



WORPLACE

EXPERIENCE GUIDE





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WELCOME TO THE DRN READITECH TEAM!

As CEO and General Manager of our team I want to welcome you!

You have just joined an innovative and growing company that is invested in your success as in the success of our company. This Workplace Experience Guide will give you insights into our history, our culture, and an overview of what it's like to work here.

When we say we're a team we mean it. That extends to our partners, customers, clients, members and every team member.

Your time at DRN ReadiTech is important to us! Learn everything you can about our company and our culture. We trust you to make your own path, set your priorities, and ask for help when you need it.



A handwritten signature in black ink, appearing to read 'Kent Schimke'.

Kent Schimke
CEO/GM of DRN ReadiTech



OUR STORY

Founded in November 1950, Dickey Rural Telephone was created to bring telephone service to rural southeastern North Dakota. Now, as Dickey Rural Networks, it offers state-of-the-art telecommunications through two companies—Dickey Rural Telephone Cooperative (the parent company) and Dickey Rural Services. These two companies are marketed as DRN.

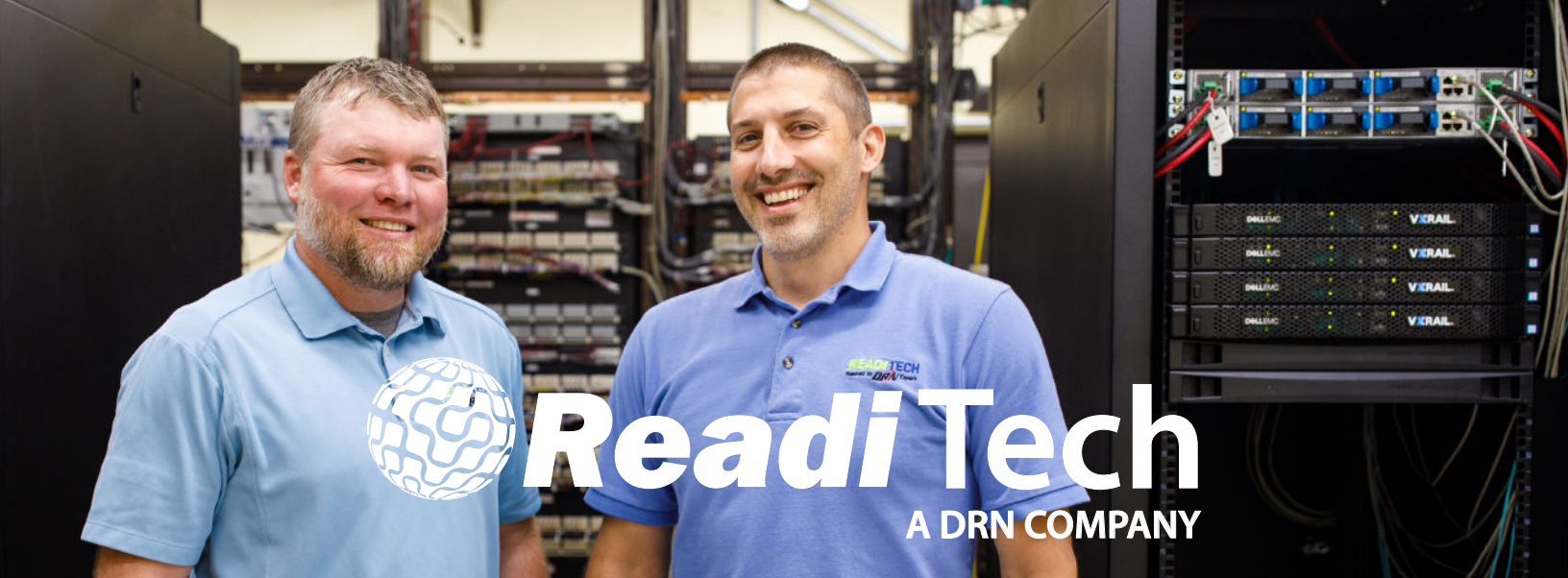
DRN is working to add to the quality of life of our residential and business customers by offering advanced technologies and local customer service. Our goal is keep customers connected to an ever increasing global community. With its 100% fiber-optic network, we deliver Internet, telephone, and TV services to the cooperative territory in southeastern and south-central North Dakota.

Dickey Rural Telephone Cooperative serves 19 exchanges in seven North Dakota counties and two South Dakota counties. Its Board of Directors, elected to serve a three-year term and represent the different exchanges, governs DRTC.

As a client-focused technology driven division of DRN, Read iTech, is committed to delivering the best managed services, fiber broadband, engineering, security systems, and computer networking services.

Learn more about Read iTech on the next page.





ReadiTech, a subsidiary of DRN, is a growing tech company that strives to be client focused and driven by technology. We provide Managed IT Services, Fiber Broadband, and Professional Business Services.

Established in 2010, ReadiTech has grown to better support our current and future clients. ReadiTech has acquired two other technology companies since its start: CompQuest Technologies in Aberdeen, SD in 2017 and Insight Technologies of Fargo, ND and Grand Forks, ND in 2019 (*Now doing business as ReadiTech IT Solutions.*)

To bring DRN's fiber optic network to other areas of the state, ReadiTech expanded broadband service to Cass County in 2020. First starting in Casselton, moving to Mapleton and this fall will build out Horace, ND. This fiber upgrade offers residents with fast, reliable and state of the art broadband services.



In 2021, ReadiTech launched a new division and entered the engineering market as ReadiTech Engineering. This new division accelerated the growth of its core broadband business by leveraging the expertise, intellectual property, and invaluable customer relationships at ReadiTech and its parent company, DRN.

ReadiTech is headquartered in Ellendale, ND and has regional offices in Aberdeen, SD; Bismarck, ND; Casselton, ND; Fargo, ND; Horace, ND (coming soon!) and Lisbon, ND.





MISSION & VISION

MISSION STATEMENT

The objective of the cooperative is to furnish high-quality communications to consumers at competitive prices which will ensure long-term viability.

It shall be the policy of Dickey Rural Telephone Cooperative in conformance with its Articles of Incorporation and By-laws to furnish telecommunications service to its members and non-members at the lowest possible cost, consistent with such sound financial and management practices which will insure adequate revenue to maintain and operate its properties and retire its indebtedness.

It shall be the responsibility of the general manager of Dickey Rural Telephone Cooperative to manage, organize, and direct the affairs of the Cooperative consistent with the policies established by the Board of Directors.

VISION STATEMENT

Providing technology solutions to customers as a link to the world.



OUR CORE VALUES

As DRN Read iTech continues to grow and improve, we need to remember what we stand for as a company. To help us preserve our culture and remind us of who we are as we add new customers, capabilities, and team members, we have established our Core Values.

A core value is defined as a principle that guides an organization's internal conduct, as well as its relationship with the world. These core values represent the driving force behind the DRN Read iTech team, and the people that make up our DRN Read iTech family. We apply these values to every person we encounter.

Respect

We treat all we encounter each day with mutual respect and understanding.

Accountability

Work accurately and follow through on your commitments.

Commitment

Dedicated to the success of our members, partners, board and leadership, fellow employees and cooperative.

Service

We take an active role in providing the best service to our organization, members and communities.

Teamwork

We are one company, one team.

**Show respect.
Be dedicated.
Be accountable.
Provide stellar service.
Work as a team.**



OUR CUSTOMERS

DRN is a cooperative. That means that our customers are owner-members.

We refer to our RediTech customers as clients as we like to build a ongoing relationship with them.

"Friday morning I called about a problem with our internet. A tech was there within 2 hours, found the problem and had me back up and running shortly thereafter. Their customer service is wonderful!" - Faye



"Wonderful people and customer service! Excellent work." - Kelle'mon

"Our investment in RediTech was a smart move. They had what we were looking for and have tools available to offer support rith away without waiting for an on-site visit." - Brenda, Smith Lumber, Inc.



"I highly recommend RediTech for all of your computer needs. They give fast, excellent service and they show a true care about their customers experience. Just a wonderful place!" - CoolJammers





COOPERATIVE PRINCIPLES

Cooperative, what does that mean?

Here are the seven principles that make us different.

1. Voluntary & Open Membership

DRN is a voluntary organization open to all persons able to use our services and willing to accept the responsibilities of membership, without gender, social racial, political or religious discrimination.

2. Democratic Member Control

DRN is a democratic organization controlled by our members, who actively participate in setting policies and making decisions. The elected representatives are accountable to the membership. Members have equal voting rights (one member, one vote).

3. Members' Economic Participation

Members contribute equitably to, and democratically control, the capital of their cooperative. At least part of that capital is usually the common property of the cooperative. Members usually receive limited compensation, if any on capital subscribed as a condition of membership. Members allocate surpluses for any or all of the following purposes: developing the cooperative, possibly by setting up reserves, part of which at least would be divisible; benefiting members in proportion to their transactions with the cooperative; and supporting other activities approved by the membership.

4. Autonomy & Independence

DRN is an autonomous, self-help organization controlled by our members. If we enter into agreements with other organizations, including governments, or raise capital from external sources, we do so on terms that ensure democratic control by our members and maintain our cooperative autonomy.

5. Education, Training & Information

DRN provides education and training for our members, elected representatives, managers, and employees so that they can contribute effectively to the development of the cooperative. We inform the general public, particularly young people and opinion leaders, about the nature and benefits of cooperation.

6. Cooperation Among Cooperatives

Cooperatives serve their members most effectively and strengthen the cooperative movement by working together through local, national, regional and international structures.

7. Concern for Community

While focusing on member needs, DRN works for the sustainable development of our communities through policies accepted by our members.



LEADERSHIP TEAM

Our leadership team is helping to drive the growth of our progressive teams that make up our innovative tech company. Learn a little bit more about them here:



KENT SCHIMKE | Chief Executive Officer & General Manager
Industry Experience: 22 years

What I do: CEO/GM – take care of DRN ReadiTech employees!

Extended Job Title: School Board, Elm Township Chairman, Electrician, plumber, carpenter, chicken, hog, and donkey rancher.

Expert on: Enjoying life with family and friends!

Fun facts: I am passionate and participate in anything related to the great outdoors. I really enjoy taking college courses that pertain to Ethics and Humanities. Though I am a sports fan and enthusiast I would rather attend a play or musical rather than a professional sporting event.



JANELL HAUCK | Marketing Manager

Industry Experience: 22 years of telecom, over 30 years of marketing

What I do: I oversee all the marketing and public relations for DRN and ReadITech.

Extended Job Title: Part owner of Hauck Ranch. But mainly, I am the chief gopher and laborer. My family, consisting of husband, Keith, and children—Emily, Jacob, Calli and Caleb, own and operate a cow/calf operation west of Forbes, ND. We raise SimAngus cattle along with corn, soybeans and alfalfa. Other job titles include 4-H leader and church organist.

Expert on: Nothing. As soon as I think I know something, I am proven wrong.

Fun facts:

- Mother of 4 children
- like to ride horse & love living on a farm
- enjoy spending time with my family, especially around a fire in the summer
- Have been involved in 4-H for over 40 years!
- Got bucked off a horse, had a severe concussion and don't remember a whole day of my life



KARI NISHEK | Business Intelligence Manager

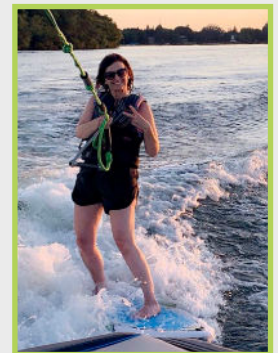
Industry Experience: 24 years

What I do: My title is Business Intelligence Manager...that means I love analyzing data. (I know... strange!) I'm also a PMP – Project Management Professional which means I love managing projects and seeing a project through to successful completion! I have also managed ReadITech – DRN's Managed IT Services business for 9 years and greatly enjoy business development and bringing solutions to our business customers.

Extended Job Title: Wake Surfer Apprentice, Travel Enthusiast, Private Chef & Baker, Expert Lake Lounger, Nishek Family Project Momager, Grueneich Family Ancestry Researcher, Football and Basketball Sports Fan, Life FUN Experience Maker.

Fun facts:

- I have enjoyed visiting 47 of the 50 states and 8 countries.
- I love lake time with my treasured family.
- I grew up feeding sheep, cows, pigs and chickens on our family farm near Monango. I spent many hours swathing grain crops and picking rocks.
- My DRN career started when I was a junior in high school working for DRN's beloved Office Manager Margaret Barton.
- I have worked for 7 DRN General Managers.
- Prior to returning to DRN 22 years ago, I worked for Cargill in Fargo, Minneapolis and Sidney, Ohio, traveling the U.S. implementing accounting software.
- On my travel bucket list is GREECE!





SONJA BOMMERSBACH | Human Resources Manager

Industry Experience: 22 years

What I do: I enjoy working with a variety of people every day while supporting DRN ReadITech in all facets of HR including Recruitment and Retention, Compensation and Benefits, Compliance, Training/Education, Employee Relations, Succession Planning, Strategic Planning and almost everything in between. I am passionate about helping our employees develop and advance in their careers and achieve great things for our company!

Extended Job Title: Wife, Mom, Event Planner, Coach, Cheerleader, Listener to name a few.

Expert on: Dessert...still working on expert status!

Fun facts: I love spending time with my husband and three children as well as extended family and friends. I have 3 poodles. I enjoy buying and sending greeting cards, traveling, exploring, reading, and walking.



TROY RADERMACHER | Chief Financial Officer

Industry Experience: 20 years

What I do: Manage Customer Service and Technical Assistance Group to make sure our staff provides the highest standards of customer service to our customers. While managing the Accounting department I assess and evaluate the financial performance of DRN/Readitech by preparing and presenting monthly financial budgeting reports, monthly profit and loss reports and cash flow analysis. These tools are used to make sure DRN/Readitech can meet the short-term and long-term strategic financial objectives of the company.

Extended Job Title: Sports Enthusiast, Golfer and Family Man. I'm always excited to cheer on my Minnesota professional sports teams, our local athletes and squeeze in a round of golf whenever I can. The most important thing I cherish is spending whatever time I can with my wife, daughter and son doing all types of activities that we can pack into a day.

Expert on: Being dedicated to my family.

Fun facts:

- The first 20 years of my life I've been to 3 states, the last 20 years I've been to 22 states and 8 countries.
- As an only child who grew up on a dairy farm there wasn't a lack of work to do. I feel that experience gave me the work ethic to always strive for more.
- Had 2 holes-in-one in one round.





BOARD OF DIRECTORS

This is our Board of Directors.
They are voted on to the Board by the cooperative members.



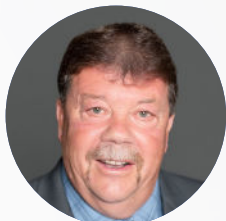
Ralph Neu
President
District 7



Ralph Greer
Vice President
District 2



Arden Falk
Secretary/Treasurer
District 3



Sid Meidinger
District 4



Myron Yagow
District 6



Paul Olson
District 8



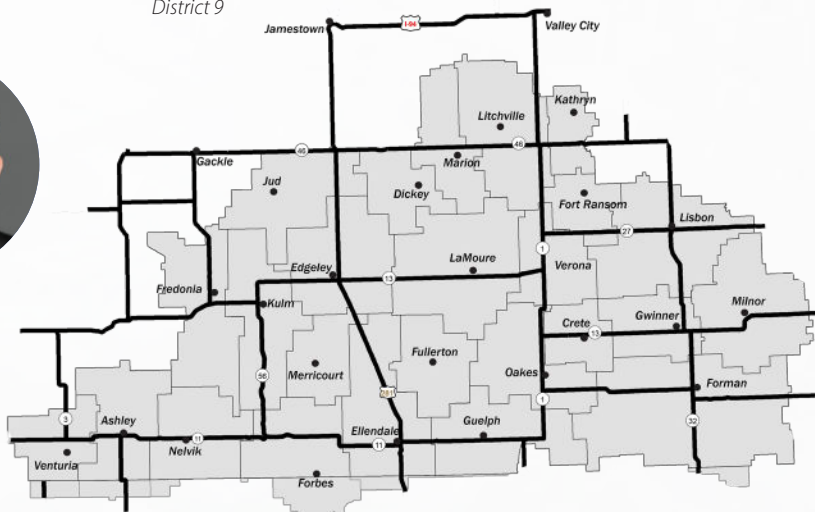
Dan Barton
District 9



Dan Girard
District 10



Rod Buck
District 11



DISTRICT 2

Dickey
Litchville
Marion

DISTRICT 3

Kathryn
Verona
Fort Ransom

DISTRICT 4

Fredonia
Jud

DISTRICT 6

Crete
Milnor

DISTRICT 7

Nelvik
Venturia

DISTRICT 8

Forbes
Merricourt

DISTRICT 9

Fullerton
Guelph

DISTRICT 10

Ellendale
Ashley
Kulm
Edgeley
LaMoure

DISTRICT 11

Oakes
Forman
Gwinner
Lisbon



WORK LIFE

Your Team

Within the company there are different departments and teams that have different responsibilities. Each team has their own challenges and ways of operating, so your supervisor and team members will spend time teaching you about your job and how to communicate with one another.

While each department is different, each employee at DRN Readitech displays our Core Values. You can ask your team members questions if you're not sure what to do. Don't be afraid to share your ideas and collaborate.

Communication

Lack of communication can cause a lot of problems in a department, so to keep the peace we ask that you are open minded and understanding with everyone. If you have a disagreement, try to resolve it between yourselves and not hold a grudge.

Sometimes you may want to sit down with your supervisor and talk through issues or challenges you're facing. Our leadership prides itself in being available to you. We have an open door policy and invite you to share your concerns or questions with us.

We enhance communication & teamwork with the following means:

Microsoft Teams

Zoom Meetings

All Employee Meetings

Microsoft Sharepoint

BambooHR

E-mail

Department Meetings

Create The Culture

Self-Serve

Wellness

Safety Meetings

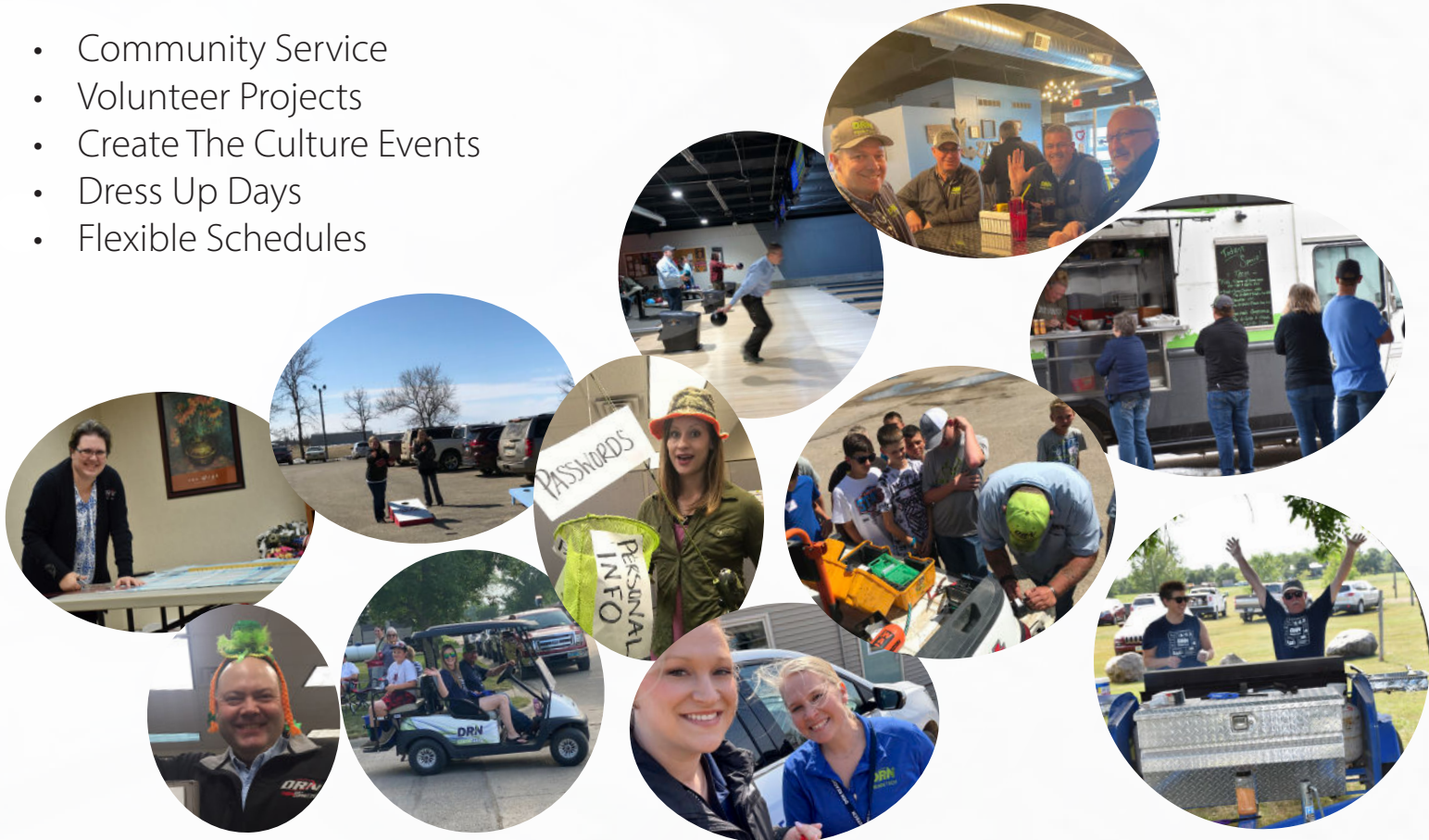


A Fun Work Environment

Although we are committed to working hard to provide the best service possible to our customers, we also like to have fun.

We do multiple things throughout the year to give our team a chance to kick back and relax. Whether it be the celebrations of work anniversaries, a summer picnic and a trip to a RedHawks games, team dinners, or our annual Christmas Party, there are plenty of chances to enjoy yourself and get to know your co-workers and their families.

- Community Service
- Volunteer Projects
- Create The Culture Events
- Dress Up Days
- Flexible Schedules





OUR LOCATIONS

HEADQUARTERS

DRN & ReadiTech



9628 Hwy 281
Ellendale, ND 58436

ABERDEEN

ReadiTech



9 5th Ave SE
Aberdeen, SD 57401

LISBON

DRN & ReadiTech



16 4th Ave W.
Lisbon, ND 58054

OAKES

DRN & ReadiTech



103 6th St S.
Oakes, ND 58474

BISMARCK

ReadiTech Engineering

ReadiTech Managed IT



1600 E Interstate Ave Suite 106
Bismarck, ND 58503

CASSELTON

ReadiTech Fiber



42 Langer Ave N
Casselton, ND 58012

HORACE

ReadiTech Managed IT

ReadiTech Fiber

ReadiTech Engineering



434 Main St. N.
Horace, ND 58047