

TRANSIT MANAGEMENT OF DENTON COUNTY

EMPLOYEE HANDBOOK - Operator

February 14, 2010

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FORWARD

The TMDC Handbook provides the operating guidelines. The guidelines contained in this handbook replace all previous rules, procedures and instruction for operators. Employees are also subject to all other policies governing employees of TMDC. Each employee must become familiar with the contents of this handbook by the completion of the initial training.

No one is authorized to make oral exceptions to this policy, and written exceptions may only be made with approval by the General Manager.

The rules and operating guidelines of the Handbook may be changed through notices and special instructions that will be made available in writing to all TMDC personnel. The company bulletin board must be examined daily for special instructions. Whenever an employee has been off duty for any reason, upon return, the bulletin board should be checked and a supervisor should be contacted for clarification on policy changes. When necessary, policy changes will be consolidated and reissued as revisions that are to be inserted in the Handbook and the outdated pages removed.

The Handbook is not intended to be an employment contract or agreement, nor does it contain promises or commitments to the employee of any kind. The contents should not be construed otherwise. Any references to, or discussion of, matters related to employment shall not be treated as a contractual agreement or guarantee of employment.

NOTE:

This Handbook applies to Operators represented by a labor union, to the extent that the Handbook's policies, procedures, rules, and discipline are not in conflict with a specific term or condition stated in the labor agreement. To the extent that the Handbook is in conflict with a term or condition of the Operator's applicable labor agreement, the provision in the labor agreement, shall take precedence.

TRANSIT MANAGEMENT OF DENTON COUNTY EMPLOYEE HANDBOOK

INTRODUCTION

Transit Management of Denton County is committed to a goal of excellent performance by all employees. Our primary mission is to provide the best service possible to the public we serve.

It is our policy to recognize all employees both as a group and as individuals for exemplary or commendable performance on the job. Administrative and supervisory personnel are leaders whose objective is to assist all of our employees and the public we serve to provide the best service possible.

Whenever an employee is subject to discipline, the employee's total work record including all violations is reviewed before determining any penalty. Penalties for violations of multiple rules occurring during the same time period will be dealt with at the discretion of management. This code is not intended to provide rigid discipline guidelines on management or the employee when discipline is warranted. The seriousness of the violation is also a factor in the penalty assessed.

Recognizing that professionalism is a key element to the job function, each employee is responsible for learning, understanding and abiding by the rules and discipline contained in this code.

WELCOME ABOARD

The individuals who observe the principles outlined in the handbook should get along splendidly as an important and effective member of our team.

As chosen representatives of Transit Management of Denton County, let us strive as individuals and as an organization to make our service outstanding for courtesy and consideration to those whom it is our goal and pleasure to serve. For a Company – or an employee – to be successful, a basic understanding about the way that a Company does things must be present. A Company's character and identity comes from the way it approaches the marketplace – the basic principals, standards and objectives that we use to define who we are. A clear understanding of who we are is absolutely essential to long-term success.

Much personal satisfaction accrues if, at the end of each day, all of us can say, "That was a good job; well done!"

EQUAL OPPORTUNITY/ AFFIRMATIVE ACTION

out of
Employee HB

Transit Management of Denton County (TMDC) is committed to the concept of equal opportunity in employment as a necessary element of the basic merit system principle and as a means of using and developing previously underutilized human resources. TMDC is committed to offer equal opportunity to all qualified employees and applicants for employment with regard to race, national origin, age, gender, sexual orientation, creed or religious opinions or affiliations, veteran status or disabilities and will comply with applicable State or Federal Law. TMDC will take positive action and provide a fair system to ensure fulfillment of this policy in areas of recruitment, hiring, placement, promotion, transfer or demotion, and other terms, conditions and privileges of employment. Further, discriminatory harassment of employees, whether by managers or co-workers, will not be tolerated. Pg 2

Immigration Law Compliance

EHB pg 3

TMDC is committed to employing only United States citizens and aliens who are authorized to work in the United States and does not unlawfully discriminate on the basis of citizenship or national origin. In compliance with the Immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Employees with questions or seeking more information on immigration law issues are encouraged to contact Human Resources. Employees may raise questions or complaints about immigration law compliance without fear of reprisal.

SEXUAL HARASSMENT

EHB pg 30

Transit Management of Denton County will not tolerate sexual harassment of its employees by anyone – supervisors, other employees or clients. Persons harassing others will be dealt with swiftly and vigorously. Normal, courteous, mutually respectful, pleasant, non-coercive interactions between employees that are acceptable to both parties are not considered to be sexual harassment.

Sexual harassment as defined by the Equal Employment Opportunity Commission is:

- unwelcome or unwanted sexual advances;
- requests and demands for sexual favors;
- verbal abuse or kidding that is sexually oriented and considered unacceptable by another individual;
- engaging in any type of sexually oriented conduct that would unreasonably interfere with another's work performance; and
- creating a work environment that is intimidating, hostile, or offensive.

This policy is to protect all employees. If it is proven that an employee has knowingly and intentionally falsely accused another employee of sexual harassment, it will be considered that such employee is guilty of harassment and will be appropriately disciplined. It shall be the responsibility of the EEO/AA (Equal Employment Opportunity/Affirmative Action) Officer to advise any employee who feels she or he has been sexually harassed of the proper procedure for handling the complaint.

GENERAL RULES AND PROCEDURES

Company Policies and the TMDC Employee Handbook

The policies stated in this Handbook summarize selected policies and procedures of TMDC. All policies, guidelines, benefits, rules, and procedures are periodically reviewed and evaluated, and are subject to change at TMDC's discretion. TMDC reserves to itself at any time to amend, revoke, replace or suspend any or all of the policies and procedures contained within this Handbook.

Nature of Employment Pg 1 EHB

Employment with TMDC is voluntarily entered into, and the employee is free to resign at will at any time, with or without cause.

Policies set forth in the handbook are not intended to create a contract, nor are they to be construed to constitute contractual obligations of any kind or a contract of employment between TMDC and any of its employees. The provisions of the handbook have been developed at the discretion of management and, except for its policy of employment-at-will, may be amended or cancelled at any time, at TMDC's sole discretion.

The policies and procedures contained in this handbook supersede all existing policies and practices and may not be amended or added to without the express written approval of the General Manager of TMDC.

Employer-Employee Relations EHB pg 1

TMDC believes that the work conditions, wages, and benefits it offers to its employees are competitive with those offered by other employers in this area and in this industry. If employees have concerns about work conditions or compensation, they are strongly encouraged to voice these concerns openly and directly to their supervisors.

Our experience has shown that when employees deal openly and directly with supervisors, the work environment can be excellent, communications can be clear, and attitudes can be positive. We believe that TMDC amply demonstrates its commitment to employees by responding effectively to employee concerns.

TMDC EMPLOYEE PRINCIPLES EHB pg 1

For our employees Transit Management of Denton County will strive:

- To treat you as a professional and provide a climate of trust, respect, integrity and honesty;
- To ensure a safe working environment through the development of safety programs, driving training and well maintained equipment and facilities;
- To encourage two-way communication between you and management;
- To communicate the standards of your job and the requirements of our customers;
- To provide you with training to perform your job effectively;
- To recognize your need to maintain a balance of work, family, community and personal activities;

To treat you as a valuable member of the Transit Management of Denton County team.

As Professionals, our Employees Will Strive: EHB p1

To represent Transit Management of Denton County in a professional manner to the customer, the general public and the transportation industry;

To maintain the highest regard for safety;

To provide our customers with consistent, high-quality service;

To meet or exceed job standards and customer requirements;

To maintain the highest standard of ethical and legal conduct and to encourage others in my profession to do the same;

To properly care for all equipment;

To take an active role in communicating ideas, issues and suggestions to management;

To be a valuable member of the Transit Management of Denton County team.

Open-Door Process new

We at TMDC believe that the way we best support our employees and serve our customers is by developing a safe, caring and efficient relationship with each employee. We may frequently find better and safer ways of doing things and are always alert to possible improvements. You can help. If you have ideas or suggestions for more efficient operations or safer practices that will make our location a better or safer place to work, please discuss them with us. Your constructive ideas are welcome. They will be given prompt consideration.

Business Ethics and Conduct EHP Pg 2

The successful business operation and reputation of TMDC is built upon the principles of fair dealing and ethical conduct of our employees. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

The continued success of TMDC is dependent upon our customers' trust and we are dedicated to preserving that trust. Employees owe a duty to TMDC and its customers to act in a way that will merit the continued trust and confidence of the public.

TMDC will comply with all applicable laws and regulations and expects its employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct.

In general, the use of good judgment, based on high ethical principles, will guide you with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of actions, the matter should be discussed openly with your immediate supervisor or with his or her supervisor.

Compliance with this policy of business ethics and conduct is the responsibility of every TMDC employee. Disregarding or failing to comply with this standard of business ethics and conduct could lead to disciplinary action, up to and including termination of employment.

EAB-PGS

Disability Accommodation

Transit Management of Denton County will meet the requirements within the Americans with Disabilities Act (ADA) as they pertain to employment.

TMDC will meet the obligations of the ADA for applicants for employment and current employees.

Employees and employment applicants shall provide timely notice and documentation of their disability, and if known, the accommodation(s) requested.

TMDC will meet all obligations to offer and provide leave. The employee must be able to perform the essential functions of his/her position, with or without reasonable accommodation.

TMDC will NOT create vacant positions or offer reassignment to promotional positions, or waive job qualifications or probation in the disability accommodation process.

Providing reasonable accommodation does NOT create an employment contract or term or limit the reasons for dissolution of the employment relationship. Reasonable accommodation does NOT constitute an express or implied contract, nor is it the basis for a private right of action.

Job Postings EAB-PGS

TMDC reserves the right to post non-operator job openings in the area near the time clock. Employees who have the required skills and experience necessary for these open positions are encouraged to apply. Required skills and experience will be listed on the job posting to better assist current employees in assessing their qualifications.

TMDC will always try to post non-operator positions inside the company before placing ads in local publications or trade journals. In some cases, TMDC will not post non-operator positions internally as conditions may vary in regard to the level, reason or confidentiality of the position. Keep in mind, our employment standards are designed in such a way to prevent employees from supervising their immediate family members in the same department.

Operator runs shall be assigned according to the procedures in the Collective Bargaining Agreement Article 14 pages 12-14, Bidding of Runs.

Job Descriptions *new*

Each employee will be provided with a job description describing the functions and qualification for the position he or she holds.

Access to Personnel Files *EHB - Pg 8*

All employees, former employees, and representatives of employees may view certain contents of their personnel file with advance notice to Human Resources staff. Documents that relate to the employee's qualifications for hire such as the application, promotion, disciplinary action, and transfer may be viewed. Additionally, the employee may review policy signoff forms and training records.

Documents that the representatives of employees may not review include: references or reference checks, medical records, documents related to a judicial proceeding, any document that would violate the confidentiality of another employee.

An employee who wants to review contents of their personnel file should contact Human Resources with 24 hours notice. Former employees, or people unknown to the Human Resources staff, must present identification and / or proof of permission to access the personnel file.

Personnel files must be reviewed in the presence of a Human Resources staff person. No part of the personnel file may be removed from the office by the employee.

Photocopies of the file, or portions of the file, may be requested by the employee. Within reason, the Human Resources staff person will provide photocopies. For extensive copying, the employee will need to pay for the photocopies.

If the employee is unhappy with a document in his or her personnel file, in the presence of the Human Resources staff person, the employee may write an explanation or clarification and attach it to the disputed document.

Employment Reference Checks *EHB. Pg 8*

It is the policy of TMDC to check the employment references of all applicants. Human Resources will respond to all reference check inquiries from other employers. Responses to such inquiries will confirm only dates of employment and positions held. No other employment data will be released without a written authorization and release signed by the individual who is the subject of the inquiry.

Personnel Data Changes *EHB. Pg 8*

Each employee must promptly notify TMDC of any changes in personnel data within forty-eight (48) hours of the change. Personal mailing addresses, telephone numbers, number and names of dependents, individuals to be contacted in the event of an

emergency, educational accomplishment and other such status reports should be accurate and current at all times. If any personnel data has changed, notify Human Resource.

Failure to maintain a working phone number may lead to disciplinary action.

Safe Work Environment *NEO*

We care about you and your personal safety, and will do everything possible to provide you with a safe work environment. If you are injured in the course of your work, you must immediately report the injury to your supervisor. You will be provided first aid treatment, no matter how slight the injury. If your injury is of a serious nature and requires further attention, you will be taken to the nearest qualified treatment center. Payment of personal injury insurance can only be made after acceptance and approval by our insurance company claim administrator.

You are a key part of our safety program. If you observe a hazard or something you believe may be a hazard, notify your supervisor. Talk to the members of your safety committee. They are there to help us all. Our goal is prevention. We can reach this goal through your active participation.

Right to Know: Employees

The Occupational Safety and Health Administration (OSHA) require that all employers advise their employees, through written communications and formal training of:

- potentially hazardous materials within the worksite;
- precautionary measures that must be taken to avoid a chemical release into the environment and employee exposure to that release in the event it occurs; and
- proper, safe methods of spill control and clean up.

Each employee has a right to know:

- of any operations in his or her work area where toxic or hazardous chemicals are present.

And these details about hazardous materials in his or her work area:

- which one(s) he or she may handle
- where to find information about the materials
- how to safely handle those materials
- how to react in case of an uncontrolled release of those materials
- how to protect oneself from hazardous materials in all situations within the facility.

TMDC must

- have a written hazard communications program (HCP) that describes how the HCP will be implemented;
- conduct training of all employees so they will know about hazardous materials in their work areas; and
- ensure that all hazardous material containers (both primary [manufactured] and secondary [miscellaneous buckets; containers]) are properly labeled.

Each new employee must receive initial training within 30 days of hire.

SECTION 1 - GENERAL WORKING AND WAGE PROVISIONS

1.00 Statement of Company Operating Philosophy *new*

Our customers make our jobs possible. They are the boss and filling their needs better than anyone else could is up to us. Serving our customers well is the vital ingredient to maintaining our customers' good will and thus perpetuating the Company's very existence. In this regard, our intention is to attract the highest quality individuals to perform their services for the benefit of the Company, our customers, the passengers we transport, and for the individual's own sense of self-satisfaction and accomplishment.

We are committed to the payment of reasonable and competitive wages, and to providing employee benefits that reward each of us for our skills, efforts, cooperation, and results. We shall practice the fairest of person-to-person relations so as to maintain trust, confidence, and respect of all our employees.

1.01 Employment Applications

Any misrepresentations, falsifications, or material omissions in employment applications may result in the exclusion of the individual from further consideration for employment or if the person has been hired, termination of employment. *2018-pg 9*

1.02 Probationary Period

Please refer to Collective Bargaining Agreement – Article 8 page 6 for Probationary Period.

1.03 Statement of Wages

Please refer to Collective Bargaining Agreement – Article 24 page 19 for a statement of wages

1.04 Payday

Please refer to Collective Bargaining Agreement – Article 19 page 16 for Pay Period.

1.05 Paid Time Off (PTO)

Please refer to Collective Bargaining Agreement – Article 27 page 22 for Paid Time Off.

1.06 Holidays

Please refer to Collective Bargaining Agreement – Article 28 page 22 for Holidays.

1.07 Bereavement Leave

Please refer to Collective Bargaining Agreement – Article 32 page 25 for Bereavement Leave.

1.08 Employee Medical Examinations

Please refer to Collective Bargaining Agreement – Article 17 page 14 for Physical Examinations.

1.09 DOT Physical Recertification

Operators are responsible for ensuring that their Medical Examiners Certificates remain

