

Community Delegation Instructions

The purpose of this activity is to communicate to Verizon and Verizon Wireless that community people feel that workers in both divisions should be treated fairly.

1. The purpose is NOT to disrupt the company's business or interfere with employees' work.
2. All activities must be conducted in strict accordance with these instructions.
3. Approach a manager and ask to speak with him/her.
4. If there is no manager visible, then approach workers working on the sales floor. Do not interrupt if workers on the sales floor are assisting or speaking to customers. Rather, wait until after they have taken care of the customer before beginning or resuming your conversation.
5. Greet the worker/manager and introduce yourself.
6. Ask the worker to get you a manager. If they offer to help you themselves, thank them politely and let them know that this is something that needs to be discussed with a manager.
7. Let the manager know that you are there on behalf of customers and community members to communicate your support for the workers during bargaining and to ask Verizon and all it's entity to treat them fairly.
- 8. Please read over the fact sheet.**
9. Offer the manager the letter from leaders.
10. Directly distribute literature only to those managers willing to accept it. Do not leave literature on shelves, behind merchandise, on the floor or anywhere else in the store's sales area.
11. **PLEASE BE POLITE TO THE MANAGER, EVEN IF HE/SHE IS RUDE.** All activity must be peaceful. Do not threaten any one or get into any arguments. If you become engaged in a discussion with a manager or an unreceptive worker, hold your ground but be professional and polite. Do not raise your voice. Do not use insulting or intimidating language.
12. Whether the manager accepts literature or not, thank them and move on.
13. No one may be under the influence of alcohol or any controlled substance.
14. If the person persists in requesting that you leave, ask whether they are ordering you to leave the store and why. Remember, in almost every state, it is NOT trespassing unless and until the manager with the appropriate authority orders you to leave the store and you refuse. Violating a company's private no-solicitation or no-distribution policy is NOT trespassing because "no-soliciting/no-distribution" signs are NOT the same as posted "NO TRESPASS" signs. So, if the person merely says you are violating the company's no-soliciting or no-distribution policy, you are NOT trespassing.

15. If you are satisfied that the person possesses the required authority and orders you to leave the store, then leave. It is NOT trespassing if you leave when ordered.
16. If you are unsure whether the person possesses the required authority or has issued the appropriate order to leave, you may request verification from a law enforcement officer. However, if the law enforcement officer tells you that you are trespassing and that you will be arrested unless you leave, leave.

15. DO NOT TAKE AN ARREST