
ONE ENERGY REFERENCE GUIDE
ASSOCIATE HANDBOOK

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 **ONE ENERGY**
AN INDUSTRIAL POWER COMPANY

THIS BOOK BELONGS TO

CONFIDENTIAL

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INTRODUCTION

A NOTE FOR READERS

We designed this book as a quick reference / field guide to highlight key areas of the Associate role. While many of the Associate responsibilities, systems, and resources are captured in this book, please note that it is an evolving document, and it is not all-encompassing.

Throughout this book, you'll notice sections in *italics*. These are call-outs to resources and how-to's that provide additional details, and are located on either Dropbox, Dropbox Paper, or the OE intranet (*you can learn more about these systems in the "Communication & Resources" section of this handbook*).

Another great resource at One Energy: the people who work here! When you have questions, please check out this guidebook, but also feel free to ask your manager or your colleagues for help, or for more information on topics that interest you!

THE ASSOCIATE ROLE

Associates keep the North Findlay Wind Campus (NFWC) running smoothly day in and day out. This includes a wide array of Office Management

activities, support to OE departments, and a variety of special projects.

Associates' interactions and assistance across the company can also have a huge impact on the day-to-day atmosphere. Associates play a large role in setting the tone of daily operations here at OE – through internal and external customer service, inter-departmental support, contributions to our company culture, and much, much more.

This interaction with different departments and team members provides great opportunities to learn about One Energy (OE). Dive in, ask questions, and learn everything you can about how our company and departments work, what *Wind for Industry*® projects are all about, and anything else that interests you!

STAYING INFORMED

We recommend starting your day by checking:

- **OE Intranet*** - Homepage, Newsfeed
- **Calendars*** – your calendar, OE Contact, OE Social, and Room Reservation System
- **Taskworld***

*(*See handbook sections on “Calendars” and “Communication & Resources” for more info.)*

Reviewing these platforms is a great way to stay informed, prep for the day's activities, and gain an understanding of daily happenings at OE.

GENERAL OFFICE

RECEPTION DESK

It is important that there is always someone to greet and direct guests when they arrive at the NFWC, especially for meetings, events, and tours. The newest Associate is typically seated at the front reception desk when they join the team.

If the front desk Associate will be away from the front for a prolonged period, please alert additional team members and/or staff who sit nearby, so that they can greet guests.

All employee business cards are displayed on the wall behind the front reception desk. The cards are in alphabetical order by last name, except for CEO and the Recruiting cards. Associates are responsible for ordering, adding, removing, and re-organizing business cards as part of employee Onboarding and Offboarding. *See Dropbox Paper doc “List of NFWC Service Providers” for business card printing partner.*

There is a binder and set of keys for security staff that is kept at the front reception desk (*more info on security can be found in the “Vehicle Fleet & Keys / Security Vehicles” section of this book*). Keys and a sign-out sheet for the Explorer (which is a shared-

use vehicle for office staff) are also kept at the Front Reception Desk.

Information on the items above (and much more!) can be found in the Dropbox Paper document “Associate Front Desk & Security Responsibilities.”

WIND-UP/DOWN CHECKLIST

On any given day, One Energy hosts customers, lawmakers, media, community members, and/or investors at the NFWC. Associates help ensure that the facility is presentable each and every day.

The Wind Up/ Wind Down checklists are a framework of activities to be completed at the beginning and end of each day. The checklist includes a range of activities and a walk-through of the NFWC office facility, ensuring we catch any issues (and notify the necessary team members to address) in a timely manner. It is extremely important to make sure you get this done every morning and evening, you never know if a pop up dinner or guest will arrive after hours!

Checklist document is on Dropbox in “Admin - General Office / Associates/ Associates Wind Down Check Lists” folder. There is also a hardcopy on the front reception desk.

In addition to the activities specified in the Wind Up / Wind Down checklists, it's important that

Associates keep an eye out anything that is amiss in the NFWC office, and to take note of items that need to be restocked. Associates and Chef work together to maintain a stock of soda and beverages, coffee & tea (see *Dropbox Paper doc "List of Coffee and Tea"*) and coffee accessories such as cups, lids, etc.

SHARED ROOM SET-UP & CAPACITIES

Each shared space and meeting room at the NFWC has a standard setup. While the room setup may be adjusted to accommodate different groups or activities hosted at OE, rooms should be returned to their typical setup during Wind Up/Wind Down, unless otherwise noted.

"NFWC Room Set-Up, Capacities & Event Options" on Dropbox Paper is a helpful reference for standard room set-ups, a great resource for new Associates completing the daily Wind Up / Wind Down.

A NOTE ABOUT ROOMS

While Associates are responsible for arranging rooms in standard formation and tidying as needed (as part of Wind Up/Down activities) it is NOT the Associates' responsibility to clean up after OE employees who leave rooms in a careless or dirty state. If a room is left in disarray or items are strewn about, please contact the last known

user of the room to resolve, or see your manager, who can help resolve the issue.

CLOSING THE OFFICE

There are typically employees at the OE office from at least 5:00 AM – 6:00 PM Monday - Friday, and various hours Saturday and Sunday. That said, **it is important for all Associates to know how to close the office**, should the need arise.

Please see “Last One Out Checklist” on Dropbox Paper (there is also a printout at the front reception desk). Please note that after-hours security has their own keypad access to the building.

MAIL, DELIVERIES, P.O. BOXES

INCOMING MAIL

The U.S. Postal Service delivers mail to NFWC in two ways: 1) via the outside mailbox located on the north side of Township Road 215, and 2) occasionally a postal worker will deliver mail to the front reception desk.

The outside mailbox must be checked daily. A spare key to the mailbox hangs on the key rack in the construction bag drop room. OE’s Custodian currently checks the mailbox each morning and places mail on the front reception desk.

Please note that the outside mailbox is locked, and the USPS is not able to take anything from the outside mailbox – it is for incoming mail only.

Mail is processed and delivered to employees by the Associate seated at the front reception desk. If there are mail items addressed simply to One Energy (without a specified recipient) or there are questions regarding who should receive an item, please see your manager for guidance.

All checks that arrive at the NFWC office must be logged in the Log Book.

Please see Dropbox Paper document “Associate Front Desk & Security Responsibilities” for how to process incoming mail, and Dropbox Paper document “How to Use Receipt Log Book” for how to process incoming checks.

OUTGOING MAIL

General outgoing mail is placed in a small plastic bin at the front reception desk. General (non-rush) outgoing mail must be dropped at the Post Office at least twice a week.

From time to time, there will be outgoing mail that must be dropped at the Post Office same-day, or mail that must be sent “Certified.”

Certified Mail must be processed by an Associate who completes the Certified Mail Form located in

the Logbook (at the front reception desk). Complete the green Certified Mail Form, head into the Post Office, and provide payment. Always ask for a receipt of delivery for certified mail at the Post Office and remember to provide the receipts. Scan your receipt and give to Accounting. Place your receipt in the Mail Logbook (follow the example in the book for more direction).

A roll of stamps is kept in stock in the outgoing mail bin. The Associate seated at the front desk is responsible for maintaining this stock of stamps.

Employees may use these **stamps for personal use**, if needed.

INCOMING DELIVERIES

FedEx, UPS, and other services deliver packages to the office on a daily basis. The Associate at the front reception desk receives and signs for packages, with other staff covering the front as needed.

Upon receipt of packages, please notify the OE Procurement Manager for processing, and assist with breaking down boxes, internal delivery, and other activities as needed.

From time to time, delivery drivers will approach the front desk noting that they have a “**skid**” or a **large delivery**. Please notify the Procurement Manager (they will need to determine whether the delivery is for the yard or for the office before

proceeding). If Procurement Manager is not available, please ask your manager how best to proceed. (Specific office or construction staff can assist driver with offloading skids via forklift as needed – forklift training is required.)

From time to time, large deliveries will be brought into the office. To aid with this, the **garage door near the front reception** desk can be opened – there are up and down buttons to the right of the door.

A **pallet jack** is kept under the back stairs, near the cleaning supplies. This can be used to move large pallets that are delivered to the NFWC.

OUTGOING DELIVERIES

From time to time, items will need to be sent out via delivery service, typically UPS.

OE maintains a **UPS account** – login and password information are located in the Associates Keepass (*see “Communication & Resources section of this book for info on Associates Keepass*). This account can be used to print a UPS label, which can be affixed to the item that is going out. Place the labeled item on the front reception desk and place the green “Returns for UPS” signage on the package. Please notify the UPS driver of the package during their next drop off.

Some items will require **overnight UPS service**, including customer documents such as Initial or Detailed Evaluations, fundraising documents, etc.

For documents to be sent via overnight delivery, please drop off at the UPS store, located at 2447 Tiffin Avenue, Findlay, OH 45850.

To send a package overnight, the last UPS truck pickup is at 6:00 PM – be sure to leave ample time to get to UPS prior to 6:00 PM.

For outgoing deliveries at the UPS store, please provide the phone number **877.298.5853** when they ask for the account the package should go under.

For all outgoing packages, **please ensure that One Energy is listed as the sender on the return label.**

Please note that the nearest physical FedEx store is located in Bowling Green.

P.O. BOXES

One Energy maintains two P.O. Boxes at the downtown Post Office, located at 229 West Main Cross Street, Findlay, OH 45840.

The **general One Energy P.O. box** is #894, located in the Main Lobby of the Post Office. The general P.O. Box must be checked at least twice a week.

An alphabetical combination opens the general P.O. box – this combination is saved in the Associates Keepass (*see “Resources & Communication section”). See*

video on OE Intranet that shows how to unlock the P.O. Box: www.myoneenergy.com/misc1.html.

Megawatt Scholarship P.O. Box is a separate box designated for receiving applications for the OE Megawatt Scholarship Program (learn more at www.MegawattScholarships.org).

The Megawatt Scholarship P.O. Box is number 1452. It is opened via key, which is kept on the key rack in the construction bag drop room.

The OE team member currently leading the Megawatt Scholarship Program determines how frequently Associates need to check the Megawatt Scholarship P.O. Box. (Frequency changes based on the program's application deadlines.)

NFWC PHONE SYSTEMS

There is a variety of phone technology at One Energy. There are work cell phones, issued to each OE employee. There are Verizon desk phones in the Main and Small Conference Rooms and the Legal office. These are used to have dial-in conference phone calls as needed.

GENERAL OFFICE LINE

OE has a general office line, **877-298-5853**, that is listed on our website, in e-mail signatures, on business cards, etc. This phone number does not

ring to any phone at the NFWC – instead, this line is answered by a remote answering service called Ruby Receptionists (often referred to as “Ruby”).

RUBY RECEPTIONISTS

Ruby employees answer incoming calls from the general line, ask a few questions to determine the nature of the call, and then connects the caller to an OE employee. (This is based on requests to reach a specific employee by name or by subject matter, such as accounting, finance, legal, etc.)

When Ruby directs a call to an OE employee, they will call the employee’s cell phone – the number typically registers as 503-445-6900 (it’s a good idea to store this number as “Ruby Receptionists” in your phone so you know when they’re calling).

Associates may receive calls from Ruby when someone calls the office line looking for general information about the company or the office, or if specifically requested by name. If you don’t know the answer to a caller’s question, don’t guess – simply take down their name, number, and company (if applicable), note what they are calling about, and let them know that someone from One Energy will give them a call back. Your manager can help you track down answers or determine what the correct follow-up should be.

Dropbox Paper document “How Ruby Receptionists Works”, provides info on the specifics of how incoming calls work via Ruby Receptionists.

To see the phone tree of OE employees used by Ruby Receptionists, see the “Admin - General Office / Ruby Phone Service Resources” folder on Dropbox.

OE CONFERENCE LINES

OE uses a service called TurboBridge for hosting conference calls.

The **dial-in** phone numbers are the same for all OE conference calls, regardless of department, either 419-576-1020 or 800-259-2750. (These can be used interchangeably.)

Each department at OE has its own **Conference ID**, to allow multiple conference calls to take place at the same time.

Each department’s Conference ID number is listed on the OE Intranet: www.myoneenergy.com/office.html and on the One Energy Contact List.

For information on how to set up an OE Conference Call and how to change TurboBridge settings, please see “OE Conference Call Lines / TurboBridge – How It Works” on Dropbox Paper.

GOOGLE MEET

One Energy uses Google Meet technology in the Main Conference Room, for use in video and audio conferencing. If you schedule a meeting with Google Meet and add the Main Conference Room, your meeting will show on screen and all you need to do is tap you meeting on the screen and you should be connected!

For assistance with the Google Meet setup, please see the “how-to” printout in both the Small and Main Conference room for step-by-step help. If you still need assistance, please email it@oneenergyllc.com and request a tutorial.

24/7 OPERATIONS LINE

OE customers, contacts at Goldwind, and similar stakeholders are provided with OE’s 24/7 Operations Line (541-WIND-27-7, aka 541-946-3247). **This line is meant to be used for urgent matters related to One Energy projects.**

The 24/7 Operations Line uses VoiceNation, a remote answering service. VoiceNation connects callers directly to OE System Operators that are currently on call (based on the System Operators On-Call Calendar, which is updated weekly (*see “Calendars” section of this book for more info*)).

CALENDARS

One Energy calendars can be viewed and updated via Google Calendar or Outlook. These calendars are important tools, which help keep OE team members organized and informed.

INDIVIDUAL WORK CALENDAR

This calendar is tied to your work email address. Make sure that meetings and events you're attending are visible on your work calendar.

OE COMPANY CALENDAR

This calendar is also sometimes referred to as the "Contact Calendar". The OE Company Calendar is visible to the entire company – this is where we note major visitor or events, and where employees note when they'll be out of the office.

OE SOCIAL CALENDAR

Birthdays and OE anniversaries (the date of full-time hire for each employee) are noted on the online OE Social Calendar. (*More about how OE celebrates these milestones can be found in the "Celebrations" section of this book.*) This calendar is also where employees post social events that are open to the entire company.

ON-CALL SYSTEM OPERATORS CALENDAR

There is an online calendar that tracks which team of OE System Operators is on-call each week. (Those who are on-call are responsible for responding to any project issues and for responding to calls on the 24/7 line.) The Construction Associate is responsible for updating this calendar as needed.

See Construction Associate (there is not currently a Construction Associate) or Project Manager for instructions on updating the On-Call Systems Operator Calendar.

***An important note on OE calendars** – when creating an event – especially one where attendees are invited or the room reservation system is used (details on following page), please be sure to create the event from your individual work calendar.

ROOM RESERVATION SYSTEM

OE employees who wish to utilize a shared-use room (for meetings, guests, etc.) must do so by using the Room Reservation System, which runs on the Google and Outlook calendar systems.

The Room Reservation System applies to the following rooms:

- Main Conference Room
- Small Conference Room
- Training Room
- Library
- Huddle Rooms
- Theater

See Dropbox Paper document “OE Room Reservation System” for a How-To overview.

SWAG, GEAR & SPECIALTY CLOSETS

At OE, “swag” refers to gear, clothing, and/or giveaway items, either issued to OE employees or given to NFWC guests.

EMPLOYEE SWAG

Upon joining the OE team, all employees fill out a “Swag Order Form”, on which they select certain OE-branded clothing.

Please note that employees receive different types and/or quantities of swag, dependent on their role (construction, department head, etc.).

Swag Order Forms (for new employees to complete) can be found on Dropbox here: Marketing - Approved Documents\Marketing Pieces\Clothing\Swag

Employees also receive high visibility (hi-vis) T-shirts, OE-branded desk items, etc. which are included in the Onboarding Checklist.

From time to time, employees will inquire about **additional swag to give either as gifts to family members, or for their own use.** Each employee may have additional swag totaling \$100 value on an annual basis. Employees must alert an Associate of the swag they wish to take, which is recorded by Associates.

See Dropbox Paper document “Employee Swag Purchase” for a running tally of employee swag purchases.

CONST. GEAR & SPECIALTY CLOTHING

Employees working on the construction team receive additional gear and clothing, either during their onboarding (technicians) or when they rotate into construction (field engineers).

All construction employees receive a standard Field Kit upon joining the construction team. The construction Associate is responsible for assembling Field Kits, and ordering/maintaining

a backstock of the items that go into the kit via Procurement Manager. *(An excel spreadsheet that details Field Kit items, with photos and ordering information, can be found on Dropbox in “Admin – General Office / Associates.)*

Some construction employees will be provided with specialty items – climbing gear, FR (flame resistant) clothes, etc. The Project Manager and Procurement Manager to stock and provide specialty gear.

VISITOR SWAG & SWAG DISPLAY

From time to time, guests will be given items as part of their visit to NFWC. Some tour groups will receive pre-assembled “swag bags” (OE-branded bags packed with goodies), and other guests will be walked to the swag display (under the front stairs) to pick out items on their way out. **Visitor swag is determined on a case-by-case basis**, typically by head-level team members.

The **swag display under the front stairs** is stocked and organized as part of the daily Wind Up / Wind Down Checklist.

SWAG BACKSTOCK

The Associates team is responsible for maintaining a sufficient backstock of all additional OE swag items (such as hi-vis shirts, sweatshirts, and onesies, mousepads, foam

turbines, branded mugs – the list goes on). The backstock swag is stored in the Swag Closet.

ORDERING SWAG

Associates are typically responsible for ordering and maintaining a backstock of OE swag (clothing, hi-vis, giveaway items, bags, desk accessories, etc.).

Most OE-standard swag is ordered through a company called Halo. *For info on ordering from Halo (and a list of what items are obtained via that company) see Dropbox Paper doc “How to Order Swag.” Also in that doc is the process of ordering construction swag.*

LOGO-ING SWAG

Certain swag items (clothing, giveaways, etc.) bear the One Energy logo – Associates are typically responsible for getting swag logo’d. Logos may be applied via embroidery, vinyl applique, screen printing, etc., depending on the item. The type of logo (square, stacked, long, tagline, etc.) depends on the item. Various companies can assist in logo-ing. Ask your manager who we are currently using or recommendations for logo-ing.

SWAG CLOSET

The swag closet (actually a room near the Project Manager office, not technically a “closet”) is maintained by the Associates team, Procurement Manager, and Project Manager. This room houses

the backstock of OE employee swag, visitor swag and promo items, construction gear, construction specialty items, spare keys, and items related to OE celebrations. It also houses all the extra construction gear like, jackets, safety glasses, hard hats, etc.

SPECIALTY CLOSETS

In addition to the Swag Closet, there are four closets near the employee kitchenette, located on the main level near the theater:

- **Office Supply Closet x 2** – Associates are responsible for stocking and organizing every Friday. Please contact the OE Procurement Manager to replenish items that are low in stock. (*See “OE Office Supply Closet Inventory.docx” on Dropbox in Admin – General Office / Associates for a complete list of items stocked in the Office Supply Closet.*)
- **IT Closet** – IT items such as keyboards, mice, and basic extension cords are stored in this closet.
- **Marketing and Recruiting Closet** – This closet is dedicated to marketing and recruiting materials – Associates are not responsible for any items in this closet.

SPECIAL EVENTS & MEALS

SPECIAL GUESTS & EVENTS

From time to time, OE will host special guests at the NFWC, including local officials, potential or current customers, investors, and community tours. **Executive Assistants are the leads in planning for special guests and events, and will coordinate with Associates for assistance** in event prep and execution as needed. However, looking at the company calendar and noting evenings and planning ahead is always appreciated.

Please see “NFWC Room Set-Up, Capacities & Event Options” on Dropbox Paper for info on shared-use room capacities and setup options at NFWC.

ALL HANDS MEETINGS

From time to time, the entire company will gather for an “All Hands Meeting.” These meetings are typically half or full-day events held in the OE theater. *See “All Hands Meeting Prep – Associate Responsibilities” in Dropbox paper for an outline of tasks related to All Hands Meeting prep and setup.*

SPECIAL MEALS

There are a few types of special meals that take place at OE that requires communication to the OE Chef:

- **Plated** – For plated meals, the OE Chef creates a separate meal (typically lunch or dinner), that is served in the Main Conference Room. This is typically done for potential customers, investors, legislators, etc.
- **Separate Buffet** – From time to time, OE will host large groups that need to be kept separate from the general lunch line. In these instances, a buffet can be set outside of the Main Conference Room.
- **Lunch Line Buffet** – For larger groups that don't require a separate or "special" meal, the OE Chef can prepare additional food for the general lunch line.
- **Ordering In** – From time to time, Associates will be called upon to assist with ordering food in, for either all or a portion of the office staff. *See Dropbox Paper document "Office Food Ordering" for helpful guidelines on ordering in for the entire office.*

CELEBRATIONS

One Energy celebrates employee birthdays and OE anniversaries (the anniversary of employee's full-time start date).

Associates add these dates to a tracking document and the OE Social Calendar as part of new employee onboarding. Associates are also responsible for organizing gifts for each occasion.

Check out the Dropbox Paper document “OE Birthday and Anniversary How-To” and the Dropbox Paper folder “Celebrations”, which contains a list that tracks celebration dates for each employee, standard guidelines for what is done for birthdays and anniversaries, and gift ideas for employees.

Print Production

OE has the ability to create an incredible amount of print and thermal/spiral bound products in-house, including but not limited to:

- Thermal-bound books
- Spiral-bound books
- Tape-bound books
- Notepads and forms
- 1-pagers and flyers
- Waterproof books and/or labels
- Custom finishing (staple, rounded edges, etc.)
- Custom / unique dimension deliverables
- Custom printed boxes

For assistance in printing or binding, see an Associate.

PRINT PRODUCTION EQUIPMENT

A variety of machines and resources related to Print Production are housed in the Print Production area and throughout the NFWC office, including:

- **OE Printers - Standard** – There are four standard printers located throughout the NFWC office building – 1A, 1B, and 1C are on the ground level, while 2A is on the second floor outside the Tech Lab. *For installation how-to, please see Dropbox Paper document “New Office Printer Installation.”*
- **OE Printer - Monster** – There is a industrial printer located back in Print Production that is able to print larger format 12 x 18 and can execute finishing tasks as well. For assistance installing the Monster, please see Digital Media Coordinator.
- **OE Printer – Plotter** – The plotter is the large format Canon machine also located in print production. The plotter is used to create posters and full-size project drawings. *See Dropbox Paper document “How to Install the OE Plotter to Your Computer”.*
- **OE Printer – Small Conference** – There is a small tabletop printer called the “War Room Printer” that, as of this writing, is

installed in the Small Conference Room, for use by fundraising team.

- **Thermal Binder** – The thermal binder rests along the far right wall in Print Production. The machine uses blades and hot glue to create bound books and notepads
- **Spiral Binder** – The spiral binder can be used for books and presentations. The spines and covers can be found on the metal racks in print production. The Spiral Binder itself is located on the table in Print Production.
- **Cutters** – There are two cutters – one is a small tabletop paper-cutter that can be found on the metal racks in print production. This should be used for small projects with limited numbers of pages. The large-scale semi-automatic cutter is located near the thermal binder in Print Production and is used most often for cutting books.
- **Laminators** – OE has the ability to laminate up to 11x17 size items in-house, and from time to time, Associates will be called upon to assist with laminating projects. The laminators and the laminating pockets can be found on the metal racks in print production. *The One Energy Intranet page*

“Training – MISC” has a how-to video (www.myoneenergy.com/misc1.html).

- **Print Production Computer** - There is a shared-use computer available in the Print Production area of the office. This computer houses the software for printing badges, printing postage, and the Adobe Creative Suite package, which is used for advanced design projects.
- **Badge Maker** – All employees are assigned an OE badge during onboarding, and certain site visitors and sub-contractors receive badges as well. Associates are responsible for creating the badges and tracking badge numbers. The badge maker software is housed on the Print Production computer, and the physical badge-maker attachments (and required materials) are stored in the Print Production area on a blue roll cart near the back stairs.

See “How to Make A Badge” on Dropbox Paper for a helpful how-to overview.

STOCKING & REPLACING PRINT-RELATED MATERIALS

Associates are responsible for stocking and replacing a variety of materials related to print production, including:

- **Standard Paper** – OE's standard printers require a backstock of standard 24# 8.5x11 and 11x17 paper. Associates check and stock the standard printer cabinets for paper each day, as part of Wind Up / Wind Down. When paper is needed, it's grabbed from the backstock in Print Production. When this backstock gets low, please email Procurement Manager with detailed descriptions of required items. Procurement Manager will place the order, which typically arrives next day.
- **Specialty Paper** – OE stocks specialty paper (used for bound books, custom 1-pagers, etc.) in Print Production as well. If Associates notice that a non-standard paper supply is low, please notify the procurement manager.
- **Standard Toner** – In theory, when an OE employee replaces toner, they will notify an Associate. Because this doesn't always happen, Associates confirm there is a backup toner in each color in the standard printer cabinets as part of Wind Up / Wind Down.
- **Monster Toner** –Typically it is Associates who change this toner – upon replacing, please call and reorder immediately.

VEHICLE FLEET & KEYS

One Energy maintains a fleet of vehicles:

SERVICE TRUCKS

OE's service trucks are utilized for construction and maintenance activities. As of April 2019, the service fleet includes:

Alpha: 2013 Ford F-450, with crane attachment.

Bravo: 2016 Chevy Silverado 3500HD, flat bed.

Charlie: 2012 Ford F-550, with bucket attachment.

Delta: 2012 Chevy 2500, flat bed.

Echo: 2014 Dodge Ram 550, with crane attachment.

OE owns the service trucks.

For more details, see "OE Service Truck / Vehicle Fleet Descriptions" on Dropbox Paper.

MECHANIC'S TRUCK

The OE Mechanic's Truck is a 2014 Ford F-550.

For more details and numbering assignments for OE pickup trucks, see "OE Service Truck / Vehicle Fleet Descriptions" on Dropbox Paper.

EXPLORERS

There are two Ford Explorers, one is assigned to the General Office and the other is a permanent employee travel vehicle (not a general use vehicle). The General Office Explorer is available for all staff use and is most frequently utilized by Associates for executing various projects or errands around town – but the vehicle is also utilized by additional OE departments from time to time. This Explorer is also used by OE's after-hours security. One Energy owns the Explorers.

EXPEDITION

The Ford Expedition is issued to the CEO. One Energy owns the Expedition.

MAINTENANCE

From time to time, Associates will be called upon to assist with bringing vehicles from the One Energy fleet in for maintenance. This activity is typically assigned by a Project Manager or Mechanic, to be led by an Associate, as needed.

DETAILING

From time to time, Associates will be called upon to take vehicles in to be detailed. *The service provider can be found in the Dropbox Paper doc "List of NFWC Service Providers."*

SECURITY VEHICLES

OE partners with the Hancock County Sheriff's Office and the Findlay Police Department for security at the NFWC in the evening and on weekends.

The Sheriff's officers utilize their department vehicles, while Findlay PD uses OE fleet vehicles from time to time. As such, a spare key must be left for security each night at the front reception desk, in the tub labeled "Security". (Typically an Explorer – see Manager if it is not available, as only certain vehicles are stocked with floodlight and related security items.)

Paperwork and timesheets for security staff are located in the binder at the Front Reception Desk.

See Dropbox Paper doc "Associate Front Desk & Security Responsibilities" for an outline of duties related to the security paperwork.

VEHICLE TRACKING - LINUXUP

OE tracks assets, such as fleet vehicles and large construction equipment, via software called Linuxup. A Linuxup tracking device is installed by the Procurement Manager. Linuxup can be viewed on a computer (*password is in Associates Keepass, see "Communication & Resources" section of this book*).

NEW VEHICLE ONBOARDING

The Procurement or Project Manager is typically responsible for executing the onboarding activities when a new vehicle is added to the OE fleet.

SPARE VEHICLE KEYS

OE keeps a spare key for all fleet vehicles (service trucks and Explorers) in the Swag Closet room, in a keybox on the wall.

ALL OTHER KEYS

There are a variety of additional keys (aside from the fleet vehicles) that OE must keep track of, including:

- **Construction Keys** – keys for OE's various construction equipment are kept on the key board in the Construction Bag Drop room. During project construction, there is an additional roll-up organizer of keys that is kept in one of the on-site knaack boxes.
- **Property Keys** – One Energy owns various properties and homes. Spare keys for these properties are kept in a wall-mounted key box in the Swag Closet.

- **System Operator Keys** – One Energy System Operators are provided with a specialized set of keys that will provide access to all OE projects. OE Procurement Manager, Project Manager, or General Manager are the contacts for all System Operator key requests.
- **Project Keys** – OE maintains project-specific locks and keys, which are housed in a plastic container on the floor in the Swag Closet Room, below the wall-mounted key boxes. OE Procurement Manager or Project Manager are the contacts for all project-specific lock and key requests.

DEPARTMENT ASSISTANCE

Associates also provide assistance to OE's departments. While there is an unlimited universe of projects an Associate may be called to partner on, the following sections highlight some of the most common activities:

ONBOARDING / OFFBOARDING

Associates play a large role in the smooth onboarding of new employees and offboarding of former employees. Associate responsibilities are detailed in the Onboarding and Offboarding

Checklists, which are handed out by the Benefits Manager upon a new hire or departure.

CONSTRUCTION

There is typically an Associate that works directly with the Construction team. When in construction the Associate will work with the Project Manager and Procurement Manager on various projects from Fiix, Sortly, filing, inventory and more.

STORYTELLING

Associate responsibilities within the Storytelling arena could include updating the home page of the OE Intranet (*see “Communication & Resources section of this book*) and assisting with print production requests as needed.

PROJECT PLANNING & TECHNOLOGY

Associate assistance to the Project Planning & Technology (PPT) department includes participation in Information Technology (IT) activities, such as setting up keyboards and mice during employee onboarding, participation in the IT service account activities (as assigned by Head of PPT), and computer onboarding and orientation. Assistance is also frequently

requested for printing, binding, and shipping both Initial and Detailed Evaluations.

ACCOUNTING

Associates provide a variety of recurring assistance to the Accounting team, including scanning and filing of receipts, logging incoming checks, bank runs, and additional paperwork help.

PROCUREMENT

In addition to assisting with incoming packages and other deliveries, Associates assist the Procurement Manager with the digital OE product catalog, processing purchase orders in Foundation (our accounting software) and more.

AS-NEEDED ASSISTANCE

Associates can (and will!) be called upon to assist with a variety of additional activities. Requests for help are typically made via the Associates@ group email (see *"Communication & Resources section of this book"*) but help may be requested through their manager, or directly via email or conversation.

MISCELLANEOUS

NFWC SERVICE PROVIDERS

Various external vendors provide operational services at NFWC - from cutting grass and snow removal, servicing printers. *See Dropbox Paper document “List of NFWC Service Providers” for service provider contact information.*

PINK SHEETS

All employees fill out a “Pink Sheet” each week, designed to provide feedback from the big-picture viewpoint of the company or your department. An Associate hands out the Pink Sheets to the NFWC office each week. *(The file can be found on Dropbox in “Admin – Standard Forms / Misc Forms.)*

ERRANDS, ETC.

From time to time, items will need to be picked up, dropped off, or obtained at a variety of locations around town – Associates are often called upon to complete these errands. Whenever possible, please plan to combine trips, and remember to notify Manager of any big purchases. Whenever an employee is traveling off-site to conduct company business, please utilize an OE vehicle. If an OE vehicle is not available, please see manager. When using the

Explorer please utilize sign-out sheet at front reception desk.

*The OE Intranet has videos on how to open the units:
<https://www.myoneenergy.com/misc1.html>.*

CONFIDENTIALITY & DISCRETION

Associates have access to a variety of confidential information via their role at One Energy. This includes confidential project development information (what companies OE is talking to about potential *Wind for Industry*® projects), as well as employee personal information via paperwork filing, badge medical / emergency contact information, etc.

It is paramount that Associates maintain the upmost discretion and confidentiality in these matters. Please see manager with any questions regarding what information can and cannot be shared.

SECURITY & BADGES

OE employs a variety of measures to safeguard the security of our employees, customers, projects, and company, including:

- **After Hours NFWC Security Detail** – in evenings and weekends, OE contracts with Hancock County Sheriff and

Findlay Police to patrol NFWC – this includes the office, component yard, access road, and Ball, WP, and Valfilm projects. *See Dropbox Paper doc “Associate Front Desk & Security Responsibilities”*

- **Project Site Security Detail** – OE works with local law enforcement to patrol *Wind for Industry®* project sites as well.
- **Shred Bin** – any and all paper that has information printed on it must be placed in either the plastic bins by Printer 1B, or in the bins labeled “Paper” throughout the office, to be shredded.
- **Two-Factor** – Two-Factor password protection must be enabled on employee logins for Gmail and Dropbox, and is recommended for any other high importance login. See manager for assistance.
- **Keepass** – is a password management program. All passwords must be kept in Keepass, NOT written down on paper or saved elsewhere. Keepass is encrypted and secure. There is a shared Keepass for Associates (*see “Communication & Resources section of this book for more info*).
- **Sending Passwords** – DON’T DO IT! Not via e-mail, not via Google Chat, not via text! If you need to share a password

with a colleague, write it down, have them save in their Keeppass, and then shred the written password.

- **Badges** – All OE employees are issued a badge, which must be worn when visiting any OE project site. Security may ask to see your badge if visiting NFWC after hours or on weekends.
- **Guest Badges** - From time to time, visitors or sub-contractors will be provided with a guest badge – there are three guest badges to be used for this purpose at the Front Reception Desk. When providing a guest badge, please log this in the Guest ID Badge Binder, also kept at the Front Reception Desk.

For more information on security please refer to the One Energy Onboarding Book or talk to your manager.

COMMUNICATION & RESOURCES

ASSOCIATES@ EMAIL

Any OE employee wishing to communicate with the entire group, or to ask for help with a project

can email associates@oneenergyllc.com. Any message sent to this address will reach all Associates.

If you are handling the request submitted via the associates@ email, please 1) make sure you reply to the requester (so they know their request has been received and is being worked on), and 2) make sure all other Associates and Head of Culture know that you are taking this task. (A great way to do this is to simply reply all on the first response.)

ASSOCIATES KEEPASS

Keepass is encrypted software that safely keeps track of passwords. All OE employees have an individual account where all of their passwords should be kept. In addition, there is an Associates Keepass that contains passwords for shared services, such as the UPS account, etc. See Manager for Associates Keepass password (and save the password in your individual account so you can easily access the Associates Keepass). If you are writing a guide for how to do something, on Dropbox Paper or elsewhere, do NOT include the password in the guide. Simply note that the password can be found in the Associates Keepass (and make sure you save it there).

INTRANET

The OE Intranet is an internal communication tool, housed at www.myloneenergy.com. Check out the Home page each morning for daily news, visitors, out of office, and project status (what projects are public, what projects are still confidential, etc.). Check out the News Feed for news, photos, project progress, and more. The Intranet also houses a variety of helpful information and How-To videos within the Training and General Info sections.

TASKWORLD

Taskworld is a cloud-based collaboration platform, which allows OE team members to communicate, collaborate, and track progress on to-do items and projects. One Energy has a company-specific taskworld workspace, log in via www.oneenergy.taskworld.com.

CHAT

OE also uses Google Chat for internal instant messaging. This is a huge resource and how the company communicates quickly.

CALL / TEXT

The best way to reach a team member immediately is to call or text, in case someone is away from their desk. With that, it is paramount

to ensuring phone is on you and ringer is on, especially when leaving the office. Upon receiving your OE-issued phone, please ensure that your voicemail set up. If a team member needs to be reached for an urgent matter, phone call is best.

EMAIL

Email is typically the best method for formal communication and/or requests. A few key things:

- Be sure to set up your email signatures (for both initial email and reply), if not done so during onboarding
- When replying to emails that went to the whole company, make sure you're replying only to your intended recipient, not the all@ email (or else your reply will go to the entire company).

GROUP EMAILS

The following group emails will be the most frequently used by Associates. Additional group emails exist for IT, Leadership Teams, EMTs, etc.

- **all@oneenergylc.com** – this email reaches all members of One Energy. **It is important to use this e-mail sparingly.**
- **associates@oneenergylc.com** - reaches all Associates. Is used by OE team members to

request assistance from the Associates team.

- **IT@oneenergyllc.com** – reaches the OE IT team (typically Associates and PPT team members). All IT requests (computer help, troubleshooting, etc.) should be sent to this email.
- **construction@oneenergyllc.com** – reaches the entire construction group.
- **printproduction@oneenergyllc.com** – reaches the Associates and is typically used to submit print/bind requests.

RECURRING ITEMS

DAILY

- Wind Up / Wind Down Checklist

WEEKLY

- Associates Team Meeting
- Pink Sheet Handout each Wednesday
- Office Supply Closet Inventory
- IT Closet Inventory
- Swag Closet Inventory

QUARTERLY

- Change passwords to Email, Dropbox, and other major passwords
- Change Guest wifi signage

OTHER

- Post Office 2x week
- Runs to the store – as needed

HELPFUL REFERENCES

PURCHASES / CODING RECEIPTS

All work-related purchases are to be made on a One Energy credit or debit card whenever possible. Please obtain a receipt and be sure to put the cost code for the purchase on the receipt before turning it in. (*The cost code tells Accounting what the purchase was for – see Accounting to obtain a cost code sheet*). Receipts are turned into the folders on the wall near outside the Procurement office.

UTILIZING FLEET VEHICLES

Whenever an employee is traveling off-site to conduct company business, please utilize an OE vehicle – typically an Explorer. If an OE vehicle is not available, please see Manager. When utilizing the Explorer, please use sign-out sheet at front reception desk.

EXPENSE REPORTS

From time to time, employees may incur expenses as part of their roles and responsibilities (incidental mileage on personal vehicles, purchases if a company card is forgotten, etc.) If a work-related

expense is incurred by an individual employee, reimbursement is processed via an Expense Report. Expense Reports are to be filled out by the individual employee, submitted to manager with receipts, signed by manager, and placed in the “Expense Reports” folder outside the accounting office.

The OE Expense Report template can be accessed from Dropbox in “Admin – Standard Forms / Expense Report.”

DELEGATION OF AUTHORITY (DOA)

The Financial Delegation of Authority Document governs the approved spending limits for all OE employees. For purchases outside of an employee’s spending limit, sign-off must be obtained by manager. All expenses above \$1,000 require a Financial Approval Form.

The DOA is currently being updated. If you need to make a purchase beyond \$250.00 you will need to get it approved by your manager.

CONTACT SHEET

The name, title, phone number and email of all OE employees is kept in a convenient Contact Sheet file, for easy reference. This excel sheet and PDF is updated by Associates whenever a staff

change occurs. (There is also a CSV contact file that is used for loading new employee phones.)

The Contact Sheet and Contact CSV are housed on Dropbox in subfolders within “Admin – General Office.” A copy of the current Contact Sheet PDF is always loaded to the root level of “Admin-General Office”, so it is easy for employees to find.

ORGANIZATIONAL CHART

The Organizational Chart (aka the “Org Chart”) is a visual guide to the departments of One Energy, and the employees that comprise them.

The Org Chart can be found on Dropbox in “Admin - General Office”. The Executive Assistant for the CEO is responsible for updating this file.

DISC PROFILES

All One Energy employees complete a DiSC assessment during their onboarding. The DiSC process produces a detailed report about an individual’s personality and behavior, and provides tips related to working with people of other styles and personality traits.

Profiles of OE employees are available via the OE Intranet at www.myoneenergy.com/team.html). DiSC profiles are a great resource when seeking to understand work habits and personalities of your OE teammates.

OE VALUES

One Energy has ten core values:

- Responsibility
- Judgement
- Selflessness
- Candor
- Passion
- Impact
- Innovation
- Communication
- Quality
- Inquisitiveness

There are key descriptions of each value, which can be found on the wall outside the Main Conference Room, and on Dropbox in “Admin – General Office” as well as the Onboarding Book.

A NEW STANDARD

“A New Standard” is short for “A New Standard in Distributed Generation Wind” – a document that outlines One Energy’s promise to our customers. This promise has ten key components:

- Safety and quality are always first
- Be professors, not salesmen
- Make the customers smarter than the competition’s experts
- Work with manufacturers to give our customers the best products possible
- Make wind hassle-free
- Be available and be honest
- Charge a fair price and get paid for our work

- Make decisions for the long term
- Challenge everything

As with the values, there are key descriptions of each part of “A New Standard”, which can be found on on Dropbox in “Admin – General Office.”

FREQUENTLY ASKED QUESTIONS

Q: What is *Wind for Industry*®?

A: One Energy develops, constructs, and finances *Wind for Industry*® projects. **One Energy defines *Wind for Industry*® as:** a wind energy project designed to achieve a significant reduction of an industrial facility’s electrical consumption from the grid. *Wind for Industry*® projects involve installing one or more utility-scale wind turbines and interconnecting them on the facility’s side of their utility meter.

Q: What is Utility 2.0?

A: Enables and improves upon a decentralized power grid

Provides a physical solution that operates on the power grid

Embraces the sustainable development of their company and products

Operates without monopolistic protections – of any kind

Innovates to ensure the cost of delivered energy goes down over time.

Q: What is ManagedHV?

A: Managed high voltage microgrids for industrial facilities. Replacing archaic systems, enabling and hosting integration with clean DER's (green hydrogen, EV charging, solar, etc.).

Q: What is Whalehunting?

A: Whalehunting is the metaphor used to describe the One Energy sales process. The book *Whalehunting: How to land Big Sales and Transform Your Company* provides insight into this metaphor (this is one of the OE Reading List books).

Q: What is the Whaleboard?

A: There are five stages in One Energy's Whalehunting process – Scouting, Harpooning, Beaching, Harvesting, and Eating. One Energy's Whaleboard is a custom digital tool (created in-house by the R&D department) that tracks where potential customers (whales) are in the sales process.

Q: What is OE Analytics?

A: Based in Cincinnati, One Energy Analytics is an arm of OE. They provide customer consulting to improve “choice” optimization and manage risk. Facilitates revenue expansion in other business lines.

Q: What is Athena?

A: Athena is a custom digital tool (also created in-house by the R&D department) used as a “source of truth” – Athena contains final contracts, official documentation related to projects and companies, and a variety of other paperwork and records.

What information can I share with my friends or family?

Q: What are the traits of a great Associate?

A: Helping out wherever you can, whenever you can. Becoming knowledgeable in how the office (and departments) operate, and recognizing areas that could be improved – whether that’s assisting with processing of paperwork, or lending a hand in organizing the kitchen.

Q: Who is Goldwind? What’s their role?

A: Goldwind is a turbine manufacturer headquartered in China. As of this writing, Goldwind is the turbine supplier for all OE projects. Goldwind operates a Regional Service

Center out of Findlay and a Remote Operations Center (ROC) near their US headquarters in Illinois. The ROC monitors OE projects 24/7 and the local technicians provide specific scheduled and as-needed operations and maintenance activities for the projects. Goldwind's role is restricted to the turbine only, OE technicians maintain all other equipment on-site.

Q: How can I learn more about the company and how it works?

A: One Energy has a wealth of learning resources available to employees. A great place to start is our website, www.oneenergy.com – check out the *Wind for Industry*® and Wind Knowledge sections, watch the videos under Considering Wind, and view our Corporate Video under “About Us”. The One Energy Reading List is a great learning opportunity as well – the list (and related books) are available in the OE library. Dive into the videos on the OE Intranet training sections, and whenever you’re curious, ask questions!

CONCLUSION

There are many more things to being an associate and we hope this book gives a general overview of what the role is. If you have more questions or even things to add in the future, please let your

manager know. Also, the Onboarding Book, other employees, and your manager are great resources.

FREQUENTLY USED ACRONYMS

BOL: **Bill of Lading** – paperwork used primarily in the construction department, which is used when receiving large or particularly valuable shipments. These are typically sent with truck shipments that arrive in the yard and should be given to purchasing. *OE has a standard Bill of Lading Form used in Construction from time to time, which can be found on Dropbox in Admin - Standard Forms / Misc Forms. A surplus of BOL form pads is maintained in Print Production.*

CAPEX: Capital Expenditure

CPF: **Cable Placement Form** - these are filled out when cable or innerduct is pulled out of inventory and used on a job. *These are printed on yellow paper, standard form pads can be found in Print Production, form file can be found on Dropbox in Admin – Standard Forms / Misc Forms.*

- DB: Dropbox** - at OE, DB typically stands for Dropbox (this shorthand is typically used in written communication only). Dropbox is a file hosting service – OE employees can utilize Dropbox locally on their machines, and can log in via phone app and web browser as well.
- DE: Detailed Evaluation** - the DE is a report provided to potential *Wind for Industry®* customers during the Whalehunting (sales) process. *(There are copies of DEs in the OE library and on Dropbox that are available for review.)*
- DOA: Delegation of Authority** – the OE Financial DOA outlines approved purchasing levels for all employees, for both budgeted and non-budgeted expenses. *The OE DOA can be found on Dropbox in Admin – General Office / Financial Delegation of Authority.*
- EMT: Emergency Medical Technician** - OE is a licensed EMT training facility, with a number of licensed EMTs on staff.
- FAA: Federal Aviation Administration**
- FAF: Financial Approval Form** - If employee wants to make a purchase outside of their level stated on the DOA they will need to

fill out a FAF and have it signed by supervisor.

FE: Field Engineer

FR: Flame Resistant – FR clothing is provided to specific members of the construction and System Operator teams - it is worn for specific activities only.

GW: Goldwind – turbine manufacturer and supplier, headquartered in China.

IE: Initial Evaluation - the IE is a report provided to potential *Wind for Industry®* customers during the Whalehunting (sales) process. *(There are copies of IEs in the OE library and on Dropbox that are available for review.)*

ITF: Inventory Transfer Form – these are filled out when inventory is pulled out of stock and used on a *Wind for Industry®* project. *These are printed on blue paper, standard form pads can be found in Print Production, form file can be found on Dropbox in Admin – Standard Forms / Misc Forms.*

JHA: Job Hazard Analysis - OE team members complete a JHA prior to commencing work on any site. *OE has a standard JHA Form, which can be found on Dropbox in Admin -*

Standard Form / Misc Forms. A surplus of JHA form pads is maintained in Print Production.

kW: Kilowatt

kWh: Kilowatt Hour

MW: Megawatt

MWS: Megawatt Scholarships - an OE program that partners with *Wind for Industry*® customers to provide STEM scholarships to communities. (This shorthand is typically used in written communication only.) See www.megawattscholarships.org.

NDA: Non-Disclosure Agreement

NFWC: North Findlay Wind Campus - One Energy's headquarters in Findlay, OH.

O&M: Operations and Maintenance

ODOT: Ohio Department of Transportation

OE: One Energy

OEE: One Energy Enterprises, LLC – the parent company of One Energy

OEC: One Energy Capital LLC – the financial arm of One Energy

OECC: One Energy Capital Corporation – the arm of the company that owns and operates projects

OES: One Energy Solutions LLC – the construction arm of One Energy

OETI: One Energy Training Institute – OE’s in-house training organization (the OE EMT program is run through this branch of OE)

OSHA: Occupational Safety and Health Administration – an agency of the U.S. Department of Labor. All OE employees complete OSHA 30-Hour Construction Training.

PE: At OE, the acronym “PE” typically stands for **Project Engineer** (a role here at OE), though it can also mean Professional Engineer (a more widely used acronym in the engineering world.)

PL: Packing List – these documents are sent with shipments, received by OE, and scanned into either Foundation or Dropbox along with the invoice.

PM: Project Manager

PO: Purchase Order - POs are used with all vendors that will offer OE net 30-day terms.

If a PO is needed for OEE, OES, OECC, etc., this should be requested from Procurement Manager. Associates assist Procurement Manager and Accounting Team with processing PO paperwork from time to time. (Service Contracts, rather than POs, should be issued to vendors who are providing a service, i.e. repairing dishwasher, demolishing a building etc. who will offer us net 30-day terms. Service contracts are prepared by purchasing.)

POD: Proof of Delivery

PPA: Power Purchase Agreement - OE's *Wind for Industry*® customers can obtain a project two ways – by signing a PPA/REA or via CAPEX. (PPAs are now officially referred to as REAs.)

PPE: Personal Protective Equipment - such as safety glasses, hard hat, steel toe boots, etc.

PPT: Project Planning & Technology (but when written, this acronym is sometimes also used to refer to a PowerPoint presentation).

R&D: Research and Development

REA: Renewable Energy Agreement - OE's Power Purchase Agreements are now

formally referred to as Renewable Energy Agreements.

REC: Renewable Energy Credit

RFQ: Request for Quote

ROC: Remote Operations Center - operated by Goldwind

SPE: Special Purpose Entity - a legal entity (usually an LLC) created to fulfill a specific objective. OE *Wind for Industry*® projects are set up as an SPE. (Often referred to as a “Project Company”.)

SCADA: Supervisory Control & Data Acquisition

- OE uses SCADA to monitor its *Wind For Industry*® projects. The wall with monitors (behind the reception desk, facing the main office area) is referred to as the SCADA wall.

WFI: Sometimes used internally at One Energy as shorthand for “*Wind for Industry*®”.

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[illegible]

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