances:

## RAMP GUIDELINES

- the employee engages in misconduct
- the employee's absence or tardiness does not meet requirements during the initial 6 months of the assignment

### **Retreat Placement**

The Staffing Representative will coordinate the attempt to return the associate to the former title and location or to another position.

If the initial move resulted in a change of residence, a comparable position to the former job or another position will be sought in the new location.

If neither the former position nor another job is available within 30 calendar days, the employee's current department will determine the appropriate action.

## **PENALTIES**

### **No Show/Test Declination Penalty**

Associates who are scheduled to take the UTB-R test or a secondary test for a RAMP job title will incur a no show test penalty or a test declination penalty if they fail to appear for the test because they are:

- Not ready to take the test; or
- No longer interested in the job title requiring the test.

If a penalty is incurred, the associate is required to wait the specified period of time before applying for any job title requiring the UTB-R or the same secondary test. The penalty for No-show or Test Declination is six months for the first occurrence and 12 months for subsequent occurrences for the same test, if subsequent instances occur within 18 months of a previous declination.

### **Declination Penalty**

When a selected candidate declines a job offer, the candidate will not be allowed to apply for the same title and same extension at any location, for a period of 6 months. Titles with extensions are considered distinct and separate. For example, a declination of a job offer for Engineering Assistant - CPC will result in a 6-month penalty for Engineering Assistant - CPC, but not for Engineering Assistant - OSP.

**Associate-initiated retreat** -- associates will not be permitted to apply for any job title at any location for 6 months. In addition, associates will not be permitted to apply for the same job title and same extension at any location for 12 months from the date of the retreat.

After the 6 month penalty period, the associate will be able to apply for any job title and extension except the title from which (s)he retreated. The associate will be able to reapply for the title and extension from which (s)he retreated after a total of 12 months has elapsed from the date of retreat.

**Company-initiated retreat** -- the associate will not be permitted to apply for the same job title and same extension at any location for a period of 12 months.

## **RAMP GUIDELINES**

### **Pole Climbing Retreat**

Employees who do not pass Pole Climbing Training will not be eligible to apply for any position requiring Pole Climbing for a period of 12 months.

### **RELOCATION EXPENSES**

All moving and/or personal expenses as a result of an associate-initiated retreat must be paid by the associate. Relocation costs associated with Company-initiated retreats will also be borne by the associate, unless these costs are otherwise subject to reimbursement under the appropriate collective bargaining agreement.