

RUTHERFORD Cable Ombuds Program

Goal: To create a confidential process to address potential issues relating to comments, concerns, or behaviors made by members/visitors during a Rutherford Cable event **and** to address investigations related to Whistleblower Policy complaints.

Concern raised by member under the **WHISTLEBLOWER POLICY** to President or Board member
(Legal—violation of laws, regulations, policies)

• President or board member refers concern to Ombuds Program-Legal Advisor

Confidential email/call made to Legal Advisor or issue is referred by board member via the Whistleblower Policy Open Door process

- Member provides details of concerns via email or call to Legal Advisor or issue is referred from board member via Whistleblower Policy open door process.
- Board policies & Ombuds Program information will be posted to Rutherford Cable's website, under About Us, and will include current contact info for Legal Advisor.
- Legal Advisor reviews and has follow up discussion with member to gain additional insights and potential people who witnessed concern.
- Legal Advisor sends written summary of concern to the member to confirm that the concern is accurately summarized.
- Legal Advisor removes any identifying information from concern (unless member agrees to share identifying info) and sends summary to Ombuds Committee.
- Note, the ability of the Ombuds Committee to investigate may be impacted by the extent of the confidentiality request.

Ombuds Committee Reviews & Investigates

- Committee members: HR Advisor, President-Elect, Governance Director, & member at large with advice and counsel from Legal Advisor. The member at large will be selected by the Ombuds Committee and must be a member in good standing (dues paid and active), have been a member for at least 2 years, and not be a board or committee member.
- Should the concern involve an Ombuds Committee member, the member will recuse themselves from the investigation and resolution.
- Committee will enlist the assistance of additional board directors/committee chairs if concern involves their specific area of responsibility & expertise.
- Committee meets (virtually or in person) to review and investigate concern.
- Committee interviews potential witnesses when possible.
- Committee develops plan to address concern and sends recommendations to resolve concerns to Legal Advisor.

Resolution & Communication

- Legal Advisor communicates resolution plan to member.
- HR Advisor addresses concern with involved member/visitor to ensure understanding and steps to address concern.
- Ombuds Committee does follow up with both parties after 30 and 60 days to ensure concerns are resolved.
- A summary of the Ombuds Program issues and concerns will be shared with the board monthly.

Concern raised by member under **OMBUDS PROGRAM** directly to RC Legal Advisor
(Issues re: comments, concerns, behaviors)

Final Approved by BOD 7.21.22—Full Policy is posted on RUTHERFORD Cable website under Board & Bylaws.