

**TRANSPORT WORKERS UNION, AFL-CIO AND
MOTIVATE LLC COLLECTIVE BARGAINING AGREEMENT
EFFECTIVE JANUARY 19, 2024 TO DECEMBER 31, 2026**

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PREAMBLE

This Collective Bargaining Agreement (“Agreement”) is entered into by and between Transport Workers Union, AFL-CIO (the “Union”) and Motivate LLC and its successors and assigns (collectively the “Employer” or the “Company”).

ARTICLE 1 - UNION RECOGNITION

The Employer recognizes the Union as the sole and exclusive bargaining agent for the purposes of negotiating wages, hours, benefits, and conditions of employment, for all Unit Employees as defined hereinbelow in cities represented by the Union. By operation of this Agreement, prior agreements between the Employer and the Union covering Unit Employees with terms inconsistent with this Agreement shall terminate upon the effective date of this Agreement and shall be superseded by this Agreement.

ARTICLE 2 - DEFINITIONS

Section 1. The term “Unit Employee(s)” or “Employee(s),” is defined as any and all persons employed by the Company who are regular full-time hourly personnel, regular part-time hourly personnel, or seasonal personnel, but excluding any such personnel who are: (a) exempt from the Fair Labor Standards Act (including but not limited to managers or professional staff in operations management or Company support functions); (b) sales and marketing staff; (c) Managers or Assistant Managers; (d) confidential employees such as those in Human Resources, Finance, or Accounting; or (e) are in community relations roles, office clerical/secretarial roles, analyst roles, or researcher roles.

Section 2. A “Regular Full-Time Employee” is defined as an Employee who is regularly scheduled for at least forty (40) hours per week and has completed the defined probationary period and is not a Seasonal Employee.

Section 3. A “Regular Part-Time Employee” is defined as an Employee who is regularly scheduled for sixteen (16) or more hours of work per week and has completed the probationary period and is not a Seasonal Employee. Regular Full-Time Employees and Regular Part-Time Employees are collectively referred to herein as “Regular Employees.”

Section 4. A “Lead Position” or “Lead” is a position held by a Regular Full-Time Employee, Regular Part-Time Employee, or Seasonal Employee, that provides additional services within a

department beyond the normal scope of regular positions in the department, including but not limited to:

- a. training new and current personnel in their department;
- b. helping to correct any unsafe behavior and/or inappropriate practices;
- c. providing guidance by promoting proper procedures and best practices;
- d. helping maintain quality control through education and sharing of experience; and
- e. monitoring quality control on work performed.

A Lead shall be scheduled for work by the Employer based on the need for their additional responsibilities, expertise, and leadership in a particular work area, schedule, or time frame; however, in the case of temporary Leads (i.e., those who are Leads as a secondary and not a primary assignment), such secondary Lead assignment scheduling shall align with their regular schedules.

Section 5. A “Field Lead Specialist” or “FLS” is a position held by a Regular Full-Time, Regular Part-Time, or Seasonal Employee, that will be trained in all aspects of the operation and be able to perform duties as necessary in any operations classification, including but not limited to:

- a. training new and current personnel;
- b. reporting and helping to correct any unsafe behavior and/or inappropriate practices;
- c. providing guidance and promoting proper procedures; and
- d. monitoring quality control on work performed.

The selection of employees for any FLS positions will reside with the Employer at its sole discretion. An employee must have completed at least six (6) months of service with Employer in order to apply to an open FLS position. This requirement is in addition to those set forth in the Employer’s written policy(ies) regarding internal hiring and transfers. FLSs shall be scheduled for work by the Employer based on the need for their additional responsibilities, expertise, and leadership in a particular work area, schedule, or time frame.

Section 6. Seasonal Employees.

(a) For the purposes of this Agreement, the “Season” is defined as the period from April 1st through December 31st of a given calendar year. The “Off-Season” is defined as the period from January 1st through March 31st of a given calendar year.

(b) A “Seasonal Employee” is an Employee hired for a fixed term of no more than nine (9) months. A Seasonal Employee may not work more than a total of nine (9) months in a twelve (12)-month period. However, this provision may be varied by mutual agreement of the parties. It is understood that the use of Seasonal Employees is not intended to displace Regular Full-Time or Regular Part-Time Employees.

(c) Seasonal Employees who have successfully completed one (1) Season with the Employer with satisfactory performance and attendance shall be entitled to priority consideration for rehire into a seasonal position in the next Season or a regular position if available, provided that a complete application is filed in a timely manner.

(d) In selecting Seasonal Employees for any Off-Season project, the Employer shall first offer the work to those Seasonal Employees who were assigned to the relevant department during the most recent Season having the longest Company Seniority (as defined hereinbelow). If the Employer wishes to select additional Seasonal Employees for an Off-Season project after exhausting the available and accepting pool from the relevant department during the most recent Season, it must do so by first selecting other Seasonal Employees from the most recent Season by utilizing the same six basic factors, and in the same manner, as outlined in Article 21, Section 3(b) hereinbelow, along with the additional factor of any active warning.

Section 7. Meal and Rest Breaks.

(a) Shifts of six (6) hours or more shall include a thirty (30)-minute unpaid mid-shift meal break per day, and two (2) paid fifteen (15)-minute meal breaks, one in the first half of the shift and one in the second. In jurisdictions where state or local law requires the meal break or period to be given or taken within a specific time frame, “mid-shift meal break” as used herein means a meal break (i.e., meal period) commencing within the first six (6) hours of the scheduled shift. A meal break may not be combined with any paid breaks except where required by law.

(b) The Union and Unit Employees hereby acknowledge and agree that: (a) they prefer the time window for meal breaks provided in this section over any more restrictive time window they may otherwise be entitled to under any applicable federal, state, or local law, due to the increased meal break flexibility afforded by this arrangement; (b) the specific issue of meal breaks, including the time window for taking them, was specifically negotiated in this Agreement; (c) both the increased flexibility in the timing of meal breaks, and the right to non-meal breaks that are paid, are among the benefits the Union and Unit Employees receive in this Agreement for (where applicable) deviating from the meal break timing and/or frequency rules otherwise required by federal, state, or local law; and (d) to the extent that any applicable federal, state, or local law requires a frequency or timing of meal breaks that is incongruous with that provided in this section, the Union and Unit Employees hereby waive their rights under any and all such laws of California, Illinois, New York, and otherwise insofar as those laws permit such a waiver pursuant to a collective bargaining agreement or otherwise. Such waiver of the Union and Unit Employees is knowing and voluntary, and to the fullest extent applicable under California Labor Code Section 512(e), any applicable Illinois and New York law, and any applicable federal, local, and other state law, waives a Unit Employee's rights regarding meal breaks including but not limited to the number, timing and/or duration thereof. This provision shall supersede and be considered to have fulfilled all requirements of such laws including but not limited to California Labor Code section 512.

Section 8. Eligibility for the Employer's benefit plans shall be set forth in such plans and shall not be governed by the definitions contained herein.

Section 9. Nothing in this Article or this Agreement guarantees a set number of hours or days of employment in any pay period or week.

ARTICLE 3 - SERVICE COMMITMENT

Section 1. The parties to this Agreement recognize that a customer service commitment is required by managers and Employees alike.

Section 2. The Employer recognizes that Employees, and Employee input into customer service matters, are a valuable resource and must be encouraged and facilitated. To this end, the parties will seek ways to implement this facet of the commitment to service by endeavoring to schedule meetings, as needed, on this issue including the use of a Workers' Council where the parties deem appropriate.

Section 3. The Employer, the Union, the Employees, and managers of the Company will strive to anticipate and meet customer needs and to deliver the highest quality customer service. Thus, Employees and managers will be expected to deliver quality customer services and shall work together to address customer service issues and maximize the customer experience, without regard to the usual and customary tasks performed or applicable job descriptions, or as otherwise addressed in this Agreement.

Section 4. The parties recognize that premier customer service is essential to the success of the Company and its ability to employ persons who are paid competitive wages.

Section 5. All of the above terms and conditions outlined in this Article shall also apply in situations where the Company is endeavoring to avoid any potential liability or penalties pursuant to the provisions of the Employer's obligations to its clients and customers.

ARTICLE 4 - NO DISCRIMINATION

There shall be no discrimination by the Employer or the Union against any Employee on account of membership in or activity on behalf of or against the Union. There shall be no discrimination against any Employee, and no retaliation against any Employee for asserting rights under workers' compensation law, in accordance with applicable federal, state and/or local law or ordinances. The terms set forth herein shall apply equally to all Unit Employees as set forth in this Agreement.

ARTICLE 5 - DIGNITY AND RESPECT

The Union and the Employer are committed to assuring that the dignity of each Employee is respected, and both shall treat all Employees in a professional, courteous, and fair manner.

ARTICLE 6 - UNION SECURITY

Section 1. Subject to applicable law, all Unit Employees in good standing on the effective date of this Agreement or who become members of the Union in good standing following the effective date of this Agreement shall as a condition of employment remain members of the Union in good standing insofar as the payment of periodic dues and initiation fees, uniformly required, is concerned.

Section 2. Subject to applicable law, all present Employees who are not members of the Union and individuals hired after the effective date of this Agreement shall as a condition of employment,

beginning on the thirtieth (30th) day following the effective date of this Agreement or the thirtieth (30th) day following employment, whichever is later, become and remain members of the Union in good standing insofar as the payment of periodic dues and initiation fees, uniformly required, is concerned.

Section 3. The failure of any Employee to maintain and continue financial obligations to the Union requires the Employer, upon proper notice from the Union of such failure, to discharge the Employee within seven (7) days of such notice, during such time, a delinquent Employee shall have the right to cure such deficiency by tending payment of the owed amounts.

Section 4. New Employees may be hired from any source; however, any person employed in the bargaining unit shall be advised at the time of employment that the Employer is operating under this Agreement. The posting for any position in the bargaining unit shall state the position will be covered by this Agreement.

Section 5. Whenever new Employees are hired into job classifications covered by this Agreement, the Employer agrees to:

(a) Notify the Union of such employment in writing, on a monthly basis, giving the date, place and job classification of the employment, the name, email, phone number, and address of the new Employee;

(b) Promptly advise the Employee of the terms and provisions of this Agreement and of the Employee's obligations hereunder; and

(c) Provide new Employee(s) the opportunity to attend a forty-five (45) minute Union new hire orientation meeting, presented by a Union-designated Employee and held after the Employer's orientation of a new Employee(s). The attending new Employee(s) shall be paid by the Employer at his/her/their regular rate of pay for attending the Union new-hire orientation. The presenter will be paid by the Union for the presentation, and the presenter's release from work to conduct (and time entry for conducting) the presentation will follow the procedures set forth in Article 8, Sections 5 and 6 herein. Reasonable advance notice of the Employer's orientation meeting will be given to the Union.

Section 6. The Employer will supply the Union, on a monthly basis, with a list of all terminated bargaining unit members and the last day worked. The Employer shall designate whether the termination was voluntary or involuntary. If the termination was involuntary, the reason for the termination shall be given.

Section 7. The Union shall indemnify the Employer for any and all liabilities or financial costs associated with complying with the provisions of this Article.

ARTICLE 7 - UNION CHECK-OFF

Section 1. The Employer shall deduct from each Employee an amount equal to the membership dues and initiation fees uniformly required as conditions of maintaining financial obligations toward the Union pursuant to a valid electronic authorization from the Employee.

Section 2. The Employer shall be responsible for creating and maintaining an electronic workflow for a Voluntary Authorization for Dues Deduction form to be completed by all newly hired Unit Employees during the onboarding process subject to applicable law, through: (a) a separate “Union” section under the “Forms” tab of each Unit Employee profile within the Dayforce portal, which shall host said form; or (b) some other technical means communicated to the Union before implementation.

Section 3. The deduction of dues and initiation fees from the respective Employees’ wages or salaries will be bi- weekly (or weekly in municipalities or states requiring such) and the Employer will remit such dues and initiation fees to the Union on or before the last day of the succeeding month. When remitting the dues and initiation fees to the Union, the Employer shall provide the Union with a list of every Unit Member and identify the amount deducted from each Unit Member’s wages in the prior month.

Section 4. On the last day of each month, the Employer shall submit to the Secretary-Treasurer of the Union, in a digital format that can be manipulated, a roster of all active and on-leave Unit Employees setting forth, for each such person, the base wage rate and dues obligation, total dues and initiation fees deducted that month, employee ID, first name, last name, date of birth, status (active or LOA), job title (position), department, depot location, class, dues start date, date of hire, complete mailing address, home phone, cell phone, and personal email address.

During the Season, the Union may request an updated real-time roster. The Secretary –Treasurer (or the designee) will notify the Employer who shall then have three (3) business days to comply with the request.

Section 5. The Union shall hold the Employer harmless for any and all expenses, costs, and for liability incurred by virtue of compliance with this Article.

ARTICLE 8 - SHOP STEWARDS AND UNION OFFICERS

Section 1. The Employer recognizes the right of the Union to appoint or elect Shop Stewards. There shall be one (1) Shop Steward per shift per department per location in the unit. The Shop Stewards shall not interfere with the management of the business. The Shop Stewards shall be designated by the Union to represent its interests in grievance matters or representational matters and shall be given time off from the regular schedule without loss of pay to participate in grievance meetings with the Employer which shall have been scheduled at mutually agreeable times, i.e., arranged in advance. Upon request of an Employee, Shop Stewards will be the designated Union representative to attend disciplinary or investigatory meetings which could reasonably lead to discipline. The Employer may schedule grievance meetings during nonworking hours. The Employer and the Shop Stewards will treat each other with mutual respect.

Section 2. Shop Stewards will be trained, supervised or directed by the Union concerning the duties and responsibilities of a Shop Steward under this Agreement. In order to be recognized as a Shop Steward, the Union shall notify the Employer of the names of the certified Shop Stewards.

Section 3. Shop Stewards shall not interfere with the Employer's direction of the workforce or with any aspect of service to its customers. Shop Stewards must not leave the assigned work area for Union business without prior permission from the appropriate Manager, i.e., the highest management authority present on behalf of the Employer. Shop Stewards must also receive permission from the Manager, or highest management authority in any other Employer location he/she/they wish to enter. Such permission will not be unreasonably withheld.

Section 4. The Union may elect/appoint one (1) Chair / Chief Steward per Employer market within the bargaining unit who may, as necessary, be released from work duties, with pay, to conduct Union representation activities for a maximum of four (4) hours per month.

Section 5. Union-paid Union representation release for the Chief Steward (or their designated alternates) shall be coded as UBC (Union Business Continuance). Union-paid Union representation release for the Local 320 President, Local 320 Secretary-Treasurer, and/or any other Local 320 executive officers appointed by the Union hereafter (“Union Officers”) shall be coded as EUBC (Executive Union Business Continuance). Chief Stewards and Union Officers shall be relieved from their regular work duties and for a pre-determined period to handle Union-related matters with Unit Employees and/or the Employer. The Union will notify the Employer in writing of the names of the designated Chair/Chief Stewards and Union Officers. Based on current membership density and locations it is agreed that UBC and EUBC be available to the Chief Stewards and Union Officers at the below-listed levels:

- Chief Steward for Boston: Max. 1 shift (up to 10 hours per Employee’s regular shift) per work week.
- Chief Steward for Chicago: Max. 1 shift (up to 10 hours per Employee’s regular shift) per work week.
- Chief Steward for Washington DC: Max. 1 shift (up to 10 hours per Employee’s regular shift) per work week.
- Chief Steward for New York/NJ: Max. 2 shifts (up to 10 hours each per Employee’s regular shift) per work week.
- Chief Steward for Bay Area: Max. 1 shift (up to 10 hours per Employee’s regular shift) per work week.
- Local 320 President: Max. 20 hours per week.
- Local 320 Secretary-Treasurer: Max. 10 hours per week.

Section 6. Scheduling of UBC and EUBC shall be coordinated between the Chief Stewards or Union Officers and their respective local management team to minimize disruption to scheduled work/service and maximize opportunity for cooperative labor relations. Preference is that UBC and EUBC should follow a regular weekly schedule to minimize operational disruption and ensure proper service coverage. Should there be variations to such regular weekly schedule (e.g., alternate for Chief

Steward, change in day/time of UBC or EUBC, withdrawal of work release), the respective Chief Steward or Union Officer must notify management at least two (2) weeks in advance. This notification period can be waived or modified for a specified individual by written mutual agreement.

Section 7. Short Term Union Leave. It is further understood the Employer agrees to grant the necessary time off, without discrimination or loss of seniority rights and without pay, not to exceed five (5) days per request, to any Employee designated by the Union to attend a labor convention or serve on other official Union business, provided two (2) weeks written notice is given to the Employer, by the Union, specifying length of time off (“Short Term Union Leave”). The Union agrees that, in making its request for time off for Union activities, due consideration shall be given to the number of employees affected in order that there shall be no disruption of the Employer’s operations due to lack of available Employees. Should the Employer believe that the Union request disrupts operations, the Employer retains the right to notify the Union that the request has been rejected, and discuss with the Union the Employer’s reasoning. At the request of the Union, and consistent with the Employer’s need to provide proper coverage, a maximum of one (1) Employee per city (two (2) Employees in New York) at a time shall be granted Short Term Union Leave. All provisions of this section (7) can be waived or modified for a specified individual by written mutual agreement.

Section 8. Extended Union Leave. One (1) Unit Employee elected or appointed to serve as a Union official shall be granted a leave of absence during the period of such employment, without discrimination or loss of seniority rights, and without pay, with an opportunity to purchase eligible benefits from the Employer at the full Employer cost of such benefits. Four (4) weeks’ notice must be given to the Employer before an Employee begins such leave to accept such office or position, or chooses to return to work.

Section 9. The Employer shall invoice the Union monthly for the cost of all UBC and EUBC release hours. For EUBC, this shall include the respective Union Officer’s hourly rate and a premium rate of 25% of each dollar spent to cover taxes and fringe benefits paid by the Employer. At the end of each quarter, the Employer’s Human Resource Team (also referred to herein as “People Team”) will calculate the actual amount spent above the Union Officer’s hourly rate, and either invoice the Union for any additional cost or issue a credit to the Union for any amount paid above the actual cost.

ARTICLE 9 - UNION VISITATION AND BULLETIN BOARD

Section 1. Union representatives shall have reasonable access to the Employer's facilities for the purpose of administering this Agreement. These visits will not interfere in any way with the Employees' assigned duties or interfere with the operations of the Employer. The Union representative shall notify the Employer by email and phone at least twenty-four (24) hours before visiting the Employer's facilities. The Union may not bring any visitors who are not employed by the Union into Employer's facilities without prior written approval of Employer's Chief People Officer or designee, and Union must provide at least three (3) business days' prior written and verbal notice before doing so. Union may not utilize any likenesses of Employer or Employer's Client logos, premises or equipment or images captured while at the Employer's premises of any non-Unit members without prior written consent of Employer. It is understood and agreed by the parties that the Union does not require the Employer's written consent to use an image or likeness taken from a source not controlled by the Employer. Where the Union has to schedule a meeting with a large group of Employees, the Union will make every effort to schedule such a meeting during non-working times for all whose attendance is requested. Union representatives shall comply with all security and access rules and procedures instituted by the Employer.

Section 2. The Union may also post official announcements or other written information on a bulletin board located inside the work facilities. The Employer shall provide such bulletin board at each work facility, and at a location where Employees can conveniently access. All such notices and postings shall not be derogatory, disrespectful, confidential in nature, nor illegal.

ARTICLE 10 - MANAGEMENT RIGHTS

Section 1. Management prerogatives and the exercise thereof shall be unqualified, and shall remain exclusively in the Employer and shall include, without limitation, all matters not covered by this Agreement as well as matters covered by this Agreement, to the extent that the latter are not limited or modified by the terms and conditions hereof.

Section 2. It is further agreed that the following enumeration of management rights shall be deemed to include other rights not herein enumerated but shall be deemed representative and characteristic of the customary and usual rights which are retained by the Employer the right to hire, discipline or discharge for cause, lay off, transfer, classify, assign, promote, or demote Employees; to

determine or change the starting and quitting time and number of hours worked subject to the scheduling Article(s) herein; to promulgate working rules and regulations; to establish new job classifications or change existing job classifications; the right to determine the products offered or sold, the location or relocation of facilities, and the processes and means of work, the right to establish rules of conduct as well as safety regulations, establish work schedules and implement technological changes; and to carry out the customary prerogatives and functions of management whether or not possessed or exercised by the Employer prior to the execution of this Agreement. It is further understood that in the exercise of any of the above rights the Employer shall not act in an arbitrary or capricious manner.

Section 3. The Employer may freely initiate and discontinue experimental and/or incentive programs for Unit Employees including, but not limited to, programs in the areas of attendance, safety, or recruiting, provided Employees are notified in advance that it is an experimental or incentive program, and provided it does not conflict with the provisions of this Agreement. The Employer shall notify the Union of any such program at least fourteen (14) calendar days prior to its implementation, and upon request, the Employer will discuss the particulars of any such program with the Union. Incentive programs enacted under this section shall not be punitive in nature and the terms of which shall not be the basis for any disciplinary action by the Employer.

Section 4. New and Materially Changed Job Classifications. In the event the Employer establishes a new job classification, or materially changes the duties of an existing job classification, it shall notify the Union and will meet with the Union to discuss such changes. In the event of a disagreement that the Employer's proposed actions are unreasonable and arbitrary as to the rate of pay, the Union may file a grievance and proceed to arbitration.

Section 5. Work Rules.

(a) The Employer shall have the absolute right to create and implement reasonable rules and regulations, and revise the same, as it may deem necessary and proper for the conduct of its business.

(b) Upon ratification of this Agreement, any significant and material new rule, regulation or revision of an existing rule shall be sent to, and received by, the Union at least one (1) week prior

to it being effective. For clarity, this Article does not apply to rules or regulations that were in effect prior to the ratification of this Agreement.

(c) If the Union contends that the new or revised regulation or rule violates any provision of this Agreement, or is unreasonable or arbitrary and capricious, then the Union may file a grievance with the Employer provided such grievance is filed within thirty (30) calendar days of receiving such rule or regulation or revision.

ARTICLE 11 - PROMOTIONS AND TRANSFERS

Section 1. The Employer will post vacant or new positions for at least one (1) week on an agreed upon website. The Employer will also send notice of the vacant or new positions by electronic mail to all Employees to either their company email or personal email provided by the Employee to the Employer. Current Regular Full-Time Employees and Regular Part-Time Employees wishing to fill vacant or new positions shall make any promotional or transfer request in writing within seven (7) calendar days after the posting period has begun. In the event the vacant or new position remains unfilled after seven (7) calendar days, candidate applications will then be considered from Seasonal Employees and outside applicants. Successful applicants will be selected based upon such factors as seniority and past relevant experience with the Employer in a particular department, skill, ability, performance, and if the applicant is not a current Employee, also past experience in a service environment. However, in deciding between a current Employee and an outside applicant, preference will be given to the former, all other factors being equal. Further, in deciding as between in-house applicants where such factors, other than department seniority, are equal, then department seniority shall govern, followed by Company Seniority for applicants from outside the department in which there is a vacancy or new opening.

Section 2. In the event that an Employee elects to transfer to a new or different job classification, position or department, he/she/they shall have a trial period of ninety (90) days or until the Employee's previous position is filled, whichever period is greater. If, at any time during such trial period, the Employee or the Employer should determine that the Employee should not continue to work in such new or different job classification, the Employee, upon written notification from the Employer to the Union, shall be returned to his/her/their former, or comparable position, without a loss of classification or Company Seniority. It is understood that the Employer's determination that the Employee should not continue to work in such new job classification shall not be arbitrary or capricious.

ARTICLE 12 – JOB CLASSIFICATIONS

Section 1. Job classifications and job descriptions are for identification purposes only and are not to be construed to be a strict description of work or limitation upon the work assignment of any Employee. The Employer has the right of assignment subject to the terms of this Agreement. Therefore, no work belongs to any particular Employee. The listing of job classifications in Schedule A of this Agreement shall not be construed to mean that the Employer must hire Employees in all said job classifications. Furthermore, if said job classifications are filled, the Employer is not under any obligation to ensure that these are always thereafter filled.

Section 2. This Article is not intended to nullify the parties' agreement in regards to out-of-title work.

Section 3. Because of the nature of the Employer's business and operations, the Employer may, from time to time, modify the job descriptions of the job classifications covered by this Agreement to conform with its obligations and/or requirements under its contract with its client(s) and/or other demands and/or requirements that may be imposed by the Employer's client(s) thereunder and/or to more accurately reflect the job duties, responsibility, and/or scope of work they are actually performing. The Employer agrees that it will give notice to the Union and negotiate regarding the effect of any such material changes of job duties, responsibilities, and/or scope of work for any job classification covered by this Agreement.

Section 4. Should the Employer create any new job classifications to be covered by this Agreement, the Employer further agrees that it will give notice to the Union and negotiate regarding the effect of the creation of any such new job classifications.

ARTICLE 13 – TECHNOLOGICAL CHANGE

Section 1. As part of the implementation of any technological change, the Employer shall provide adequate and proper training for the affected Employees on installing, operating, and repairing the new and/or different technology if, in the Employer's judgment, such a training program makes sound business sense.

Section 2. The Employer shall provide the Union with notice of any major technological change (e.g., new bikes, new apps, or new tools, to the extent they constitute a major technological change) which will adversely affect Unit Employees, as soon as practicable and in any event within thirty (30) calendar days after Employer obtains actual knowledge of such technological change, including any imposed by the Employer's client(s). In the event of such a change the Employer will provide

reasonably adequate training where appropriate or, in the case of a client-imposed change, will reasonably endeavor to do so, within thirty (30) calendar days of the Employer obtaining actual knowledge that such change has been implemented.

ARTICLE 14 – THE TWU WORKERS’ COUNCIL

Section 1. The Union has selected, and delegated certain responsibility to a Workers’ Council (the “Council”), comprised of a minimum of two (2) Unit Employees and no more than six (6) Unit Employees, selected by the Union, which shall meet with the Employer to provide a forum for discussion and communication regarding workplace practices, procedures, training, conditions, health and safety, and all other issues of mutual concern. Any such issues pertaining to working conditions discussed by the Council may be resolved if mutually agreed upon by the members of the Council and the Employer. The Council commits to discussing and deciding issues with an objective of promoting labor-management relations, improving work quality, and to advance practices and procedures that work in the interest of both the general public and the Employer’s customer base, as well as complying with the service contracts between all levels of government and the Employer’s clients.

Section 2. Meetings between the Council and Employer shall be scheduled monthly as mutually agreed by the parties and held at a mutually agreeable time and location. All members of the Council who are scheduled to work at the time such meetings take place shall be released from their regular work duties and paid their regular rate of pay. Those members of the Council not scheduled to work during Council meetings shall also be paid their regular rate of pay for time spent attending Council meetings by the Employer, but not for time spent traveling to and from such meetings and provided further with a maximum payment of four (4) hours of pay. Either the Council, or Employer may place items on a meeting agenda. Best efforts will be made to distribute the agenda two (2) business days before the scheduled meeting.

Section 3. The establishment of a Council, and its engagement in such, does not waive or prevent the exercise of either the Union’s or the Employer’s legal rights arising from this Agreement. In addition, the Union expressly agrees that the Council, its meetings, its decisions, or any aspect of its operation shall not be the subject of an unfair labor practice charge, nor shall any Council deliberations or settlements be the subject of any claim or grievance.

ARTICLE 15 – HEALTH AND SAFETY

Section 1. In regards to the health and safety of the workforce the Employer agrees to provide Employees with adequate, clean, safe, and sanitary working conditions. The Employer shall comply with all applicable federal, state, and local laws, including OSHA standards, in providing safe and healthy working conditions.

Section 2. No Employee shall be required to perform work or tasks under conditions which pose an abnormally dangerous condition for work if:

- a. The Employee, where possible, asked the Employer to eliminate the danger, and the Employer has been unable to correct the dangerous condition; and
- b. The Employee has a good faith genuine belief that an imminent danger exists; and
- c. A reasonable person would conclude that there is a real danger of death or serious injury; and
- d. There is not enough time, due to the urgency of the situation, to eliminate and/or correct the danger through resort to regular statutory enforcement channels under OSHA.

As used in this section, “abnormally dangerous condition” means an unusual or uncommon condition that creates a foreseeable and highly significant risk of physical harm even when the Employee(s) exercises reasonable care.

Unsafe conditions or actions shall be promptly reported verbally and memorialized in writing on a safety form to the Employer. The safety form will be provided by the Employer via QR code posted at each Employer location and/or inside each work vehicle or by other means posted at each Employer location. The safety form shall also be made available online and/or through the Dayforce portal or some other technical means communicated to the Union before implementation. It is the responsibility of the Employer, upon receiving a submitted safety form, to make every effort to make repairs or to adjust unsafe or unhealthy working conditions as soon as reasonably possible after such conditions are reported. It is the responsibility of Employees to individually take reasonable measures and any measures as directed by the Employer to mitigate or eliminate unsafe or unhealthy working conditions.

Alleged violations of this Article 15 shall be processed exclusively pursuant to the terms of this Agreement. Nothing in this Article 15 shall be used as a basis for Employees to withhold services or

refuse to work.

Section 3. All Employees will be furnished with job supplies, personal protective equipment (“PPE”) and year-round and season-appropriate weather gear, as defined per role classification. For the purposes of this Agreement, job supplies and weather gear may include safety devices and guards, clothes (including proper rain and winter gear), supplies (including unexpired first aid kits), equipment and protective gear, including vision and hearing protection, where necessary, for the protection of the health and safety of each Employee. Employer shall maintain a list of year round and season-appropriate weather gear for each job classification by location. The inventory list shall be based on expected headcount. The Union may comment, advise, and request additions to the list. Any concerns regarding lack of job supplies, PPE or weather gear shall be promptly reported verbally by the Union and memorialized in writing on the safety form to the Employer. If any Employee is individually identified on the safety form as missing an individually identified item of gear that, in fact, the Employee has not received but is eligible for per the above-referenced Employer’s gear list then in effect and is contained in the Employer’s gear cost schedule then in effect, and the Employee does not receive such item within twenty-one (21) days of the Employer’s receipt of the safety form, the Employee may purchase the item and shall be eligible for reimbursement for its cost up to 110% of the cost amount listed on the Employer’s gear cost schedule then in effect. In order to be reimbursed, the Employee must submit receipt(s) and complete a reimbursement form provided by the Employer. Employees shall receive the reimbursement no later than fourteen (14) business days after they have submitted the receipt and reimbursement form.

Section 4. The Employer will reasonably endeavor that each stationary work facility, i.e., not bicycle stations or field bathrooms, have appropriate changing rooms and/or bathrooms, secure storage space for Employees’ personal belongings, proper cleaning supplies, running water, sinks, and adequate heat and ventilation, including fans and/or space heaters where practical, safe, and necessary. The Employer will provide break rooms, or a break area, for Employees to rest and eat during breaks. Reasonable access to break rooms and bathrooms in each stationary work facility shall not be limited to any Employee in the course of their shift. Security procedures and practices shall be established at all work facilities for the purpose of preventing entry of unauthorized persons.

Section 5. The Employer acknowledges the potential for danger and unsafe working conditions for all field staff and is committed to working with the Union and its client(s) to minimize risk,

including identifying “no-go” stations and zones at all or at certain times. The Employer shall not retaliate or issue discipline or discharge to any Employee for skipping a task to protect their personal safety while working in the field, so long as, in doing so, the Employee contemporaneously notifies a manager of such inaction and all conditions set forth in Section 2 hereinabove are satisfied.

Section 6. Health and safety inspections for each work facility and identified problematic bike share stations will be conducted when either the Employer or the Union deems it necessary, on a reasonable basis. These inspections will be done by a member of management and the Union, and if necessary, an Employee selected by the Union, who will be compensated at his/her/their regular rate of pay for the time spent engaged in such inspection. These inspections will be conducted at a mutually agreeable time.

Section 7. A Joint Safety Committee (“JSC”) is to be established in each city represented by the Union, which shall meet quarterly, or as mutually agreed by the parties, at a mutually agreeable date, time, and location. The purpose of the JSC is to identify safety matters, to consider and follow up on proposed solutions, and to provide training. The membership of the JSC is to be composed of, at minimum, the Workplace Safety Officer designated by the Employer and one (1) Union JSC Representative designated by the Union. Additional Union or Employer representatives, and any alternate Workplace Safety Officer or Union JSC Representative, may attend a JSC meeting only by mutual agreement confirmed in writing in advance (including the names of such individuals). At each JSC meeting, the JSC shall designate from each party one attendee to keep minutes, which shall be circulated thereafter by the JSC. At least seven (7) days before a scheduled JSC meeting, Employer’s OSHA 300 logs, OSHA 301 incident reports per compliance with OSHA regulations, and a list of first-aid instances shall be provided to the Union.

The Employer and the Union will work together, at Union expense, to ensure that the Union JSC Representative is properly trained on relevant OSHA standards, hazard recognition and all Employer policies related to safety.

Section 8. Upon supervisor approval confirmed in writing, Employees may take additional breaks as necessary due to extreme adverse weather conditions.

Section 9. Employees assigned to the field are permitted to deviate from their assigned route to take a bathroom break if there are no safe locations available along their route to do so. Any such

deviation of greater than fifteen (15) minutes to or from the bathroom location requires supervisor approval in advance. Employer will endeavor to identify, and communicate to Employees assigned to the field, a resource providing locations of public restrooms.

Section 10. Employer shall provide all Employees with safety training upon hire and annually thereafter. Said safety training will be conducted during the Employees' regularly scheduled shifts. The training shall include, but is not limited to, the proper performance of work duties, basic first aid, and workplace safety procedures.

Section 11. Employer shall use reasonable efforts to have all work vehicles deep cleaned on a quarterly basis. Work vehicles shall be equipped with functioning air conditioning units filtration system; malfunctions shall be repaired in a timely manner.

ARTICLE 16 – DISCIPLINE AND DISCHARGE

Section 1. The Employer may not discipline, discharge or suspend any Unit Employee without just cause (probationary Employees excepted).

Section 2. The parties to this Agreement both subscribe to the doctrine of progressive discipline, although this concept may not apply as set forth in Section 3 below or when, due to the seriousness of an offense, it may be appropriate to skip steps in an otherwise progressive discipline situation.

Section 3. Certain violations of the Employer's policies or offenses civil or criminal in nature are considered so serious as to constitute just cause, when proven and where appropriate, subject to the grievance process described below, whereby an Employee may be discharged, and/or suspended without resort to progressive discipline. A list of such offenses constituting just cause, which is not meant to be all inclusive, includes the following:

(a) Consuming, being under the influence of, or the sale of, alcoholic beverages or illegal drugs on Employer time or premises, (prescription drugs which are prescribed for a particular Employee and management approved tasting of drinks are exempt) or other violations of the Company's Drug and Alcohol Policy.

(b) Physical altercations and fighting on the premises or an action or incidents that result in any form of workplace violence, threat thereof, or other violation of the Employer's workplace violence policy no matter what the location of such incident or threat.

(c) Falsification of records such as medical forms, timecards, or attendance records. Manipulation or improper use of Company records without authorization or with an intent to defraud either the Employer or a customer.

(d) No Call No Show of three (3) successive days.

(e) Possession of firearm(s) or any weapon on the Employer's premises at any time, while on Company time at any location, or while wearing a Company-issued uniform.

(f) Willful or reckless destruction, defacing, or theft of the Employer's property.

(g) Gross negligence or recklessness resulting in an accident while on duty.

(h) Sleeping while on work time or otherwise gross neglect of an Employee's job duties.

(i) Violating the Employer's racial or sexual harassment policies.

(j) Gross insubordination.

(k) Proven or admitted use of excessive profanity or abusive language directed at customers, coworkers, or in the presence of customers or the public while wearing a Company-issued uniform or using a Company issued vehicle or phone.

(l) A serious violation of the Employer's "Drivers Manual," or motor vehicle policies and procedures, so long as consistent with the Agreement. (Applicable to those driving Company vehicles.)

(m) Willful disregard of a known safety policy or code or engaging in conduct which creates a safety hazard.

(n) A gross and material violation of any Employer's policy pertaining to a credit card or "bank" policy or procedure.

(o) Conviction of a serious crime, or commission of a serious crime while on Company time or while wearing a Company-issued uniform.

Section 4. In the event an Employee is alleged to have committed an offense set forth in Section 3 above, the Employer shall promptly and thoroughly investigate said allegations, prior to issuing any discipline or discharge. The Employee under investigation has the right to Union representation during

any investigatory meeting in accordance with Article 8. Any Employee placed on suspension for any period of time as the result of a pending investigation (“investigatory suspension”) and such investigation results in no discipline or discharge, shall be paid his/her/their regular rate of pay for all regularly scheduled time not worked.

Section 5. In the event an Employee is disciplined (including without limitation a disciplinary suspension without pay or termination for cause), the Employer shall make a written record of such discipline and/or notice (including length of any suspension), and provide a copy to the Employee immediately and the designated Union representatives within seven (7) calendar days of such warning. Where appropriate, the Employer shall issue disciplinary suspension without pay in lieu of termination for any offense. The duration of any such suspension shall be reasonable and proportionate to the offense committed.

Section 6. The Employer will allow for the Union’s appointed internal designee(s) to receive a copy of any discipline notice to an Employee (such as a Corrective Action) contemporaneously with the Employee’s receipt thereof, through: (a) the Employer uploading the discipline notice to SharePoint and endeavoring to activate the “Alert me” feature on SharePoint for the issued discipline notice; or (b) other means as determined and communicated in writing by the Employer.

Section 7. A discipline notice shall be null and void after twelve (12) months of continuous employment following the date of issuance (i.e., tolling for any period(s) of unemployment by the Employer prior to any rehire(s)) and may not be used as a basis for or in support of any subsequent disciplinary action or refusal to promote provided that there has not been an additional written warning notice issued within such twelve (12) month period.

Section 8. The Union shall have the right to grieve any disciplinary action including those described in Section 5. Such grievance shall be presented to the Employer in writing within thirty (30) calendar days after the written record of such notice is provided to the Union in accordance with Section 5; and if not presented within such period, the right to grieve shall be waived.

Section 9. In any meeting where an Employee is disciplined or any investigatory meeting concerning or which could potentially lead to disciplinary action or discharge of any Employee, the Employee shall have the right to Union representation if requested by the Employee and if such representative is available, defined for the purposes of this section as either available on site or

reachable remotely if, within thirty (30) minutes of the Employer's initial attempt at contacting such representative, the representative both confirms their availability and begins virtually attending the meeting. If the Union representative is not available, the Employee may request another Employee of choice to be present.

Section 10. Written disciplinary notices must be issued to Employees within thirty (30) calendar days from the time the Employer knew or should have reasonably known of the event or action. This time limit may be reasonably extended by mutual agreement of the parties or if the Employee has an absence that interferes with the operation of this clause. If the time limits are extended due to the Employee's absence, the written disciplinary notice shall include the reason for the extension.

Section 11. Upon an Employee's discharge, the former Employee shall be informed by the Employer of her/his/their rehire status. If eligible for rehire, the terminated Employee may immediately reapply for any open position. This application submitted will be considered and treated as that of a former employee for the purposes of any consideration preferences customarily granted to such applications. Upon reemployment, the returning Employee shall lose all accrued seniority, unless the termination was due to the exhaustion of the Employee's leave. In such event, the Employee's original seniority shall be restored provided that the Employee is rehired within two (2) years.

Section 12. Any Employee who receives a final warning while in a Lead position will lose Lead position status, in which case the Employee's position will revert to the last position the Employee occupied before the Lead position status. If the Employee was assigned to the Lead position on a permanent basis, he/she/they shall not revert to the above-referenced last position until after the Union's right to pursue a grievance and/or arbitration for the final warning has expired, has been otherwise waived, or has been exhausted.

Section 13. Any Employee who receives a final warning while in a Field Lead Specialist position will be demoted to the last position the Employee occupied before being a Field Lead Specialist. If the Employee was assigned to the Field Lead Specialist position on a permanent basis, he/she/they shall not revert to the above-referenced last position until after the Union's right to pursue a grievance and/or arbitration for the final warning has expired, has been otherwise waived, or has been exhausted.

ARTICLE 17 – GRIEVANCE AND ARBITRATION

Section 1. A “grievance” is a complaint, question, or controversy, in writing, by any Employee or group of Employees or by an authorized Union representative with respect to the interpretation or application of any provision of this Agreement or any complaint by such Employee or group of Employees or authorized Union representative regarding matters relating to rates of pay, hours of work, and other conditions of employment. In circumstances wherein Employee discharge or discipline has been effectuated, or there is an Employee claim of harassment by the Employee’s direct manager or by another Employee, the grievance shall immediately proceed directly to Step Two.

(a) Step One: The Union and Employer are permitted to resolve issues informally. In the absence of such a resolution the grievance shall be presented to the Employer’s Human Resource Team within thirty (30) calendar days from the date the Employer provides notice of the occurrence giving rise to the grievance, in accordance with Article 16 Section 5. The Employee’s representative(s), the affected Employee, and the Employer representative(s) shall discuss and attempt to resolve the dispute at the time the grievance is presented, or at another mutually agreeable date not greater than seven (7) calendar days from the time of the grievance’s presentation.

(b) Step Two: Within thirty (30) calendar days of the parties’ Step One discussion, if any, pertaining to the unresolved grievance, or within thirty (30) calendar days of the date the Employer provides notice of the occurrence giving rise to the grievance, the Union may elect to proceed the grievance to Step Two. At Step Two, the Employee’s representative(s), the affected Employee(s), and the Employer’s representative(s) will meet within seven (7) calendar days of the filing of the Step Two grievance to discuss and attempt to resolve the grievance.

(c) Arbitration: Should there be no satisfactory resolution of the grievance at Steps One or Two, within thirty (30) calendar days of the Employer’s final answer to the grievance, the Union may prosecute the grievance to arbitration. The Union will serve a demand for arbitration to the Employer’s designated Human Resource Team representative(s) and Legal Team.

Section 2. For any arbitration hereunder, the arbitration shall be presided over by a mutually selected arbitrator from a panel of recommended arbitrators provided by the Federal Mediation and Conciliation Service (“FMCS”). The Employer and Union will meet and confer within fourteen (14) days of the FMCS providing the panel and both parties receiving it. If the Employer does not respond

to the Union's request to meet and confer within this time period, the Union may unilaterally select an arbitrator from the panel. The time to select an arbitrator may be extended by mutual agreement of the parties for the purposes of settlement negotiations.

Section 3. A hearing shall be conducted on the grievance as promptly as possible. The Arbitrator shall render a decision not later than thirty (30) calendar days from the date the hearing is closed and such decision will be served on the Employer and the Union in writing and will be final and binding on both parties.

Section 4. The Arbitrator shall have jurisdiction and authority to apply, interpret, and determine compliance with the terms of this Agreement, but may not add to, deviate from, detract from, or alter in any way the provisions of this Agreement. The decision of the Arbitrator shall be confined to the matters submitted to the Arbitrator, unless as otherwise agreed to by the parties, and any such decision outside the matters submitted shall not be binding, nor be binding on future cases.

Section 5. The expenses and fees of the Arbitrator, court, reports, transcripts, and room facilities for the arbitration, if any, shall be shared equally by the parties. The grievant Employee shall be paid his/her/their regular rate of pay for attending the arbitration if active at the time of the hearing; there is no obligation to provide pay for any grievant who is not an active employee at the time of the hearing. Each party shall be responsible for its own expenses incurred for a grievance that goes to arbitration. The Employer may request a mandatory mediation take place prior to the scheduling of any arbitration, in which the Employer and Union leadership (with or without the involvement of a third party, who may be hired at Employer's request and expense) shall negotiate in an attempt to avoid arbitration. Employer shall release Employees needed as witnesses for the Union's case at arbitration, provided that such release time shall be paid by the Union, that the Union provide at least two (2) weeks' notice of the request for release, and that the release of such Employees does not unduly disrupt the Employer's operations.

Section 6. All time limits specified in this Article may be extended by mutual agreement of the parties. However, the time limits outlined in this Article are of the essence and failure to advance the grievance within any of the steps herein shall result in a waiver of any such claim.

Section 7. Notwithstanding any of the provisions of this Article, the parties are free to mutually agree upon an amicable orderly process, other than or in addition to arbitration, by which they will

dispose of and resolve any grievance or dispute, including, but not limited to, mediation.

Section 8. The grievance procedure described herein may be instituted only by the Union, on behalf of itself or Employee(s), and by no other person, party, or entity.

ARTICLE 18 – STRIKES AND LOCKOUTS

Section 1. Both the Union and the Employer recognize the service nature of the Employer’s business and the duty of the Employer to render continuous and hospitable service to the public.

Section 2. Therefore, the Union agrees that it will not call, engage in, participate in, or sanction any strike, sympathy strike, stoppage of work, picketing of the Employer’s or its client’s facilities, sit-down, sit-in, boycott, refusal to handle merchandise, or any other similar economic action which interferes with the conduct of the Employer’s or its client’s business.

Section 3. The Employer agrees that it shall not lock out any Unit Employees during this Agreement.

ARTICLE 19 – WAGES AND WAGE RATES

Section 1. In all cities and jurisdictions covered by this Agreement, the following raises shall go into effect for the job classifications covered by this Agreement (including for Employees above scale, i.e., those Employees above the wage rates identified in Schedule A) as follows:

January 1, 2024: \$1.50

January 1, 2025: \$1.50

January 1, 2026: \$1.50

Section 2. Nothing in this Agreement shall be interpreted to prevent the Employer from paying Employees’ wages or benefits in excess of the minimum, provided that the Employer notifies the Union and explains its proposed action prior to such implementation.

Section 3. No provision of this Agreement shall be used to reduce the wage rate of any Employee presently employed by the Employer if the wage rate paid to the Employee is higher than the contract minimum wage rate for his or her job classification without permission of the Union.

Section 4. No Employee shall have any monies deducted from his/her/their paycheck without express authorization, except in a case of Employer loss due to an Employee's gross negligence, willful misconduct, or dishonesty. No such written authorization shall be necessary if an Employee has resigned or been terminated; if a payroll error has occurred which has led to an overpayment; or if there is a court ordered garnishment or tax lien in place in regards to any particular Employee. In the event of an overpayment, the Employer will meet with the Employee to develop a reasonable repayment plan.

Section 5. The Employer shall establish regular paydays. Pay for the preceding period must be given to the Employee on the designated pay days.

Section 6. Except where otherwise provided in Schedule A, Section 1, Leads shall be paid an additional \$1.00 per hour above the effective rate for the job classification in which they lead. Leads shall be scheduled for work by the Employer based on the needs for their additional responsibilities, expertise, and leadership in a particular work area, schedule, or time frame.

Section 7. The Employer shall advise the Union in writing of the proposed rate for Seasonal Employees.

ARTICLE 20 – PROBATIONARY PERIOD

All newly hired Employees and Employees rehired following a break in employment will have a probationary period of ninety (90) days during which time the Employer will review the Employee's ability and demeanor and during which time the Employer may discharge said Employee with or without cause and without right of review by use of the Grievance and Arbitration procedure contained herein. The probationary period will be automatically extended for any leave of absence in an amount equal to the number of days of such absence. The parties only by mutual agreement confirmed in writing may otherwise extend an Employee's probationary period.

ARTICLE 21 – SENIORITY

Section 1. The Employer and the Union agree that the purpose of seniority is to accord consideration to senior Employees in recognition of his/her/their length of service.

Section 2. Definitions.

(a) “Company Seniority” is a Unit Employee’s length of continuous service with the Employer except where otherwise defined in this paragraph. Upon agreement between the Union and the Employer, Company Seniority may be adjusted to reflect service time earned during prior periods of employment or during periods of time worked as a seasonal or temporary Employee or consultant. Company Seniority for Employees whose time served with the Employer consists entirely in seasonal positions shall be dated from the Employees’ first season in such a role. Company Seniority for such Seasonal Employees is intended to be used solely for the purposes set forth in this Agreement and, notwithstanding anything herein to the contrary, not for the purposes of calculating years of employment as a Regular Employee.

(b) “Job Classification Seniority” or “Classification Seniority” is a Unit Employee’s length of continuous service within the current job classification and department (i.e., functional area). Job classification, for this purpose, may be further defined to include position/role, location/facility, FT or PT status, or other factors as agreed upon at the local level.

(c) When two or more Employees have the same Company or Classification Seniority, then the earlier date and time of the offer of employment shall govern seniority priority; the second tiebreaker shall use an agreed upon random method to govern seniority priority.

Section 3. Layoff and recall.

(a) Once layoffs have been planned, the Employer will notify the Union as soon as practical, but no fewer than fourteen (14) calendar days prior to the layoff occurring, except in the case of emergency, so that the Union may review the layoff order and its implementation under this Article.

(b) Assuming the factors listed below are equal, Classification Seniority shall govern when it is necessary to lay off Employees. The Employer will measure and balance six (6) basic factors: availability, Company Seniority, Classification Seniority, an Employee’s work performance, training and/or work experience in different classifications, and the Employees’ attendance record, provided that the Employer also has the discretion to lay off any Employee with an active final warning. If the work force is once again increased, Employees on layoff shall be recalled in reverse order of the layoff.

(c) For the purpose of this Article, “work performance” is intended to encompass such factors as: work record pertaining to an Employee’s disciplinary history such as the presence of an active “final written warning” or an Employee’s relative ranking based on objective factor/s, such as attendance, provided in this latter case that the relative disparity due to such objective factor/s is significant and material.

(d) In layoff situations, Classification Seniority shall be utilized as a factor as noted above, however, if the Employees being considered for layoff have less than one (1) year of time in that particular classification affected by the layoff, then Company Seniority shall govern.

(e) In layoff situations an Employee laid off shall have the right to return to a previously held position, provided he/she/they are still qualified for such a position and such a position still exists and provided further he/she/they have held such a position within the previous two (2) years.

(f) Absent a business necessity, layoffs shall be effectuated in the following order: non-Unit Employees (such as on-call or temporary Employees) shall be laid off first, then Seasonal Employees, then Regular Part-Time Employees and then Regular Full-Time Employees, provided that this clause does not guarantee any particular number of regular part-time or regular full-time positions. The parties recognize that in certain situations Employees may be offered a position with reduced hours to avoid a layoff of such Employee, until the Employer is able to conduct a new schedule pick compliant with this Agreement.

(g) Employees scheduled to be laid off shall receive seven (7) calendar days written notice of layoff or shall be paid for days scheduled within such time period in lieu, except that probationary Employees shall have no such notice requirement.

Section 4. Staffing and Scheduling. Nothing contained in this Article or the Article on scheduling set forth in this Agreement shall be construed to interfere with the Employer’s right to determine the appropriate level of staffing or to establish the hours and days of operation and the number of Employees to be scheduled.

Section 5. Seniority/Recall Rights/Right of Return will be forfeited when any of the following occur:

(a) Resignation or discharge;

(b) Failure to report to work immediately following a physician's release from illness or injury, or failure to report to work at the expiration of an authorized leave of absence, unless excused by the Employer;

(c) Failure to report to work on a timely basis following a recall from layoff after the notice of recall by electronic mail and phone call notice from the Employer, at the last contact information in the Employer's records. The Employer shall give the laid off Employees at least seven (7) calendar days' notice to return to work, from the date of such notice;

(d) Failure to inform the Employer while on layoff, or authorized leave, of a change of contact information.

(e) Falsification of the reasons for leave of absence or when the Employee is employed by another employer during a leave of absence, unless on an approved leave to work for the Union;

(f) For Regular Full-Time Employees and Regular Part-Time Employees, lay off for a period of twelve (12) months, or a period equal to the Employee's continuous service, whichever is less;

(g) Sickness and Non-Industrial injuries: Absence due to sickness or nonindustrial injury for more than twelve (12) months; or

(h) Failure to report to work within fourteen (14) calendar days following a decision of an arbitrator reinstating an Employee from discharge.

Section 6. Seniority Date Adjustments.

(a) Once an Employee completes the probationary period set forth in Article 20, his/her/their Company seniority date shall continue to be recorded and considered as the date the Employee last started work with the Employer.

(b) An Employee who is on an unpaid, personal leave of absence which exceeds thirty (30) days shall have his/her/their seniority date adjusted accordingly; other leaves of absence will be adjusted after exceeding four (4) months.

Section 7. Upon request, the Employer shall furnish to the Union a current seniority list.

Section 8. Recall Notifications and Return to Work.

(a) Regular Employees shall be given notice of such recall by phone call and electronic mail with a copy to the Union by electronic mail. All Regular Employees within the recall classification will be notified simultaneously. Notified Employees will be given five (5) calendar days to accept the offer to return. Of the Employees who agree to return, Employees will be selected for re-employment in the inverse order of layoff until all positions have been filled.

(b) The Employee shall report to work within seven (7) calendar days after notification of recall or upon the date specified by the Employer which shall not be less than seven (7) calendar days absent mutual agreement. Failure to do so shall forfeit the Employee's right to further employment under this Agreement. However, if the offered position is not substantially equal with respect to the terms and conditions of the Employee's original position, the Employee shall have the right to refuse the offered position without any forfeiture of recall rights. Further, the Employer and Union may discuss, at the Union's request, the extension of an Employee's recall date if extenuating circumstances exist that prevent the Employee from reporting to work within the timeframe described herein. Any such extension shall only be effective upon mutual agreement.

(c) If an Employee is temporarily disabled and thus unable to return to work, he/she/they shall submit proof of disability to the Employer and shall not forfeit recall rights under this Article.

(d) Employees who had performance issues prior to a layoff shall not forfeit their recall rights but may be subject to ninety (90) day probationary period upon recall.

ARTICLE 22 - SCHEDULING OF EMPLOYEES

Section 1. The Employer shall create work schedules for all Regular Full-Time Employees, Regular Part-Time Employees, and Seasonal Employees in each job classification no more than once every thirty (30) days. Available schedules will be posted no less than twenty-one (21) calendar days prior to the first work date on the schedule.

Section 2. At least twenty-one (21) calendar days before the schedule becomes effective, the Employer shall furnish the Union with a copy of the work schedule and a list of all Employees with Company Seniority and Classification Seniority for each Employee. The work schedule shall list all available schedules comprising a weekly number of full-time and part-time shifts in each job

classification. The schedule must indicate a full time or part time designation, the work location, the starting time and ending time, working days, and scheduled days off. A minimum of seven percent (7%) of the schedules created by the Employer will be Monday to Friday schedules for full-time Employees in the classifications covered by this Agreement (schedule number to be rounded down to the nearest whole number). Upon request by the Union, the Employer will discuss and explain the reasons for the final schedule posted. At least seven (7) days before the schedule pick, the Employer shall share the seniority list and any available information about the schedules with the Union.

Section 3. For the next fourteen (14) calendar days, the Employer and Union will conduct a general selection process for Employees to select an appropriate full or part-time schedule. Eligible and qualified Employees will select schedules by Classification Seniority, in seniority order. Regular Full-Time Employees may select only full-time schedules and Regular Part-Time Employees may select only part-time schedules. A seniority list based on length of service in title for each job classification will be used in selecting schedules. Any Employee who fails to select a schedule within these fourteen (14) calendar days will be assigned to any remaining open schedule by the Employer. A full-time Employee shall not be assigned to a part-time schedule for failure to select a schedule.

Section 4. The parties recognize that changes in the actual shifts worked may occur due to PTO days, approved Employee shift swaps, or unforeseen short term business needs, etc. However, the days and times offered by the Employer, and selected by the Employees, in the schedule selection process herein, shall not be changed during the life of the schedule absent unusual circumstances, and then only after discussion with the Union, or a subsequent bid, and further provided that the change is temporary.

Section 5. Any schedule that becomes permanently vacant may be selected by any qualified Employee on a Classification Seniority basis within seven (7) calendar days. Should an Employee choose to change his/her/their schedule in this manner, another qualified Employee may select the newly opened schedule in similar fashion. Once a second schedule change has been implemented, the Employer may fill the last open schedule resulting from this second selection. Temporary schedule vacancies due to illness, leave of absence, PTO, or other short-term circumstances shall not be subject to this Article.

Section 6. Regular Part-Time Employees may select a full-time seasonal position for the entirety or the duration of a Season, based on Company Seniority and demonstration of the required

qualifications, and return to his/her/their regular part time status at the end of the Season without loss of seniority (and receive Classification Seniority credit for the time worked as a full-time Seasonal Employee).

Section 7. When the Employer determines that a particular shift or classification on a particular day is overstaffed, an offer to leave the overstaffed classification or shift shall be made to the affected Employees. If not enough volunteers are secured then the Employer may involuntarily release Employees from the remaining shift work for that day in inverse Classification Seniority order provided that part-time Employees have all been released prior to impacting full-time Employees on shift.

ARTICLE 23 - OVERTIME

Section 1. A reasonable amount of overtime work may be required of Employees based on the needs of the business.

Section 2. Where practical, unscheduled overtime will be offered on a voluntary basis, by classification, with first instance being offered to those qualified Employees already at work in a particular classification by Classification Seniority order. Where no Employee already at work accepts the unscheduled overtime work, the Employer may assign the unscheduled overtime by inverse Classification Seniority.

Section 3. Overtime scheduled at least twenty-four (24) hours in advance is scheduled overtime and will be offered in Job Classification Seniority order; that is the most senior qualified person will be offered the overtime first with the right of first refusal. Where no Employee accepts the scheduled overtime work, the Employer may assign the scheduled overtime work by inverse Classification Seniority, or may offer the available overtime to Employees in a another job classification who possess the necessary skills to perform the needed tasks.

Section 4. Nothing in this Article shall prohibit the Employer from rotating overtime opportunities where practical, in an effort to fairly distribute overtime within the affected classifications or to avoid excessive hours being assigned to any one particular individual(s). The Employer shall provide monthly overtime reports to the Union upon request.

Section 5. Nothing in this Article or Agreement shall operate to, or is intended to, guarantee any particular amount or scheduling of overtime work.

ARTICLE 24 - MANAGERS DOING BARGAINING UNIT WORK

Section 1. The Union and the Employer agree that supervisory personnel shall not displace the staffing and regular scheduling of regular Unit Employees by performing unit work except wherein a temporary circumstance has arisen that justifies such a practice or situation. Examples of such instances include, but are not limited to:

- (a) unforeseen occurrences;
- (b) instances of training, troubleshooting, or a change in operational procedures;
- (c) Unit Employees not being readily available;
- (d) in cases of excessive call-offs or relief situations; and
- (e) when a customer service issue or Employer's client mandated contract responsibility issue has arisen or presented itself that behooves the reassignment or assumption of duties or tasks in order to preserve the Employer's level of service and standards, or to avoid unnecessary penalties or liabilities imposed by the Employer's client. In instances for which this paragraph is invoked, the Union must be informed in writing prior to the commencement of this work by the Employer.

Section 2. Notwithstanding the preceding section, nothing in this Article will act to prohibit the past practice of having "working managers" to the extent there is a present practice in place at the time of ratification of this Agreement.

Section 3 The Employer expects that its operations will expand. To the extent that the Employer contends that the circumstances at a new location necessitate the use of a "working manager" and that it can demonstrate that there is not sufficient managerial work to occupy the working manager's time, then the Union and Employer will negotiate over whether a working manager is in fact needed and, if so, the amount of time the working manager will spend doing bargaining unit work and the type of bargaining unit work he/she/they will be performing.

ARTICLE 25 - OUT-OF-TITLE WORK

When an Employee performs out-of-title work according to his/her/their job classification for one (1) hour or more, the Employee shall be paid the higher rate of pay between the out-of-title work and the Employee's regular rate of pay. for the length of the assignment/task. In no instance shall an Employee's rate of pay be reduced as a result.

ARTICLE 26 - SUBCONTRACTING

Section 1. The Employer and the Union agree that it is desirable and proper to maintain the integrity of the existing bargaining unit. In furtherance of that agreement, the parties agree that the Employer will not subcontract current unit work unless any one of the following applies:

- (a) Current Unit Employees are not performing the tasks in question;
- (b) Current Unit Employees do not have the expertise to perform the work in question, unless in the Employer's judgment instituting a training program makes sound business sense in order to mitigate the effect of this subsection;
- (c) The current workforce does not have the time to complete the immediate task in question within a reasonable or required time frame;
- (d) The work involves the use of machinery or tools or materials which are not owned by the Employer, not already available or not utilized by the current Unit Employees, or would require an additional capital expenditure; or
- (e) The continued performance of the work by the Unit Employees is more costly and uneconomical, provided that the Union is given notice and an opportunity to bargain prior to implementation.

Section 2. Absent an emergency or a time constraint that impacts the Employer's finances or required time frame, in any situation involving any of the rationales outlined above, the Employer will first negotiate the application of such exception with the Union prior to implementing the same, provided further that the obligation to negotiate over such action shall not unreasonably delay such implementation on the part of the Employer, with the Union reserving the right to challenge the same.

Section 3. Nothing in this Section shall affect the Employer's current practice of outsourcing tasks and functions which are currently performed by personnel not employed by Employer.

Section 4. The Employer's use of temporary labor agencies when business needs require, such as in order to cover shifts or days existing Employees have declined, or are unavailable, or to temporarily hire Employees on an emergency basis from any available source for the purpose of maintaining, or providing, necessary services is not limited or otherwise affected by this Article.

ARTICLE 27 - INSURANCE AND OTHER EMPLOYER BENEFITS

The Employer currently offers health, dental, vision, 401(k) and life insurance plans (including Accidental Death and Dismemberment coverage) and the Healthy Lifestyle Program. Unit Employees are eligible to participate in any of these plans, in accordance with the provisions of each plan, on the same terms and conditions as other similarly situated hourly employees, except that a regular part-time Employee who is regularly scheduled for at least thirty-two (32) hours per week will be considered the same as a Regular Full-Time Employee for (and only for) the purposes of plan eligibility. Any changes that affect any of these programs shall be discussed with the Union prior to implementation.

ARTICLE 28 - PAID TIME OFF ("PTO")

Section 1. PTO eligibility is determined on a calendar year basis (i.e., from January 1st to December 31st.) and only Regular Employees are eligible for PTO benefits.

Section 2. Regular Full-Time Employees accrue PTO beginning on the date that he/she/they commence employment. PTO must be taken in full-day or half-day increments (except as otherwise required by law).

(a) Regular Full-Time Employees accrue PTO on a pro-rated basis during the calendar year.

(b) Regular Part-Time Employees accrue PTO on a pro-rated basis consistent with Regular Full-Time Employees.

(c) PTO allotments for Regular Full-Time Employees hired on or after 1/1/2015 are as follows:

PTO Allotment in Hours (Days, assuming a 7.5-hour daily schedule):

<u>Company Seniority as of Jan. 1:</u>	<u>Max. Accrual/Year:</u>	<u>Accrual Rate/Hour Worked:</u>
Less than 2 Years	75 Hours (10 Days)	0.03846 Hours
More than 2, less than 5 Years	97.5 Hours (13 Days)	0.05 Hours
More than 5, less than 10 Years	135 Hours (18 Days)	0.069231 Hours
More than 10 Years	172.5 Hours (23 Days)	0.08846 Hours

(d) PTO allotments for Regular Full-Time Employees hired on or before 12/31/2014 are as follows:

PTO Allotment in Hours (Days, assuming a 7.5-hour daily schedule):

<u>Company Seniority as of Jan. 1</u>	<u>Max. Accrual/Year</u>	<u>Accrual Rate/Hour Worked</u>
More than 4, less than 10 Years	150 Hours (20 Days)	0.07692 Hours
More than 10 Years	180 Hours (24 Days)	0.092308 Hours

Section 3. PTO Administration.

(a) Employees are required to record all requests for time off (i.e., PTO, sick leave, jury duty) in the Company's Time and Attendance System. The Employer has no obligation to grant any time off request that is not submitted through this system; however, if the Company's Time and Attendance System is not operating properly, Employees may submit a request for time off in writing to their immediate supervisor.

(b) Accrued PTO cannot be used until after the ninety (90) day probationary period has been successfully completed.

(c) PTO should be used by December 31st of the year in which it is accrued. In the event that an Employee's accrued PTO has not been fully used by December 31st, such Employee may carry over no more than forty (40) accrued but unused PTO hours, unless otherwise required by law. Any PTO hours in excess of forty (40) hours will be paid out on the first paycheck in December. All carried over PTO hours must be used by March 31st of the year following that in which they were accrued. Failure to use accrued carryover PTO by this date will result in an automatic payout of any remaining carryover balance by April, unless otherwise required by law.

(d) Unless otherwise provided herein or as required by law, an Employee will not receive pay in lieu of unused PTO at the end of a calendar year.

(e) Employees may request and use unearned PTO, up to a maximum of forty (40) hours, with the express advance approval of the Employer's People Team. When leaving the Company, any Employee who has used more PTO time than he/she/they have accrued will be required to reimburse the Company for the extra hours taken.

(f) Employees will not accrue PTO while on any leave of absence that extends beyond thirty (30) days, or while on any unpaid leave of absence.

(g) An Employee shall not have a PTO request approved, nor be allowed to take PTO time, after providing notice of resignation or receiving notice of termination.

Section 4. Employees may request PTO at his/her/their earliest convenience; however, PTO must be requested no later than fourteen (14) calendar days in advance, and must be approved by the Employee's Manager. All PTO must be scheduled to accommodate the necessary work in each area.

Section 5. PTO payout upon the end of employment.

(a) Unless otherwise required by law, an Employee who has completed his/her/their probationary period will be paid for any accrued but unused PTO upon leaving the Company only if he/she/they: (a) are terminated without cause; or (b) resign and provide at least two (2) weeks of notice of resignation.

(b) Unless otherwise required by law, an Employee will not be paid for accrued but unused PTO upon leaving the Company if he/she/they: (a) terminate his/her/their employment for any reason prior to the completion of the probationary period; (b) are terminated for just cause (as determined by the discipline and discharge article of this Agreement); or (c) resign without providing two (2) weeks of notice.

ARTICLE 29 - SICK TIME OFF ("STO")

Section 1. Regular Full-Time and Regular Part-Time Employees shall accrue up to fifty-six (56) hours of STO each calendar year (unless otherwise required by law). STO accrues at the rate of one (1) hour of STO for each thirty (30) hours worked, up to fifty-six (56) hours accrued (unless otherwise

required by law). During the probationary period, Employees will not be paid for any sick time taken. During the first year of employment, STO is pro-rated, using the accrual formula above.

Section 2. Unless otherwise required by law, STO may be used for an absence due to:

(a) an Employee's mental or physical illness, injury or health condition, or need for medical diagnosis, care or treatment of a mental or physical illness, injury or health condition or need for preventative medical care;

(b) an Employee's care of a "family member" who needs medical diagnosis, care or treatment of a mental or physical illness, injury or health condition, or who needs preventative medical care;

(c) the closure of the office because of a public health emergency; or

(d) provision of primary care for a child whose school or childcare provider is closed.

Section 3. A "family member" is defined as an Employee's child (biological, adopted or foster child; legal ward; child of an Employee standing in loco parentis), grandchild, spouse, domestic partner, parent, grandparent or sibling (including half, adopted or step sibling).

Section 4. If an Employee is unable to work due his/her/their own illness or injury for more than seven (7) consecutive days, the Employee may be eligible to apply for short-term and/or long-term disability or workers' compensation benefits. Paid STO is not available if the Employee is receiving disability or workers' compensation payments.

Section 5. Request to use STO must be entered into the Employer's electronic scheduling system (i.e. Dayforce) before the close of the pay period in which the absence occurred. Unless otherwise required by law, STO may be taken in one (1) hour increments for any of the reasons for an absence identified in Section 2 of this Article. Where the need to use STO is foreseeable, the Employee must request the time off as early as practicable but at least twenty-four (24) hours in advance; where the need is unforeseeable, the Employee must provide notice at least one (1) hour prior to his/her/their next scheduled shift (unless exigent circumstances apply). The Employee is required to inform the manager (by phone and by electronic communications, such as e-mail or Slack) each day for which work is scheduled, but the Employee is absent. Daily notification will not be required in cases where the Employee has notified the manager exactly how long the absence will be before, or at the beginning

of, the absence period. An Employee begins accruing STO immediately upon hire, but may not use STO until the completion of his/her/their 90-day probationary period.

Employer's electronic scheduling system allows for STO requests in full and half-day increments only. To request in one (1) hour increments, an Employee shall add a note to the request and the manager will adjust the time requested. When STO is used for less than a full day, the attendance policy will apply to remainder of the shift.

Section 6. After an absence on three (3) or more consecutive work days, or when the Employer has demonstrable concerns about the legitimacy of the request, the Company reserves the right to require a verifiable notice from a health care provider, school or childcare provider for the Employee or family member, in which the provider's name and contact information, the date treatment was provided, diagnosis and/or prognosis for the Employee's ability to return to work and the return to work date are clearly and completely presented.

Section 7. Employees may request to take unearned STO as an advance, provided that a member of the Employer's People Team has expressly approved such an advance. When leaving the Company, any Employee who has used more sick time than he/she/they have accrued will be required to reimburse the Company for the extra STO taken.

Section 8. Unused STO may be carried over from year to year; however an Employee shall not be allowed to utilize more than eighty (80) hours of STO in any calendar year (including any carryover STO) with the exception of the circumstance set forth in the Article covering Leaves of Absence, Family and Medical Leave contained herein, or where otherwise required by law.

Section 9. In December of each year, Regular Full-Time Employees and Regular Part-Time Employees shall have the option to "cash out" all accrued but unused paid STO in excess of seventy-five (75) accrued hours at a rate of fifty percent (50%) of the value of such cashed out STO. Accrued STO in excess of one hundred fifty (150) hours shall be paid out at a rate of one hundred percent (100%) of the value of such STO in January of each calendar year.

Section 10. STO at termination shall only be paid out pursuant to the above formula, unless otherwise required by law.

Section 11. Employees may voluntarily donate, in a minimum increment of two (2) hours, his/her/their carryover unused STO to another Employee in extenuating circumstances and provided further that the Employer has approved such a transfer of paid STO.

ARTICLE 30 - HOLIDAYS

Section 1. All Regular Full-Time Employees will receive seven and a half (7.5) hours pay at his/her/their regular straight-time hourly rate in honor of New Year's Day, Memorial Day, the Fourth of July, Labor Day, Martin Luther King, Jr. Day, Thanksgiving Day and Christmas Day. However, Employees whose schedules consist entirely of shifts longer than seven and a half (7.5) hours of paid time will receive holiday pay equal to his/her/their amount of hours of pay he/she/they work on the current regular schedule.

Section 2. Holiday pay for Regular Part-Time Employees who are regularly scheduled for at least twenty-four (24) hours of work per week will be paid based on the number of hours the Employee is regularly scheduled to work on the day of the week on which the holiday falls. Employees who agree to work a longer or shorter shift on the holiday will receive pay for the amount of time for which he/she/they are regularly scheduled only.

Section 3. If scheduled to work on any of these days, an eligible full-time or part-time Employee will be paid at his or her regular rate for the time worked plus holiday pay for the hours worked if the Employee works the hours for which he or she is scheduled.

Section 4. To be eligible for holiday pay, an Employee must work the holiday (if scheduled), and must work the last regularly scheduled day preceding and the first regularly scheduled day following the holiday. Employees on layoff will not be eligible for holiday pay, with the understanding that the Employer will not use layoff to avoid the payment of holiday pay.

Section 5. In addition to the holidays listed in Section 1 of this article, each Regular Full-Time Employee and Regular Part-Time Employee will receive two floating holiday each year, beginning on January 1 of the year following the date on which the Employee became regular. This floating holiday must be taken in the year in which it was granted.

(a) The pay for this floating holiday will be calculated consistent with the holiday pay rules in Sections 1 and 2 of this Article.

(b) The Employee may only take a floating holiday as a full day, and may not take the floating holiday on a day in which the Employee works.

(c) The processes and requirements for requesting and taking the floating holiday follow all rules and responsibilities outlined in the Article in this Agreement covering PTO.

Section 6. Seasonal Employees and on-call Employees (i.e., non-Regular Employees) are not eligible for any holiday pay or holiday premium pay. New hires are not eligible for any such holiday pay until after he/she/they have completed his/her/their ninety (90) day probationary period.

Section 7. An Employee is not eligible for holiday pay if a holiday falls during the period an Employee is absent due to: (a) a workers' compensation case; (b) verified illness; (c) illness or death in the family; (d) personal leave of absence; (e) illness leave of absence; or (f) pregnancy leave of absence.

Section 8. If a holiday occurs in a PTO period of any Employee, such day shall not be charged as a PTO day and shall be paid as a holiday.

Section 9. Holidays not worked shall not count as time worked for the purposes of overtime eligibility or payment.

ARTICLE 31 - LEAVES OF ABSENCE

Whether or not specifically included in this Article, the Employer will endeavor to comply with any relevant law applicable to any leave mandated by any jurisdiction applicable to Union members covered by this Agreement.

A. Bereavement Leave

All Regular Full-Time Employees and Regular Part-Time Employees are entitled to receive bereavement leave. A paid leave of absence for up to three (3) days, with an additional two (2) days of unpaid leave, shall be granted to an Employee due to a death in his/her/their immediate family. For the purpose of this Agreement, immediate family is defined as: spouse; domestic partner (as defined by local law); biological, foster, or step-parent; mother-in-law; father-in-law; grandparents; biological or step sibling; biological or step child; grandchild, and any significant person residing in the household. "Any significant person residing in the household" shall mean any person closely related to the

Employee who permanently resides with the Employee. Employees shall, upon request, be granted such time off without loss of pay as is necessary to make arrangements for the funeral and for attendance at the funeral, not to exceed three (3) regularly scheduled working days. There are no restrictions on the number of times bereavement leave can be taken in a calendar year.

B. Family and Medical Leave

Section 1. To be eligible for leave under the Family and Medical Leave Act (“FMLA”), an Employee must have worked at the Company for at least twelve (12) months and for at least one thousand two hundred fifty (1,250) hours in the twelve-month period preceding your leave.

Section 2. If eligible, the Employee will be permitted to take up to twelve (12) weeks of unpaid leave during a twelve-month period for the following reasons, consistent with and as defined in the FMLA:

- (a) For the birth of your child and to care for the child within one (1) year of the birth;
- (b) For placement with you of a child for adoption or foster care and to care for the newly placed child within one (1) year of placement;
- (c) To care for your child, spouse or parent with a serious health condition;
- (d) When you are unable to perform the essential functions of your job because of a “serious health condition;” as defined; or
- (e) For “qualifying exigencies”, as defined, arising out of the fact that your child, spouse or parent is on active duty or has been notified of an impending call or order to active-duty status as a member of the National Guard or Reserves in support of a contingency operation.

Section 3. The number of eligible weeks of FMLA Leave during a twelve-month period will be measured on a “rolling forward” method consistent with federal law, e.g., FMLA Leave entitlement will be reduced by any FMLA Leave taken during the twelve (12) months prior to the FMLA qualifying event.

Section 4. An eligible Employee may take up to twenty-six (26) weeks of unpaid Military Caregiver Leave during a “single twelve-month period” to care for a spouse, child, parent or next of

kin who is a service member of the Armed Forces, including a member of the National Guard or Reserves, with a serious illness or injury incurred in the line of duty on active duty that may render the service member medically unfit to perform his or her duties and for which the service member is (i) undergoing medical treatment, recuperation or therapy, (ii) in outpatient status, or (iii) on the temporary disability retired list. Military Caregiver Leave, when combined with all other FMLA Leave, may not exceed a combined total of twenty-six (26) weeks in the single twelve-month period.

Section 5. Requests for FMLA Leave must be submitted to the Employee's direct manager and the Employer's People Team. Where the need for leave is foreseeable, such request must be made at least thirty (30) days before the leave begins. If thirty(30) days of notice is not practicable (e.g., a change in circumstances or medical emergency) or if the leave is not foreseeable, notice must be provided as soon as practicable under the circumstances and generally must comply with procedures for reporting absences and requesting leaves. Failing to provide notice on a timely basis may result in the leave being postponed or denied.

Section 6. If the Employee does not designate a leave as FMLA Leave and the Company determines that the leave should be so designated, the Company may designate the leave as FMLA Leave upon notice to the Employee.

Section 7. An Employee may use all accrued PTO as part of an unpaid FMLA Leave, and unless an Employee is on short-term disability or workers' compensation leave, must use all accrued sick days if taking a leave because of the Employee's own medical condition.

Section 8. All periods of time during short-term disability or workers' compensation leave will run concurrently with the twelve (12) weeks of FMLA Leave permitted in a twelve-month period.

Section 9. An Employee requesting FMLA Leave because of a "serious health condition" will be required to provide certification regarding the leave from a health care provider (or the health care provider of the Employee's child, spouse or parent). If an Employee requests a Qualifying Exigency Leave, certification of the specific facts regarding the "qualifying exigency" must be provided, along with a copy of the military order indicating that the Employee's child, spouse or parent is on active duty, or called to active duty status, in support of a contingency operation; if requesting Military Caregiver Leave, adequate certification regarding the leave from the health care provider of the service member (i.e., your child, spouse, parent or next of kin) is required.

Section 10. The Company retains the right to require a second or third opinion (at its expense) and periodic recertification in appropriate circumstances. During an FMLA Leave because of the Employee's own serious health condition, an Employee may be required to submit a certification of fitness-for-duty from a treating health care provider before returning to work.

Section 11. Leave may be taken intermittently or on a reduced leave schedule when medically necessary. Qualifying Exigency Leave may also be taken on an intermittent basis. While on leave intermittently or on a reduced schedule, an Employee may be required to transfer to an alternative position during the leave period. Such transfer will not occur without prior notification and review with the Union. FMLA Leave to care for the Employee's child after birth, or after the placement with an Employee of a child for adoption or foster care, may not be taken intermittently or on a reduced leave schedule, and must be completed within twelve (12) months of the birth or placement of the child.

Section 12. During the FMLA Leave periods, the Employee will continue to participate in group health insurance; the Employee may opt to continue in the life and disability insurance. If applicable, the Employee will be responsible for paying any benefits premiums that are normally deducted from his/her/their paycheck. Failure to pay the Employee share of the health insurance premium (or any other insurance premium) may result in loss of coverage. Before the leave begins, the Employee must contact the Employer's People Team to receive a payment schedule to continue existing insurance coverage.

Section 13. If an Employee fails to return from leave at the end of the leave period, the Employee is required to repay any benefits premium payments that are normally deducted from his/her/their paycheck that are in arrears.

Section 14. After taking FMLA Leave in accordance with this article, at the conclusion of the leave (not more than twelve (12) weeks, except where Military Caregiver Leave has been used and in which case not more than twenty-six (26) weeks), the Employee will be restored to the same position held before taking leave or to an equivalent position with equivalent employment benefits, pay and other terms and conditions of employment, absent intervening business conditions such as a reduction in force. The Employee will not accrue seniority or other benefits, however, during any portion of the leave that extends beyond thirty (30) days.

Section 15. The Employee is responsible for keeping the Company informed of any changes relating to an FMLA request. Changes include, but are not limited to, a change in the dates required for the leave and/or the medical condition (or that of the family member for whom the leave is requested). In addition, if the Employee travels and/or resides away from the usual residence during the FMLA Leave, the Employee should provide the Employer's People Team with contact information (such as a telephone number) where he/she/they can be reached.

Section 16. The above sections are only intended to summarize the rights provided under FMLA and not to grant additional rights not provided therein. Where there is a conflict, the FMLA shall prevail.

C. Military Spouse Leave

Section 1. Employees who work an average of twenty (20) or more hours each week may be eligible for Military Spouse Leave as follows:

(a) If the Employee's spouse is a member of the Armed Forces, National Guard or Reserves, and the spouse is deployed during a period of military conflict to a combat theater or combat zone of operations, the Employee will be eligible for up to ten (10) days of unpaid leave. Such leave may only be used when the spouse is on leave from the Armed Forces, National Guard or Reserves while deployed during a period of military conflict to a combat theater or combat zone of operations. Military Spouse Leave will run concurrently with any FMLA Leave.

(b) The Employer reserves the right to request proof of the spouse's leave from the Armed Forces, National Guard or Reserves.

D. Parental Leave

Section 1. Regular Full-Time Employees may be eligible for up to eight (8) weeks of salary plus benefits as paid Parental Leave following the birth of an Employee's child, or the placement of a child with an Employee for adoption or foster care. To be eligible for such Parental Leave, the Employee must have been employed for at least twelve (12) consecutive months preceding the first day of the leave and must certify in writing that he/she/they will be the child's primary caregiver for the period of the leave. Non-primary caregivers may take one (1) week of paid leave following the birth or placement of a child for adoption or foster care.

Section 2. Parental Leave may not be taken intermittently or on a reduced schedule, and must be started within twelve (12) weeks after the birth or placement of a child.

Section 3. In some instances, an expectant mother must stop working before the birth of the child for medical reasons. When certification is provided by the mother's health care provider and short-term disability benefits are applied for and granted, any leave taken before the baby's birth is considered short-term disability leave, but not Parental Leave. Any period of pregnancy disability (or non-pregnancy disability) following the birth of the child for which short-term disability benefits are granted will also be considered short-term disability leave, and not Parental Leave. Any time taken as Parental Leave will be counted towards the twelve (12)-week unpaid leave under the FMLA. The Company reserves the right to request adequate documentation relating to the birth or adoption of your child.

E. Jury Duty

Section 1. Any Unit Employee called for jury duty must provide his/her/their manager and the Employer's People Team with a copy of the summons, or, notice as soon as possible in order for accommodations to be made for the absence.

Section 2. A full-time Employee who submits a proper certification from a court official indicating the time spent on jury duty will receive his or her regular pay for a period of up to two (2) weeks.

Section 3. Absent special circumstances, no Employee will be entitled to jury pay for service on a jury more than once in any two-year period.

Section 4. All payments received will be in addition to any other compensation received from the court while on jury duty.

Section 5. Any Employee who is serving on a jury is expected to report to work for any portion of the regular workday that jury duty hours reasonably permit.

Section 6. Part time Employees are not eligible to receive pay for time spent serving on jury duty, except to the extent that such jury service falls during a regularly scheduled shift, or as required by law.

F. Nursing Mothers

Section 1. A Unit Employee who is a nursing mother may use reasonable break time or mealtime each day to express breast milk for the nursing child for up to three (3) years following the birth of the child. The Company will provide a place, other than a restroom, that is shielded from and free from intrusion from co-workers and the public to express breast milk in privacy.

Section 2. Each such break will generally be no less than twenty (20) minutes (or at least thirty (30) minutes if the room or other location is not in close proximity to the Employee's regular work area). In most circumstances, the Employee will be permitted to take such breaks at least once every three (3) hours. An Employee may elect to take shorter unpaid breaks for this purpose and, at her option, may instead elect to use regularly scheduled paid break or meal periods for this purpose.

Section 3. An Employee may be required to postpone scheduled break time for a maximum of thirty (30) minutes if the Employee cannot be relieved from regular duties because appropriate coverage is not available.

Section 4. The Employee must provide the Employer's People Team with advance notice of the intent to express breast milk in the workplace, preferably before returning to work following childbirth, to allow the Company to establish a location and to schedule leave time.

G. Uniformed Services Leave

Section 1. The Company will provide Uniformed Services Leave in accordance with the requirements of the Uniformed Services Employment and Reemployment Rights Act and any applicable state and local laws.

Section 2. In addition, any full-time Employee who is required to attend any training with a Reserve or National Guard Unit will receive the difference between his or her regular pay and military pay for up to two (2) weeks each year. This two-week period will not be charged as PTO time. If the training extends beyond two (2) weeks, the Employee may use accrued PTO days during the leave period.

H. Volunteer Time Off

Section 1. To provide an opportunity for Employees to participate in volunteer activities during regular working hours, the Company will offer a volunteer support program. Volunteer time in this context is defined as time off from work with pay during which an Employee can respond to community needs by participating in volunteer activities.

Section 2. Full-time Employees are permitted up to sixteen (16) hours each calendar year to participate in volunteer activities, including travel time. Employees may apply for volunteer time off for all or part of a regularly scheduled workday.

Section 3. To prevent this program from interfering with work responsibilities, an Employee's participation will require advance approval from his/her/their direct manager and the Employer's People Team.

Section 4. Full-time Employees who have been employed by Employer for at least six (6) months are eligible for volunteer time off on the condition that his/her/their service is with an organization fitting the description below. Employees who become eligible during a given year will have volunteer time hours prorated accordingly.

Section 5. Volunteer time is available when volunteering for not-for-profit organizations (with 501(c)(3) tax exemption status under the Internal Revenue Code) involved in the cultural, educational or general welfare of a community.

Section 6. The following types of organizations or programs are not eligible for volunteer time off under this program:

- (a) organizations that discriminate in any way with regard to equal opportunity policies.
- (b) fraternal; social; trade unions, including TWU International and any TWU Local;
- (c) programs aimed at propagating a particular religious faith or creed;
- (d) programs that are otherwise predominantly religious or restricted to followers of one religious faith or creed (unless the volunteer activity is for a nonsectarian purpose, such as a senior citizen center or homeless shelter);

- (e) political activities that are partisan in nature;
- (f) activities of a social or business nature; and
- (g) activities that might create conflicts of interest with the Employer.

Section 7. Employees are expected to use good judgment in requesting volunteer time off, and only request it when work demands allow. All requests for volunteer time off must be made and approved in advance. Managers retain sole discretion to decline requests for volunteer time off based on business needs.

Section 8. Volunteer time off may not be carried over from year to year. An Employee cannot exchange volunteer work performed after hours for volunteer time off pursuant to this policy. Furthermore, volunteer time off must not result in the Employer incurring additional costs or in the inconvenience of another Employee.

I. Voting Leave

Section 1. Regular Full-Time Employees, Regular Part-Time Employees, and Seasonal Employees who are registered voters and who do not have sufficient time to vote in any election may request up to two (2) hours of paid leave for the purpose of voting.

Section 2. An Employee will be deemed to have sufficient time to vote if he or she has four (4) consecutive hours either between the opening of the polls and the beginning of his/her/their working hours, or between the end of the shift and the closing of the polls.

J. School-Related Activities and/or Events Leave

Section 1. Employees who are parents or guardians may request up to eight (8) hours of unpaid leave during a twelve (12)-month period to attend school-related activities and/or events. School-related activities and events shall include, but are not limited to, parent-teacher conferences, concerts, plays, rehearsals, sporting events, and other activities where the child is a participant or subject of the event. Employees shall provide the Employer with fourteen (14)-days' notice before the requested leave.

Section 2. An Employee is considered a parent or guardian if he/she/they: (a) are the biological parent of a child; (b) have legal custody of a child; (c) act as the guardian of a child; or (d) are married to or in a domestic partnership to a person listed above.

K. Blood/Bone Marrow/Organ Donation Leave

Section 1. Regular Full-Time Employees and Regular Part-Time Employees may take leave to donate blood off-premises. An Employee may request up to two (2) hours of unpaid leave for this purpose, up to a maximum of four (4) hours of such unpaid leave per calendar year.

Section 2. Regular Full-Time Employees and Regular Part-Time Employees may take up to twenty-four (24) hours unpaid leave to undergo a medical procedure to donate bone marrow. Employees shall request said leave at least fourteen (14) days in advance, unless a physician attests to the existence of a medical emergency which would require the Employee to participate in the medical procedure on less than fourteen (14) days' notice.

Section 3. Regular Full-Time Employees and Regular Part-Time Employees may take up to thirty (30) days unpaid leave to undergo a medical procedure to donate an organ. Employees shall request said leave at least fourteen (14) days in advance, unless a physician attests to the existence of a medical emergency which would require the Employee to participate in the medical procedure on less than fourteen (14) days' notice.

L. Unpaid Leaves of Absence

Section 1. Except as otherwise required by state law, Employees who are victims of domestic violence, sexual violence, gender violence, or any other crime of violence, may take up to twelve (12) weeks of unpaid leave per year to seek medical help, legal assistance, counseling, safety planning, and other forms of assistance. The Employer shall not discriminate against any Employee who is a victim of domestic violence, sexual violence, gender violence, or any other crime of violence, or who has a family or household members who are victims of such violations.

Section 2. Upon written notice made at least two (2) weeks in advance (except in the case of a bona fide emergency), Regular Full-Time Employees and Regular Part-Time Employees who have completed at least one (1) year of service with the Employer, may request a personal leave of absence for a period of up to thirty (30) days without pay and without any loss of seniority. Upon return from

such leave of absence, the Employee will be returned to his/her/their prior position, or equivalent position, with equivalent benefits and pay. However, absent compelling extenuating circumstances, only two (2) such leaves of absence shall be granted by the Employer at any one time; the Employer may, in its sole discretion, choose to waive this limitation.

Section 3. Personal leaves of over thirty (30) days without pay may be granted for a compelling reason at the Employer's sole discretion. In such situations, if business requirements permit, the Employer will return Employees to their previous position or a comparable position.

Section 4. On an exceptional basis, other leaves of absence without pay may be granted by Employer in its sole discretion to an Employee who is in good standing and has completed at least twelve (12) months of continuous service at the time that the leave is requested. Such leaves must be requested in advance and in writing and require approval by the Employee's direct manager and by the Employer's People Team.

Section 5. Employees will not accrue PTO while on an unpaid leave of absence that extends beyond thirty (30) days.

Section 6. If an Employee does not return to work as scheduled following an unpaid leave of absence, the Employer may terminate the Employee for cause.

ARTICLE 32 - TIME & ATTENDANCE

Section 1. The Employer is responsible for posting all Employee work schedules in the Employer's electronic scheduling system (i.e., Dayforce). The Employer shall endeavor to provide access to functioning computers and internet at each work facility for Employee use. Employee schedules and timesheets shall also be viewable on time clocks provided by the Employer at each location. It is the Employee's responsibility to keep track of his/her/their schedule in the Employer's electronic scheduling system.

Section 2. Requesting Time Off.

(a) All Employee time-off requests shall be made in the Employer's electronic scheduling system (i.e., Dayforce), including on time clocks provided by the Employer at each location. All PTO, Comp Time, Floating Holidays and/or other paid leave requests should be made in as far in advance as possible, but no later than fourteen (14) days in advance, and must be approved by a manager.

(b) PTO, Comp Time, Floating Holiday and/or other paid leave requests made on *non*-holiday workweeks shall be approved or denied by the Employer within 7 days of the request.

(c) PTO, Comp Time, Floating Holiday and/or other paid leave requests made for holiday workweeks shall be approved or denied no less than 10 days prior to the earliest date requested.

(d) Seasonal Employees who have passed their 90-day probationary period may request unpaid time off (“UTO”), up to five (5) days per year. UTO requests should be made as far in advance as possible, but no later than 14 days in advance, and must be approved by a manager. Any UTO requests shall be approved or denied within 7 days of the request.

(e) In cases where multiple Employee time-off requests have been made for the same day(s) and the Employer is unable to accommodate all requests, priority for Employer approval shall be determined by:

- Date on which an Employee made a time-off request (for *non*-holiday workweeks);
- Company Seniority of Employee making the time-off request (for holiday workweeks); and
- PTO requests will be granted before UTO requests.

Section 3. Employees may exchange (“swap”) shifts with other Employees, provided that the exchange occurs within the workweek (Sunday-Saturday), with someone who works the same shift length, and is approved by a manager in the Employer’s electronic schedule system (i.e., Dayforce). Requests to swap shifts must be entered and approved at least twenty-four (24) hours before the first shift affected. Failure to follow this procedure may result in an absence.

Section 4. Unscheduled absence notifications must be made at least one (1) hour prior to the start of your shift, or in the case of an emergency, as soon as is practical. Notification must be made according to your department/location’s policies.

Section 5. All Employees are permitted four (4) unpaid personal days (“freebies”), which shall be the first four (4) unscheduled call-outs of the calendar year, regardless of reason, excluding any type of scheduled PTO, Floating Holiday or Comp Day, STO or approved Leave of Absence found in this Agreement or in applicable local/state/federal law. Personal days are exempt from any/all progressive discipline. Employees may use any accrued PTO when taking personal days. Employees should notify

the Employer of any unscheduled absence at least one (1) hour prior to his/her/their shift start time.

Section 6. A “No Call/No Show” is when any Employee does not work a scheduled shift, and has not notified the Employer prior to, or within an hour after, his/her/their shift start time (“called out”). Progressive discipline for No Call/No Shows shall be as follows to the extent they accumulate within a one (1)-year rolling period:

1st No Call/No Show: Final Corrective Action.

2nd No Call/No Show: Termination.

A No Call/No Show of three (3) consecutive days shall be considered job abandonment and result in termination.

Section 7. An “Unexcused Absence” is when any Employee either: (a) does not work a scheduled shift and has called out but does not use approved PTO, STO, UTO, Comp Time, Floating Holiday, personal day, or other leave of absence to excuse the absence; or (b) is Tardy or Early Out (as defined below) in excess of two (2) hours. Progressive discipline for Unexcused Absences shall be as follows to the extent they accumulate within a one (1)-year rolling period:

1st Unexcused Absence: No Corrective Action issued.

2nd Unexcused Absence: 1st Corrective Action.

3rd Unexcused Absence: 2nd Corrective Action.

4th Unexcused Absence: Final Corrective Action.

5th Unexcused Absence: Termination.

Section 8. A “Tardy” is when any Employee clocks into the Employer’s electronic scheduling system (i.e., Dayforce) in excess of ten (10) minutes after his/her/their shift start time, or is Early Out (as defined below) in excess of ten (10) minutes. A Tardy in excess of two (2) hours shall be considered an Unexcused Absence. Progressive discipline for Tardies shall be as follows to the extent they accumulate within a six (6)-month rolling period:

- 1st Tardy: No Corrective Action issued.

- 2nd Tardy: 1st Corrective Action.
- 3rd Tardy: 2nd Corrective Action.
- 4th Tardy: Final Corrective Action.
- 5th Tardy: Termination.

Remote Employees (i.e., Valets, Field Bike Mechanics, etc.) may additionally be required to verify his/her/their clock-in time using key fob activity. Such key fob activity in excess of ten (10) minutes after a Remote Employee’s shift start time may be considered a Tardy.

Section 9. An “Early Out” is when any Employee leaves work prior to the end of his/her/their shift end time. An Early Out in excess of ten (10) minutes shall be considered a Tardy. An Early Out in excess of two (2) hours shall be considered an Unexcused Absence. An Employee’s manager may excuse any Early Out for an Employee.

Section 10. There are situations when conduct exhibits a pattern of behavior that illustrates a disregard for responsible behavior in regard to attendance, tardiness and schedule-adherence expectations. If such a pattern is detected, a manager will hold and document a coaching session with the Employee to point out the behavior. Continuation of the behavior may result in discipline and/or termination, either standing alone or in conjunction with the other requirements found in this Article. In all such instances, there must be a case-by-case determination with the outcome turning on the standard that the conclusion must be reasonable once all factors are considered.

Section 11. The disciplinary tracks contained in this Article (No Call/No Show, Unexcused Absence, Tardy) are wholly separate unto themselves and may not be combined with any other Non-Time-and-Attendance discipline. Any occurrence of an Unexcused Absence or Tardy, if an Employee is on a “Final Warning” for Unexcused Absences or Tardies, shall result in termination.

ARTICLE 33 - WORK INJURIES & WORKERS’ COMPENSATION

Section 1. At all times, the Employer will maintain and make available to Employees written policies and/or notices collectively setting forth the rights, duties, and procedures concerning reporting and investigating work injuries, and requesting and obtaining workers’ compensation and leaves of

absence for such injuries where eligible. As of the effective date of this Agreement, such policies and/or notices include:

- (a) as available through the online People Help Desk: the articles “I hurt myself at work, what do I need to do?”, “Requesting Leave via Sun Life,” “Requesting ADA Accommodations via Sun Life,” and “What is Motivate’s workplace accommodation policy?”; the Workplace Accommodation Policy linked from the latter; and the Employee Handbook, specifically Sections 1-2 (“Equal Employment Opportunity”), 3-6 (“Workers’ Compensation”), 5-15 (“Health and Safety”), and the addendums on various state and city-specific medical leave programs;
- (b) the Employee Safety & Health Program Manual, accessible to Employees as a link on their Safety Manual Acknowledgement, saved under the Forms tab of their DayForce Profile page;
- (c) regulatory notices concerning workers’ compensation, posted at the Employer’s worksites; and
- (d) the section(s) of this Agreement concerning medical leave.

Section 2. Additional rights, duties, and procedures concerning workers’ compensation claims are further governed and established by state law and the Employer’s workers’ compensation insurer.

ARTICLE 34 - SURVEILLANCE CAMERAS

Section 1. There are certain circumstances in which, for the security and safety of all, it is beneficial for Employer to install surveillance cameras and record footage of said cameras.

Section 2. These surveillance cameras may record audio and video passively (without active observation or interaction), and any future cameras that are purchased may have audio recording capabilities. However, audio shall not be recorded from any cameras placed in vehicles.

Section 3. No cameras will be placed in, or record, restrooms, locker rooms and locker areas, outdoor smoking areas or breakrooms. This is with the full understanding that an entrance or pathway that leads to such facilities may be in sight of a camera based on location of camera in respect to the Employer’s property. For any camera placed in or on a vehicle, the Employer shall not review in real time footage from any such camera , and shall only review footage from any such camera that is

retained through an automated process that selectively retains footage solely for the purposes of accident avoidance and accident analysis.

Section 4. Footage from surveillance cameras will only be used to investigate reports of specific incidents. The parties agree surveillance footage is not intended to replace existing methods of routine Time and Attendance and other policy enforcement.

Section 5. Upon the Employer receiving report of a specific incident involving a Unit Employee discipline matter (disciplinary action or termination) and that such investigation requires accessing surveillance camera footage as a means to verify information obtained during an investigation process in compliance with the terms and conditions of the CBA, prior to accessing said footage the Employer will notify the Union. The footage in question can be accessed and reviewed by the Union via an information request.

Section 6. Surveillance technology will be administered by the Employer's Information Technology Department. Access to any footage will be in compliance with the Employer's Site Security Policy.

Section 7. Upon ratification of this Agreement all current camera locations in all facilities and vehicles will be provided to the Union. If Company intends to install additional cameras in any existing or new facility or vehicle, it must first notify the Union and disclose the intended location of cameras at least 14 days prior to installation.

Section 8. The access and notification requirements of this Agreement are applicable only to Unit Employee discipline matters. Any camera access regarding facilities or other management are not subject to the notification and access requirements contained herein. If for any reason, the Employer investigates a matter independent of a Unit Employee discipline matter and such footage informs Company of a Unit Employee disciplinary concern, the Employer will notify the Union of such Unit Employee issue immediately.

ARTICLE 35 - SUCCESSORSHIP AND ASSIGNS

Section 1. In the event of a sale of the assets of the Employer, or the loss of the contract to operate a bike share company in the five boroughs of New York, the Employer will give the Union timely notice of such an event, provided that the Employer itself has received such notice and is not under

any confidentiality obligation preventing such notice, and meet and bargain about the effects of such a transition or sale, as the case may be, on Unit Employees.

Section 2. The notice and bargaining requirements set forth in this Article, in Section 1 above, shall not apply if the event causing a sale or suspension of operations is due to a bankruptcy or foreclosure affecting the Employer, or is due to any other seriously disruptive financial situation, or any other event beyond the control of the Employer which materially affects the day to day operations of the Employer in whole or in part.

ARTICLE 36 - SEVERABILITY

If any provision of this Agreement should be held invalid by operation of law or by any tribunal of competent jurisdiction or if compliance with or enforcement of any provision should be restrained by such tribunal pending final determination as to its validity, the remainder of this Agreement shall not be affected. In the event any law or decision described above affecting any provision of this Agreement is later reversed, declared invalid, or lifted, the affected provision shall again be considered a part of this Agreement.

ARTICLE 37 - FULL AGREEMENT

The parties acknowledge that during the negotiations which resulted in this Agreement, each had the unlimited right and opportunity to make demands and proposals with respect to all proper subjects of collective bargaining, and that all such subjects have been freely discussed and negotiated, and the agreements contained in this Agreement were arrived at after the free exercise of such rights and opportunities. Most particularly, all of the wages and economic fringe benefits to be received by the Employees in the bargaining unit are set forth in this Agreement, and the Union will not claim entitlement for any wages or economic fringe benefits not set forth in this Agreement. The Employer and the Union, for the life of this Agreement, each agree that the other shall not be obligated to bargain collectively with respect to any subject or matter referred to or covered by this Agreement, whether or not such subject matter was within the knowledge or contemplation of either or both of the parties at the time they negotiated or signed this Agreement. Provided further that the operation of the Workers' Council shall not be impinged or limited by this Article nor shall this apply to any situation wherein the parties mutually agree to engage in negotiations during the term of this collective bargaining Agreement or have expressly agreed to do so in other Articles of this Agreement. Failure or delay by

either party at any time to impose a duty under, exercise a right under, seek a remedy under, or otherwise enforce a provision of this Agreement shall not be construed as a waiver of such duty, right, remedy, or provision.

ARTICLE 38 - TERM OF AGREEMENT

It is understood and agreed that this Agreement shall be and remain in full force and effect from January 19, 2024 through December 31, 2026.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement made effective January 19, 2024.

**TRANSPORT WORKERS UNION,
AFL-CIO**



By: Patrice Delva
Its: President

MOTIVATE LLC



By: Grant Barkey
Its: Chief Administrative Officer

SCHEDULE A (ALL LOCATIONS)

1. Wage Rate Schedule for Regular Full-time and Regular Part-time Employees, inclusive of wage raise amount provided in Article 19, Section 1, subject to the exceptions provide further below, by location:

BAY

	01/01/2024	01/01/2025	01/01/2026
Tier 1	23.25	24.75	26.25
Tier 2 (FLS)	26.50	28.00	29.50

BOSTON

	01/01/2024	01/01/2025	01/01/2026
All Classifications	24.04	25.54	27.04
FLS	26.50	28.00	29.50

CHICAGO

Job Classification	01/01/2024	01/01/2025	01/01/2026
FBM 3/Wheel Tech	22.00	23.50	25.00
Bike Mechanic/ Balancer/Driver/Battery Swapper/Station Tech/Station Maintenance/BTO	21.50	23.00	24.50
FBM I	21.00	22.50	24.00
Valet	20.00	21.50	23.00

D.C.

Job Title	01/01/2024	01/01/2025	01/01/2026
Station Technician II	23.00	24.50	26.00
Bike Mechanic	22.25	23.75	25.25
Station Tech 1/Rebalancer/Driver/Battery Swapper, Nest Attendant	21.75	23.25	24.75
Station Tech Associate	21.25	22.75	24.25
FLS	25.00	26.50	28.00
Special Ops Tech	24.50	26.00	27.50

NEW YORK/NEW JERSEY

Job Title	01/01/2024	01/01/2025	01/01/2026
Driver/A&D (Special Ops)	27.75	29.25	30.75
Lead Bike Mechanic/Lead FBM	28.25	29.75	31.25
Bike Mechanic/ FBM/Dispatcher/ Station Tech II/ JC Field Tech	26.25	27.75	29.25
Rebalancer	24.25	25.75	27.25
Station Tech I	23.75	25.25	26.75
Station Tech Associate/Battery Swapper/Nest Attendant/UMS Station Services Technician/Assembly Tech	22.75	24.25	25.75
Valet	22.50	24.00	25.50

No Employees who are paid above the scales identified in this section shall have their wage rate reduced to match the scale identified in this section.

2. Night Differential

The Employer will pay to any Regular Employees a night differential of seventy-five cents (\$.75) for each hour of work performed between the hours of 11:00 pm and 5:00 am.

3. CDL License Differential

If a Driver has to operate a vehicle which requires a CDL license, such driver shall be paid a two dollars (\$2.00) per hour differential premium for the actual hours said vehicle is operated.

4. Transfer

If an above-scale Employee transfers to a new primary assignment with a different wage rate, their new wage rate will be calculated as the Employee's current wage rate plus the difference between their previous classification and their new classification, according to the wage chart for their location. This calculation will also be used when an Employee performs out-of-title work as described in Article 25.

SCHEDULE A-1 (BAY AREA)

The following terms apply to the California Bay Area market only:

1. Health Insurance Waiver

For California Employees hired prior to January 1, 2024, the Employer agrees to revise the terms of its health insurance plan to reflect the following:

a. Employer, for eligible Employees, will provide a yearly waiver option, offered at the time of open enrollment for the Employer's health insurance plan (e.g., in the fall of each calendar year) commencing in 2021 for insurance coverage effective January 1, 2022.

b. Eligible Employees who elect to waive such Employer health insurance coverage shall do so in writing on a signed and dated form, consistent with federal ERISA legislation and the local Healthy SF rules (where applicable) and provided by the Employer in conjunction with the benefit plan provider and/or the form required by the Healthy SF program rules.

c. Eligible Employees who waive such health insurance coverage shall receive a payment of one hundred dollars (\$100.00) per month, issued in the second payroll of each month commencing in January for each year such waiver is effective, with such payment being subject to the individual Employee's tax withholding rate, deductions and withholding that customarily apply to such Employee's payroll amounts.

d. All such waivers shall be timely submitted to Employer by the Employee.

e. For the purpose of this Section, "health insurance" is defined as medical, dental and vision insurances, inclusive.

f. Once such waiver is elected, an Employee may only revise this election should such Employee present evidence of a qualifying event as defined under the terms of the health insurance plan. If the Employee elects health insurance due to this qualifying event, the monthly payment will terminate during the first month in which the Employee.

2. Overtime

Employees with an alternative workweek schedule of a regularly scheduled shift of ten (10) hours in four (4) days of the work week: Any Employee who is regularly scheduled for a shift of ten (10) hours for four (4) days a week will receive straight time pay (and not daily overtime pay) for all hours worked not in excess of the ten (10) hour day. Overtime will be paid for hours worked above forty (40) hours in a week in all cases, and for hours worked above eight (8) hours in a shift for Employees who are not regularly scheduled to work more than eight (8) hours in a shift, consistent with federal, state, and local overtime regulations.

The Union and Unit Employees who have selected an alternative work week schedule, as described above, hereby acknowledge and agree that: (a) they prefer that alternative work week schedule over the standard seven and a half (7.5) hour, five (5) days per work week schedule; (b) the specific issue of alternative workweek schedules, including daily overtime for such schedules, was specifically negotiated in this Agreement; (c) the increased flexibility and longer non-working period between certain work days are among the benefits the Union and Unit Employees receive in this Agreement for (where applicable) deviating from the daily overtime rules otherwise required by California or

local law; and (d) to the extent that any applicable federal, state or local law requires overtime pay on a per day rather than per work week basis that is incongruous with that provided in this section, the Union and Unit Employees hereby waive their rights under any and all such law of California and otherwise insofar as those laws permit such waiver pursuant to a collective bargaining agreement or otherwise. Such waiver of the Union and Unit Employees is knowing and voluntary, and to the fullest extent applicable under California Labor Code Sections 510 and 514, and any applicable federal, local, and other state law, waives a Unit Employee's rights regarding daily overtime when working an alternative workweek schedule. This provision shall supersede and be considered to have fulfilled all requirements of such laws including but not limited to California Labor Code Section 510 and 514.

SCHEDULE A-2 (BOSTON)

The following terms apply to the Boston market only:

New Hire Rates for Regular Employees

For the first year of employment as a Regular Employee, the applicable hourly wage for such new hire shall be one dollar (\$1.00) per hour less than the applicable hourly rate for the job classification in which they are employed.

SCHEDULE A-3 (CHICAGO)

The following terms apply to the Chicago market only:

1. New Hire Rates for Regular Employees

For the first year of employment as a Regular Employee, the applicable hourly wage for such new hire shall be fifty cents (\$0.50) per hour less than the applicable hourly rate for the job classification in which they are employed at the Employer's discretion.

2. Seniority Based Pay

a. Regular Employees who have reached a seniority anniversary of three (3) years as a Regular Employee, shall receive a fifty cents (\$0.50) hourly wage increase as a differential above the next effective base wage rate adjustment as provided in Schedule A, Section 1, commencing upon the next scheduled base wage rate adjustment.

b. Regular Employees who have reached a seniority anniversary of five (5) years as a Regular Employee, shall receive an additional (\$0.50) hourly wage rate differential above the next effective base wage rate adjustment as provided in Schedule A, Section 1, commencing upon the next scheduled base wage rate adjustment.

c. For clarification, the Seniority Based Pay is not included in the base wage rate chart in Schedule A, Section 1.

SCHEDULE A-4 (D.C.)

The following terms apply to the D.C. market only:

1. Health Insurance Waiver

For D.C. Employees hired prior to January 1, 2024, the Employer agrees to revise the terms of its health insurance plan to reflect the following:

a. Employer, for eligible Employees, will provide a yearly waiver option, offered at the time of open enrollment for the Employer's health insurance plan (e.g., in the fall of each calendar year) commencing in 2021 for insurance coverage effective January 1, 2022.

b. Eligible Employees who elect to waive such Employer health insurance coverage shall do so in writing on a signed and dated form, consistent with federal ERISA legislation and the local Healthy SF rules (where applicable) and provided by the Employer in conjunction with the benefit plan provider and/or the form required by the Healthy SF program rules.

c. Eligible Employees who waive such health insurance coverage shall receive a payment of one hundred dollars (\$100.00) per month, issued in the second payroll of each month commencing in January for each year such waiver is effective, with such payment being subject to the individual Employee's tax withholding rate, deductions and withholding that customarily apply to such Employee's payroll amounts.

d. All such waivers shall be timely submitted to Employer by the Employee.

e. For the purpose of this Section, "health insurance" is defined as medical, dental and vision insurances, inclusive.

f. Once such waiver is elected, an Employee may only revise this election should such Employee present evidence of a qualifying event as defined under the terms of the health insurance plan. If the Employee elects health insurance due to this qualifying event, the monthly payment will terminate during the first month in which the Employee.

2. Seasonals

Employees classified as Seasonal will be eligible for the following:

a. Paid Holidays, receiving five (5) hours per holiday, for any holiday that occurs while the Employee is active, subject to any prerequisites and/or requirements set forth in this Agreement or in the usual administration of such holidays by the Employer.

b. Paid Personal Time Off (PTO):

i. Seasonal Employees shall accrue PTO at the same rate as a Regular Employee of less than 2 years (.05385 hours of PTO for every hour worked). PTO will begin accruing on the date employment commences, however, accrued PTO may not be used until the Employee has completed their probationary period.

ii. PTO of Seasonal Employees must be utilized in the same Season it is earned and will not be paid out at departure from employment.

iii. All other rules, policies, and directives applying to the use of PTO shall apply to the use of such PTO by Seasonal Employees.

SCHEDULE A-5 (NEW YORK/NEW JERSEY)

The following terms apply to the New York/New Jersey market only:

1. New Hire Rates for Regular Employees

For the first year of employment as a Regular Employee, the applicable hourly wage for such new hire shall be one dollar (\$1.00) per hour less than the applicable hourly rate for the job classification in which they are employed.

2. Unit Job Guarantees

a. The Employer will not reduce the total number of regular full-time and regular part-time positions below the number in existence at the time of the ratification of this Agreement.

b. The parties will agree to negotiate on the subject of a guaranteed number of unit positions when future expansion of New York City Bike Share takes place in New York City.

c. The provision is the only job numbers guarantee set forth in this Agreement and no other may be inferred or implied.

d. This Section may be modified by mutual agreement of the parties or if the Employer can prove that the continuation of such guarantee threatens the future economic viability of the Company.