

MEMO

To: Troy Employees
From: Bob Kasper
Date: September 24, 2004
Subject: Cell Phone Policy

Thirteen years ago, when we started the company, we had a handful of company policies. Over the past 13 years, we've been discovering that our personal lives have been increasingly dominating our every move; no matter where we are. This has required us to write policies to govern our policies.

It's a fact of life that we all have responsibilities, commitments, and leisure activities that require coordination and flexibility. These are important. They're what we live for! However, we must minimize their impacts on our work performance. We're sensitive to the difficulties of balancing our professional priorities along side our personal priorities. But, we can not take on the role of Judge and Jury over which priorities can "invade and interrupt" you in the midst of your work. Therefore, our policy, without exception, is that everyone working on The Calling Floor, including management, must turn off the cell phones upon entering The Calling Floor. Even vibrate mode is not acceptable.

Options On How To Handle Emergencies

1. Emergency Phone Calls can be placed to the Supervisor Desk: (518) 266-0909 x103.
2. Check your cell phone voice mail at breaks.
3. Full time employees may obtain their own voice mailbox in our phone system. Friends and family may leave messages for you there.

I'm confident this will be the best solution for everyone. Thanks for your understanding.

Bob