COMCAST SOLUTIONS

A channel for effectively resolving workplace legal issues





Introducing Comcast Solutions

Comcast is committed to creating a positive and productive work environment for everyone—where, true to our Credo, we act with the highest standards of honesty, fairness, integrity and respect for one another.

Comcast provides a number of avenues for addressing workplace issues—through our Open Door policy and Comcast Listens channels. These include speaking with your supervisor, human resources, another local leader, a Comcast Listens representative, or by contacting the hotline or web portal.

While most concerns can be resolved quickly and effectively through these channels, occasionally legal issues arise that are better suited for a more formal dispute resolution process. To address concerns of a legal nature affecting your employment, Comcast provides an additional resource for you called Comcast Solutions.

COMCAST SOLUTIONS

Three steps to resolve workplace legal issues

Comcast Solutions is a three-tiered program that is designed to address many types of workplace legal disputes that would otherwise be heard in a court of law. Examples of the types of claims that Comcast Solutions is designed to address include claims for back pay, commissions or failure to pay overtime, claims for discrimination based on race, gender, age, religion, disability or any other protected class, and claims for sexual or other types of unlawful harassment.

Comcast Solutions offers three steps for resolving these types of claims:

- 1 Review/Facilitation
 - which involves an internal review of the claim at the Corporate Headquarters or Divisional level
- 2 Mediation

which involves a formal settlement/mediation conference with a neutral outside, professional mediator

3 Binding Arbitration

which involves a formal arbitration hearing that proceeds in many ways like a trial, where witnesses and evidence may be presented before a neutral outside, professional arbitrator

Features of Comcast Solutions

Employment-related lawsuits handled through the court system are almost always disruptive, time-consuming, and costly for everyone involved. We would much rather hear about and resolve any legal issues that may arise right away—to help ensure our employees' time and company resources are used productively in ways that benefit all Comcasters. That's why we created Comcast Solutions. Here are some of the benefits that Comcast Solutions offers:

It's fair, impartial and effective

Comcast Solutions offers you more than one opportunity to have your legal issues heard by an outside, impartial third-party—someone who is not affiliated with Comcast, who can consider your claims objectively. Professional mediators and arbitrators are often former judges, experienced attorneys or trained professionals. They are not on either side of a dispute, but act like a neutral umpire between the parties.

In the first two steps of the Comcast Solutions process—Review/Facilitation and Mediation—you decide whether to accept the outcome at that phase or move on to the next one. In the final step, an arbitrator will have the authority to award full damages, attorney's fees and other types of relief. Both the company and you will be bound by the arbitrator's final decision.

It's less expensive

There are no filing fees (or other charges) to you under Steps 1 and 2 of the Comcast Solutions process, as there would be if you filed a case in a court of law. If your legal claim proceeds to Step 3 arbitration, you pay only a small portion of the total arbitration fee (\$150), which is reimbursed back to you if you are successful in any of your claims. Importantly, at the arbitration phase, Comcast will pay up to \$1500 to cover the cost of your attorney's fees (which payment you will receive even if you are ultimately unsuccessful on your claims, provided the arbitrator does not determine that your claims were frivolous). You also may be able to receive payment for all of your attorney's fees, depending

on the outcome of the case and the decision by the arbitrator. In addition, Comcast employees who have to miss work at Comcast to attend a mediation or arbitration under the program will be eligible to receive pay for the days spent at the mediation or arbitration, at their regular (or ABBR) pay rate, without using up their paid time off.

It's faster

Cases that are brought in a court of law sometimes can take years to reach a final resolution, especially if there are extensive motions or lengthy appeals. There are timing guidelines at each step of the Comcast Solutions process to provide parties with adequate time to exchange information and obtain discovery, but also to ensure that you obtain the relief you are seeking in a timely fashion.

It encourages an early, cooperative resolution

Cases that are filed in court often ultimately end up being resolved by a settlement between the parties, sometimes after months or years of motion filings and expensive litigation practice. Comcast Solutions moves communications about possible settlement/resolution to early in the process, potentially saving you and the company time, expense, and attorney's fees.

It's confidential

Court cases are generally public in nature—something that your neighbors, friends and others can read about. Claims brought under the Comcast Solutions program will be kept confidential by the company and the dispute resolution organization handling the claims, to the extent practicable, given the need to review and mediate/arbitrate the claims. This means that Comcast will involve only those with a business need to know.

It's covered by the company's anti-retaliation policy

Comcast strongly prohibits retaliation against any employee who brings a claim under the Comcast Solutions program.

You choose how to proceed

There are two options for raising workplace legal issues:

- Start with Comcast Listens. or
- Go straight to **Step 1 of Comcast Solutions**.

COMCAST LISTENS

Any workplace or integrity issue (including non-legal issues)

- Can be anonymous
- Certain integrity issues <u>must</u> be reported

Open Door/Comcast Listens

You can raise any workplace or integrity issue to:

- 1. your supervisor, local manager, or HR;
- 2. your Comcast Listens representative; or
- 3. through the Comcast Listens helpline or web portal.

INTERNAL RESOURCE

Claims raised through the Comcast Listens helpline/website can be made on an anonymous basis. All claims raised will be promptly investigated internally and, where appropriate, action will be taken.

COMCAST SOLUTIONS

Claims of a legal nature affecting your employment

- Not anonymous
- You can be represented by an attorney, if you prefer



Review/Facilitation

Your claim will be reviewed by a Comcast Solutions Lead to determine if it is a covered legal claim. If it is, the Comcast Solutions Lead will work with both you and company representatives in an attempt to work out a mutually satisfactory resolution to the issue. If you are not satisfied with the proposed resolution, you can decide to proceed to the next step.

INTERNAL RESOURCE



Mediation

If your issue is not resolved through review/facilitation, you may request that the claim proceed to a professional, external dispute resolution organization for mediation. A mediation/settlement conference will be held in an attempt to reach a mutually satisfactory resolution. It is not required, but you may bring an attorney at your own cost. If you are not satisfied with the mediation result, you can decide to proceed to the next step.

EXTERNAL
RESOURCES
Dispute
Resolution
Organization



Arbitration

If mediation is unsuccessful, you may request an arbitration hearing on your claims, similar to a court proceeding, but decided by an independent arbitrator who is approved by the American Arbitration Association or JAMS,¹ and is not an employee of Comcast. Again, you can be represented by an attorney at this phase (and Comcast will give you up to \$1500 towards attorney's fees). The arbitrator will review evidence and listen to witnesses before rendering an opinion, which will be final and binding on you and on the company.

¹JAMS stands for the Judicial Arbitration and Mediation Services organization.



Important information about Comcast Solutions

By accepting employment with Comcast, you are agreeing that you and the company will be bound by the Comcast Solutions program for covered legal claims. Upon returning your signed offer to the company, you will be automatically enrolled in Comcast Solutions.

We strongly urge you to read the Comcast Solutions Guide, DRO rules and FAQs to ensure you fully understand the Comcast Solutions program prior to accepting employment with the company.

If you have any questions regarding the scope or effect of the Comcast Solutions program (including any questions prior to deciding to accept an offer of employment), you may submit them by:

- email to Comcast Solutions@cable.comcast.com,
- regular mail to Comcast Solutions Administrator, c/o Comcast, 1701 JFK Blvd, 34th Floor, Philadelphia, PA 19103, or
- phone (toll free) to 855-838-4180.

You may also visit the DRO websites located at **www.jamsadr.com** and **www.adr.org** for more information on mediation and arbitration.

To participate in the Comcast Solutions program, both you and the company waive the right to a civil action or a jury trial for any covered claims. You also waive the right to bring or participate in a class action or in a collective or representative action on covered legal claims, to the fullest extent permitted by law. <u>All</u> covered legal claims will be handled through the three-step Comcast Solutions process; both you and the company will be bound by the final decision of the arbitrator.

Comcast cares about you—and any time you have a problem at work, it matters. You deserve respect, attention, and a clear, neutral process to help resolve your problems—quickly and fairly. Comcast Solutions is here to do just that.



Q: What is the difference between Comcast Listens and Comcast Solutions?

A: Comcast Listens is available for all kinds of workplace or integrity issues, big or small, legal and non-legal. Comcast Solutions is only for certain claims of a legal nature affecting your employment, such as allegations of unlawful discrimination or harassment based on a protected category, wage and hour claims, compensation claims, FMLA and other leave of absence claims.

Q: Will all legal claims be covered by Comcast Solutions?

A: No. Certain kinds of legal claims, including claims for worker's compensation benefits, unemployment compensation benefits, claims brought under the Employee Retirement Income Security Act ("ERISA") for a company-sponsored benefit plan, claims under the National Labor Relations Act ("NLRA") and claims excluded from mandatory arbitration by law will **not** be handled through Comcast Solutions.

Q: What happens if I submit a claim to Comcast Solutions that is not eligible for the program?

A: If you raise an issue that is **not** a legal claim or is an excluded legal claim (such as a claim for worker's compensation benefits), you will be informed of this—and directed to raise the claim in an appropriate forum. You also will be given the chance to amend your Comcast Solutions claim to state a covered legal claim, if applicable. Certain claims that are not legal in nature may be referred, after discussion with you, to the Comcast Listens Program for resolution, if appropriate.

Q: By participating in Comcast Solutions, do I waive my right to go to the EEOC, NLRB, other federal/state/local agencies, and/or to court?

A: Comcast Solutions does not affect your right to go to the EEOC, NLRB or any federal, state or local agency. You will still be able to do so. By participating in Comcast Solutions, however, both you and the company are waiving the right to have covered legal claims heard by a judge or jury in a court of law or equity.

Q: What is the difference between Mediation and Arbitration?

A: Mediation is a process where an external, professional mediator tries to get both sides of a dispute (in this case, an employee and the company) to reach a mutually acceptable resolution to the claims. The mediator does this by reviewing the facts and talking to both sides, together and separately, to reach a solution. Arbitration, in contrast, is like a mini-trial. An external, professional arbitrator acts as a judge and listens to evidence presented by both sides, including witness testimony, before making a final decision. "Binding" arbitration means both you and the company are bound by the arbitrator's decision.

Q: What is the Dispute Resolution Organization (DRO)?

A: A DRO is an outside independent entity that offers mediation and arbitration services to help resolve disputes outside of the court system. Comcast utilizes the American Arbitration Association (AAA) and Judicial Arbitration and Mediation Services (JAMS), both well-known DROs, as part of the Comcast Solutions program. Employees working in California, Colorado, Connecticut, Delaware, Florida, Georgia, Illinois, Maryland, Massachusetts, Minnesota, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island, Vermont, Virginia and Washington will be covered by JAMS; all others will be covered by AAA. You are encouraged to learn more about these DROs by contacting the Comcast Solutions team or reviewing the DRO websites.

Q: Do I have to go through Comcast Listens before filing a claim with Comcast Solutions?

A: No. While we strongly encourage participation in our open door/Comcast Listens process, this is not a required first step.

Q: Do I have to have an attorney to participate in Comcast Solutions?

A: No. You may have an attorney represent you throughout the Comcast Solutions process, but this is not required.

Q: Are there time limits on when I can bring my claims?

A: Yes. As in a court of law, there are time limits (or "statutes of limitations") for bringing legal claims. You should consult with a legal advisor to determine the timeliness of claims. The timeliness of your claim will be determined by the date it is first submitted to the Compast Solutions team.

Q: How do I get copies of Comcast Solutions materials?

A: You can get them by contacting the Comcast Solutions Administrator at Comcast Solutions@cable.comcast.com or toll-free at 855-838-4180.

Where can I get more information?

- Speak to a Comcast Solutions representative (toll-free) at **855-838-4180**.
- 2 Email the Comcast Solutions team with questions, at Comcast_Solutions@cable.comcast.com.

