

Durham City Transit Company



Employee Handbook and Employment Guidelines

January 2022



Welcome to the Durham City Transit Company dba GoDurham

As you begin your employment with GoDurham we would like to welcome you to our organization and invite you to read and become familiar with the contents of this employee handbook. We believe that you will find it full of helpful and valuable information about our policies and procedures. This handbook is designed to guide and assist you in performing to the best of your abilities, as well as developing and realizing your potential as one of our valued employees.

GoDurham's primary goal is providing excellent customer service to our employees and the riding public. With your help, we are looking forward to continuing growth and prosperity as we find new and better ways to serve our customers' needs.

Please read this handbook carefully and retain it for future use. Familiarize yourself with its contents as soon as possible, because it should answer many of your initial and ongoing questions about your employment with GoDurham. We want you to be fully informed and understand our policies and procedures completely. This handbook has been developed by GoDurham to promote the understanding, cooperation, and good communication that come through providing consistent and uniform application of rules to all employees. The handbook provides information concerning our policies and practices. You are responsible for being familiar with the information included in the handbook. Information and assistance are always available. If any questions arise during your employment, please do not hesitate to ask them. Your immediate supervisor, department head, and the Director, Human Resources are here to help you in any way they can.

If you are an employee of GoDurham who is covered by the collective bargaining unit, many of the terms and conditions of your employment are defined in the collective bargaining agreement. If there is a conflict between this handbook and the collective bargaining agreement (CBA), the CBA will govern.

Once again, we welcome you to our family and wish you success as we turn to face the numerous challenges, opportunities, and potential rewards ahead.

Doug Middleton
General Manager

Stephen Miller
Director, Human Resources

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Mission Statement

Our mission is to be The Standard of Excellence in the triangle region for the services of passenger transportation by providing safe, reliable, convenient, and accessible transportation for the citizens and visitors of Durham. We will accomplish this mission by exceeding our customer's expectations and treating each other with respect and dignity.

Our Values

GoDurham is a people business, we will focus on the customer, take pride in the work we do, and value our employees. The word "RESPECT" best describes our commitment to service. To our passengers, YOU are the company. As a GoDurham employee, it is your responsibility to always protect our values. You have joined a very special company that provides a very important service to our clients and customers. We stand for:

- Respect – Be considerate and honor the feelings, opinions, and property of others,
- Ethics – Do the right thing,
- Safety – Nothing is more important than safety,
- Excellence – Being the best at what we do.

Code of Conduct

Our code of conduct is contained in this booklet, striving for Excellence, and it has been adopted by GoDurham as the ethics and business code of conduct for our organization. It summarizes the principles that guide our actions in the community as we strive to be the best provider of transportation. Our code applies to all GoDurham employees, agents, consultants, contract labor, or others, when they are representing or acting on behalf of GoDurham. We expect our contractors and suppliers to be guided by these standards as well. Our code promotes not only "doing things right", but also "doing the right things" to maintain our personal and institutional integrity.

At GoDurham, we believe that ethical conduct requires more than simply complying with the laws, rules, and regulations that govern our business. We are a company that values teamwork, sets team goals, assumes

collective accountability for actions, embraces diversity, and shares leadership. We are committed to excellence and pursue superior performance in every activity. However, it is the personal integrity of each of our employees and their commitment to the highest standards of personal and professional conduct that underlie the ethical culture of GoDurham.

While we remain sensitive to the diverse social and cultural settings in which we conduct our business, GoDurham aims to always set the standard for ethical conduct. We will achieve this through behavior in accordance with six principles:

Honesty - to be truthful in all our endeavors; to be honest and forthright with one another and with our customers, communities, suppliers, and shareholders.

Integrity - to say what we mean, to deliver what we promise, to fulfill our commitments, and to stand for what is right.

Respect - to treat one another with dignity and fairness, appreciating the diversity of our workforce and the uniqueness of each employee.

Trust - to build confidence through teamwork and open, candid communications.

Responsibility - to take responsibility for our actions, and to speak up - without fear of retribution - and report concerns in the workplace, including violations of laws, regulations, and company policies, and seek clarification and guidance whenever there is doubt.

Citizenship - to obey all the laws of the United States and the states which we do business and to do our part to make the communities in which we live and work better.

These six principles guide GoDurham's Code of Conduct, which requires each employee to:

- Obey the law.
- Promote a positive work environment.

- Work safely; protect yourself, fellow employees, our customers, and our property.
- Keep accurate and complete records.
- Make accurate public disclosures.
- Record costs properly.
- Avoid illegal and questionable gifts or favors.
- Steer clear of conflicts of interest.
- Protect proprietary information; and
- Use company assets wisely.

You are expected to be familiar with the Code of Conduct and to always act in keeping with the Code.

There are numerous resources available to assist you in meeting the challenge of performing your duties and responsibilities obtained from your supervisor. Although your own common sense and good judgment should be your first guide to appropriate conduct, please use these additional resources whenever clarification is necessary.

If you are faced with an ethical dilemma; your supervisor is usually the best source of information and guidance. Additionally, the Human Resources or General Manager is available to assist you whenever necessary.

During your employment you may be involved in an investigation regarding possible violation(s) of the Code of Conduct and/or other GoDurham policies. GoDurham expects each employee to fully cooperate in such an investigation and the failure to do so may result in disciplinary action, up to and including termination.

GoDurham will not permit any retaliation against an employee who:

- discloses a possible state or federal law violation to a government agency.
- refuses to participate in an activity that would result in a violation of state or federal law.
- exercised whistleblower rights.
- participates in an investigation.

We are proud of our employees and the important role our company plays in our communities and our industry. Thank you for doing your

part to create and maintain an ethical work environment and for Striving for Excellence.

Purpose of Employee Handbook

This employee handbook serves as a guideline for employees. It describes the company's general philosophy and some of its policies and procedures. GoDurham reserves the right to amend, withdraw, or modify these policies or procedures at any time with or without notice to employees.

GoDurham reserves the right to interpret all provisions of this handbook. The company's interpretation shall in all instances be final.

Nature of Our Business

GoDurham operates a passenger transportation services for the public. We must operate safely, control our costs, and provide outstanding customer and client service. We welcome your suggestions on how we can make improvements, because every GoDurham employee play a critical role in our success.

Equal Opportunity

GoDurham provides equal employment opportunities to all employees and applicants for employment without regard to race, color, ancestry, national origin, gender, sexual orientation, marital status, religion, age, disability, gender identity, results of genetic testing, or service in the military. Equal employment opportunity applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation, and training.

GoDurham expressly prohibits any form of unlawful employee harassment or discrimination based on any of the characteristics mentioned above. Improper interference with the ability of other employees to perform their expected job duties is not tolerated.

Any employees with questions or concerns about equal employment opportunities in the workplace are encouraged to bring these issues to the attention of the EEO Officer. GoDurham will not allow any form of retaliation against individuals who raise issues of equal employment opportunity. If an employee feels he or she has been subjected to any such retaliation, he or she should bring it to the attention of the EEO Officer and or Human Resources.

Retaliation means adverse conduct taken because an individual reported an actual or perceived violation of this policy, opposed practices prohibited by this policy, or participated in the reporting and investigation process.

“Adverse conduct” includes but is not limited to:

1. shunning and avoiding an individual who reports harassment, discrimination, or retaliation.
2. express or implied threats or intimidation intended to prevent an individual from reporting harassment, discrimination, or retaliation; or
3. denying employment benefits because an applicant or employee reported harassment, discrimination or retaliation or participated in the reporting and investigation process.

Tonya Dupree, Finance Director is appointed as the GoDurham EEO Officer and is responsible for ensuring compliance with all EEO responsibilities.

Americans with Disabilities Act (ADA) and Reasonable Accommodation

To ensure equal employment opportunities to qualified individuals with a disability, GoDurham will make reasonable accommodations for the known disability of an otherwise qualified individual, unless undue hardship on the operation of the business would result. Employees who may require a reasonable accommodation should contact Human Resources.

Commitment to Diversity

GoDurham is committed to creating and maintaining a workplace in which all employees have an opportunity to participate and contribute to the success of the business and are valued for their skills, experience, and unique perspectives. This commitment is embodied in company policy and the way we do business at GoDurham and is an important principle of sound business management.

Immigration Law Compliance

GoDurham complies with the immigration Reform and Control Act of 1986 and is committed to employing only United States citizens and aliens who are authorized to work in the United States.

As a condition of employment, each new employee must properly complete, sign, and date the first section of the Immigration and Naturalization Service Form I-9.

Open Door Policy

As a GoDurham employee, you've joined an organization that places high value on customer service. That same high value is placed on employees. You will find your supervisor values you as an employee and is there to help guide and assist you in performing your role.

We challenge ourselves to take the initiative and be part of the solution. Anytime you have a suggestion or idea to make things better or a concern about the way things are done, discuss it with your supervisor, any member of management, or Human Resources. Your input is a valuable part of our success.

We are committed to addressing workplace concerns and issues important to you. If a situation arises with your job, another employee or customer that makes you uncomfortable, GoDurham asks that you immediately bring it to our attention. You can discuss the situation with your supervisor and if this is uncomfortable for you or the problems are still unresolved, contact another member of management or Human Resources.

Additionally, you may also write to us at GoDurham, 1903 Fay St. Durham, NC. 27704. Address your letter to Human Resources or the General Manager.

You can be assured that such complaints will be investigated and that you will not be subject to any adverse action because of making a complaint.

Employment at Will

In keeping with North Carolina law employment at GoDurham is on an at-will basis. This means that either the employee or the company may terminate the employment relationship at any time, for any reason, with or without notice.

Nothing in this employee handbook is intended to or creates an employment agreement, express or implied. Nothing contained in this, or any other document provided to the employee is intended to be, nor should it be, construed as a contract for employment or that any specific benefit will be continued for any period. In addition, no company representative is authorized to modify this policy for any employee or to enter into any agreement, oral or written, that changes the at-will relationship.

Any salary figures provided to an employee in annual or monthly terms are stated for the sake of convenience or to facilitate comparisons and are not intended and do not create an employment contract for any specific period.

Nothing in this statement is intended to interfere with, restrain, or prevent concerted activity as protected by the National Labor Relations Act. Such activity includes employee communications regarding wages, hours, or other terms or conditions of employment. GoDurham employees have the right to engage in or refrain from such activities.

NOTE: All employees covered by the CBA are subject to the employment policies outlined in the current agreement.

Probationary Period

The first ninety (90) days of employment shall be considered a probationary period. For employees covered by the CBA the probationary period will be as specified in the agreement. The probationary period shall be an essential part of the training and evaluation process and shall be used to ensure that each employee's performance meets the required standards.

The probationary period may be extended at the discretion of the supervisor. Because employment at GoDurham is "at-will", we have no obligation to retain you, nor do you have an obligation to remain an employee during your probationary period.

Employment Classification

To determine eligibility for benefits and overtime status and to ensure compliance with federal and state laws and regulations, GoDurham classifies employees as follows and may review or change employee classifications at any time.

Exempt

Exempt employees are paid on a salaried basis and are not eligible to receive overtime pay.

Non-exempt

Non-exempt employees are paid on an hourly basis and are eligible to receive overtime pay for overtime hours worked.

Regular, Full-Time

Employees who are not in a temporary status and work a minimum of 40 hours weekly and maintain continuous employment status. Generally, these employees are eligible for the full-time benefits package and are subject to the terms, conditions, and limitations of each benefits program.

Regular, Part-Time

Employees who are not in a temporary status and who are regularly scheduled to work fewer than 40 hours weekly. Part-time employees are potentially eligible for some of the benefits offered by the company and are subject to the terms, conditions, and limitations of each benefit program. Part-time employees interested in benefits should contact Human Resources to check their eligibility and options.

Temporary

An employee who is scheduled to work based on a specific need. The employee will only receive benefits if qualified.

Employment beyond any initially stated period does not in any way imply a change in employment status.

Union Employee

Any Regular Full-Time Non-Exempt and Part-Time Non-Exempt employee that is governed by a collective bargaining agreement. These employees include bus operators, mechanics, facility attendants and service attendants.

Non-Union Employee

Any Full-Time Non-Exempt, Part-Time Non-Exempt, Full-Time Exempt and temporary employee that is not governed by a collective bargaining agreement.

Safety Sensitive Functions

The following functions are "safety sensitive":

- Operating a revenue service vehicle, including when not in revenue service.
- Operating a non-revenue service vehicle, when required to be operated by a Holder of a Commercial Driver's License.
- Controlling dispatch or movement of a revenue service vehicle.

- Maintaining (including repairs, overhaul, and rebuilding) a revenue service vehicle or equipment used in revenue service.

Thus, the following positions are "safety sensitive":

- Maintenance,
- Operations, and
- Safety personnel.

Wages and Benefits

GoDurham has established a wage and benefit structure. A printed wage and benefit summary will be made available to you upon request. If a collective bargaining agreement exists, it will describe the wages and benefits for members of the bargaining unit. Wages and benefits are subject to change from time to time. Contact Human Resources or the General Manager if you have any specific questions about your wages or benefits.

Payroll Status

Non-exempt employee: Non-exempt or hourly employees are eligible to receive overtime pay for overtime hours worked. Generally, employees are entitled to time and one-half their regular rate of pay for all hours worked over forty (40) in a work week. If you work in a state that provides daily overtime, GoDurham pays overtime in accordance with state law. GoDurham policy prohibits "comp time" as a replacement for overtime pay for non-exempt employees. Paid time off including bereavement leave, personal time, jury duty/court appearance time, sick time and/or holiday pay are not included for the purpose of computing overtime.

Exempt employee: Exempt or salaried employees are paid a salary and are not entitled to overtime compensation. Please see our exempt payroll policy for more information.

Payroll Period & Pay Dates

For payroll purposes, the workweek is defined as Saturday to Friday. Any type of paid time off is not counted as time worked for computing overtime.

Generally, payday is every other Friday. If a payday falls on a holiday, you will receive your paycheck on the preceding Thursday. Each paycheck covers work performed during the 14-day period ending the Saturday before payday. Direct deposit is mandatory to all employees.

Time Recording

If you are a non-exempt employee, except for Bus Operators, you must record the time you report to work, the times you leave for and return from meal breaks, and the time you leave at the end of your working day. All employees are required to record time-off.

When your employment begins, you receive instructions on how to record your time. Your time record is used to determine your pay and must be recorded accurately. Your immediate Supervisor or Manager must authorize your time record.

Pay Increases

Pay increases tied to an anniversary date or other due date are effective on the first day of the pay period following the anniversary date or due date. Pay increases linked to the CBA will take effect in accordance with the agreement.

Payroll Deductions

The law requires that the company make certain deductions from every employee's compensation. Among these are applicable federal, state, and local income taxes. It is your responsibility to complete your W-4 form properly to ensure the proper amount of taxes are withheld.

GoDurham offers programs and benefits beyond those required by law. Eligible employees may voluntarily authorize deductions from their paychecks to cover the costs of participation in these programs such as

health insurance or 401k. Payroll deductions may also occur in other circumstances, such as court ordered garnishments, pre-authorized deductions for uniforms or voluntary written authorization.

If you have questions concerning a deduction, your supervisor can assist you or you can contact the Payroll Department.

Compensation for Meetings/Training/Drug Testing

Non-exempt employees will be paid their regular hourly rate for meetings, training and/or drug testing during regular work hours.

Travel Time

Non-exempt employees are paid their regular hourly rate for travel that occurs during their regular work hours. GoDurham follows the applicable state or federal law in determining whether travel time is treated as hours worked.

Disciplinary Procedures

GoDurham expects employees to comply with the Company's standards of behavior and performance and to correct any noncompliance with these standards.

Under normal circumstances, the Company endorses a policy of progressive discipline in which it attempts to provide employees with notice of deficiencies and an opportunity to improve. It does, however, retain the right to administer discipline in any manner appropriate given the circumstances.

This policy does not modify the status of employees as employees-at-will or in any way restrict the Company's right to bypass the disciplinary procedures suggested.

The following steps are suggested in the discipline procedure. All steps must be documented in the employee's personnel file maintained by Human Resources.

Step 1: Verbal Counseling

When a performance problem is first identified, the nature of the problem and the action necessary to correct it should be thoroughly discussed with the employee. Verbal counseling documentation will be completed and provided to the employee.

Step 2: Written Warning

If a private discussion with the employee has not resulted in corrective action, following a thorough investigation, the supervisor should meet with the employee and (a) review the problem, (b) permit the employee to present his or her views on the problem, (c) advise the employee that the problem must be corrected, (d) inform the employee that failure to correct the problem will result in further disciplinary action which may include discharge, and (e) issue a written warning to the employee.

Step 3: Final Warning and Probation

Supervisors have the authority to temporarily remove employees from the workplace, with or without pay, if approved by the Department Director and Human Resources. An exempt employee generally may not be suspended without pay for less than a full day, and the suspension must be related to written workplace conduct rules applicable to all employees, e.g., such as a written policy prohibiting sexual harassment or workplace violence. Documentation of the suspension will be completed and provided to the employee.

Step 4: Termination

Failure to improve performance or behavior after the written warning or suspension can result in termination.

The progressive disciplinary procedures described above also may be applied to an employee who is experiencing a series of unrelated problems involving job performance or behavior.

In cases involving serious misconduct, or any time the supervisor determines it is necessary, such as a major breach of policy or violation of law, the procedures contained above may be disregarded. Typically, the supervisor should suspend the employee immediately (with or without pay) and an investigation of the incidents leading up to the suspension should be conducted to determine if any further action, such as termination, should be taken.

NOTE: All employees covered by the CBA are also subject to the discipline policies outlined in the current agreement.

Employment Termination

Resignation (Voluntary) - employment termination initiated by an employee who chooses to leave the company voluntarily.

Discharge/layoff (Involuntary) - employment termination initiated by the company.

Employees who are enrolled in company provided health benefits at the time of termination will receive COBRA notification as required by law. Any questions may be directed to Human Resources or the General Manager.

Work Schedules and Overtime

Work schedules for employees vary throughout out the company. Supervisors will advise employees of their Individual work schedules. Staffing needs, operation demands, and client service requirements may require variations in the total hours that may be scheduled each day and week. GoDurham does not guarantee hours of work or schedules.

NOTE: All employees covered by the CBA are subject to the guaranteed hours of work or schedules outlined in the current agreement.

When operating requirements or other needs cannot be met during regular scheduled hours, employees may be required to work overtime hours. When possible, advance notification of these mandatory assignments will be provided. All overtime work must receive management authorization.

Rest and Meal Periods

Rest and meal periods prescribed by law and GoDurham policy are an important part of our Safety Program. All efforts should be extended to

ensure that all employees are provided a minimum of a 30-minute off duty meal break time during each shift.

While operational contingencies may occasionally prevent an employee from taking a meal period, it is understood that such instances should be the exception not the rule. Any employee who is unable to take a 30-minute off-duty meal break due to operational contingencies on an ongoing basis should contact Human Resources or the General Manager.

It is not possible for GoDurham to schedule break times or service destinations according to employee's desire to enjoy their break at their homes or at any other specific location. Field employees should understand that the nature of their job is such that they may be dispatched in any direction at any time, and they should be prepared to eat at public facilities close to where they receive their break or bring their meals with them. The lunch break is unpaid.

GoDurham employees working more than four (4) hours are also entitled to a 10-minute paid rest break for every four hours of work. Thus, an employee working an 8-hour shift may take two 10-minute paid rest breaks. Like meal breaks, it is not possible to schedule rest break times and rest breaks should be taken when operations permit.

Attendance Policy

All GoDurham employees are required to report to work on time every day they are scheduled to work. The following policy applies to those employees who are not covered by the CBA who are non-exempt, non-probationary employees and is based on a rolling twelve (12) month period.

Excused Absence

Excused absences are approved requests for Family Medical Leave (FMLA), personal, jury and/or witness duty, military leave, bereavement, pre-arranged vacation days or any other leave protected by law. Attendance points are not issued for excused absences.

Pre-arranged vacation days will be excused if it is submitted electronically via the HRIS system (Paycor) or via email and approved by the Department Head at least 48 hours in advance when possible.

Unexcused Absence

Absenteeism is measured in occurrences. Employees are required to call in for each day of work missed. All employees who will be absent or tardy are expected to notify their supervisor or dispatch at least one (1) hour prior to the start of their shift.

Unexcused absences up to three (3) consecutive days are counted as one occurrence. Provided proper notice is given. After day 3, each day of absence is counted as an occurrence unless the employee provides a doctor's note excusing the absence.

For employees covered by the CBA attendance points for absences are applied to your record and tracked by your management team in accordance with the provisions of the CBA. (See the CBA for full details).

Tardiness - Arriving to Work Late

For employees covered by the CBA attendance points for tardiness are applied to your record and tracked by your management team in accordance with the provisions of the CBA. (See the CBA for full details).

If an employee is tardy for their shift, the shift may be re-assigned, and the employee sent home.

Disciplinary Guidelines for Attendance

All non-exempt employees will be issued an Employee Attendance Report documenting each occurrence.

Violations of more than one component of the attendance policy, will receive a single point assessment of the highest value.

For employees covered by the CBA disciplinary actions will occur in accordance with the provisions specified in the CBA. (See the CBA for full details).

Company Meeting Attendance

When required to attend company meetings, which may include the monthly safety meetings. Failure to attend a mandatory company meeting will result in one attendance point.

Attendance Policy for Non-Exempt Probationary Employees

GoDurham expects new employees to demonstrate excellent attendance during their probationary period. Probationary employees are permitted no more than one (1) occurrence point using the guidelines set above.

Attendance Policy for Exempt Employees

Due to the nature of exempt or salaried work, exempt employees are not subject to the Attendance/Tardiness Policy. Exempt employees are expected to maintain good attendance and complete all work assignments and meet the requirements of the position. Excessive absences and the appropriate discipline will be determined by the Department Head, Human Resources, or the General Manager.

Emergency Closings and Seasonal Work

Emergency conditions, such as severe weather, fire, flood, or earthquake, can disrupt company operations and interfere with work schedules, as well as endanger employees' wellbeing. These extreme circumstances may require the closing down of operations partially, or business altogether.

Employee Benefits

GoDurham recognizes the value of benefits to employees and their families. The company supports employees by offering a comprehensive and competitive benefits program. For more information regarding benefit programs, please refer to the company Summary Plan Descriptions (SPD) or contact Human Resources. To the extent the information provided here conflicts with the SPD or full plan document, the plan documents will control.

Medical, Dental, and Vision Insurance

Full-time employees working forty (40) hours or more per week are eligible for insurance on the first of the month following sixty (60) days of service. To keep coverage in force, every insured employee must work a minimum of thirty (30) hours per week.

Group Life Insurance

GoDurham provides life insurance for full-time employees who work a minimum of forty (40) hours per week. Employees are eligible for this benefit on the first of the month following sixty (60) days of service. The cost of this coverage is paid for in full by the company.

Long-Term Disability

Long-term disability benefits are offered to full-time employees working a minimum of (forty) 40 hours per week. If an employee becomes totally disabled and cannot work for an extended period, this coverage pays sixty (60) percent of the employee's salary, up to the policy limits. This is a voluntary benefit and is funded solely by the employee.

Long-term disability benefits will run concurrently with FMLA leave and/or any other leave as permitted by state and federal law.

401(k) Plan

GoDurham recognizes the importance of saving for retirement and offers eligible employees a 401(k) plan. Eligibility, vesting, and all other

matters relating to these plans are explained in the SPD that can be obtained from Human Resources.

Pension Plan

GoDurham offers a defined benefit pension plan to eligible employees. Unlike many employers who have dropped or frozen their employee pension plans GoDurham's pension plan offers employees guaranteed specific monthly payments after retirement. Eligibility, vesting, and all other matters relating to these plans are explained in the SPD that can be obtained from Human Resources.

NOTE: All employees covered by the CBA are subject to the benefit policies outlined in the current agreement.

Employee Tuition Assistance

GoDurham promotes a continuous learning environment where employees are encouraged to attend educational courses that enhance their skills set and promote individual career growth and development. Regular, full time GoDurham employees are eligible for tuition assistance for the expressed purpose of enrolling in course/degree work that benefits the individual and the organization.

Employees who sign up for Tuition Assistance are eligible for any course/ curriculum that can be used in either a current job or a future one. Tuition assistance must be pre-approved for the sole purpose of ensuring that the course(s) selected meet the eligibility criteria.

For more information, refer to the Employee Tuition Assistance policy or contact Human Resources.

Wellness Program Reimbursements

GoDurham supports and encourages employees to focus on their health and wellbeing. All fulltime employees are encouraged to participate in regular physical exercise and as needed weight loss/control programs.

To make regular physical exercise or weight control more practical for employees, all full-time GoDurham employees are eligible for an individual gym or physical exercise program subscription (e.g., Peloton, Obe' Fitness, FitFusion, Daily Burn etc.) or a weight loss or control program reimbursement of up to \$41 per month, not to exceed \$500 annually. Joining or enrollment fees are also eligible for reimbursement and will be counted towards the \$500 annual maximum. Employees should consult with a physician before beginning either a physical exercise regimen or weight loss/control program. Weight loss/control program reimbursement eligibility does not include any surgery or other medical procedures.

All requests for reimbursement must be submitted through Human Resources with a receipt or financial institution documentation as proof of payment for the membership or subscription. Activities such as Zumba at a local church or civic center or personal training at apartment complex facilities, etc. are not reimbursable.

For accounting purposes all receipts for a given calendar year must be submitted not later than January 31 of the following year. Once a reimbursement is approved, it will be processed with the next payroll cycle.

The amount reimbursed to employees must be reported as taxable income to the Internal Revenue Service and is subject to FICA, Medicare, federal, state, and local taxes.

Employee Assistance Program

The Employee Assistance Program (EAP) is a resource designed to provide highly confidential and experienced help for employees in dealing with issues that affect their lives and the quality of their job performance. The EAP is a confidential counseling and referral service that can help employees successfully deal with life's challenges.

This free, comprehensive counseling service offers employees up to four (4) short-term problem resolution sessions (which includes assessment, follow-up, and referral services) per issue, per year, and a 24-hour hotline answered by professional, degreed counselors.

The company encourages employees to use this valuable service whenever they have such a need. Employees who choose to use these counseling services are assured the information disclosed in their sessions is confidential and not available to the company, nor is the company given any information on who chooses to use the services. For questions or additional information about this program, employees may contact their supervisor or Human Resources.

Vacation Time

GoDurham recognizes the importance of time off from work to relax, spend time with family, and enjoy leisure activities. The company provides paid vacation time to full-time employees for this purpose and employees are encouraged to take vacation during the year.

Full-time non-Union employees will accrue paid vacation according to the following schedule:

Service Period	Monthly Vacation Accrual
Calendar Years 0 – 3	3.692 hours per pay period
Calendar Years 4 - 9	4.615 hours per pay period
Calendar Years 10 - 15	5.538 hours per pay period
Calendar Years 16 - 20	6.461 hours per pay period
Calendar Years 21 - 24	7.384 hours per pay period
Calendar Year 25+	9.231 hours per pay period

This translates into possible annual accrual of:

- Years 0-3 - 12 days' vacation
- Years 4-9 - 15 days' vacation
- Years 10-15 – 18 days' vacation
- Years 16-20 – 21 days' vacation
- Years 21-24 – 24 days' vacation
- Year 25+ - 30 days' vacation

Vacation may be used after six months of employment and may not be advanced. Unused vacation hours over 240 are transferred into sick leave after December 31st each year.

Vacation time may be used for personal time-off. Employees should notify their supervisor of the request to use vacation time via the HRIS

(Paycor) system. Whenever possible, employees should provide at least one week's notice of their desire to use vacation time. In the event of unforeseeable circumstances, a shorter notice period may be acceptable.

If the vacation time request is not approved and the employee is absent from work during that period, the employee is subject to discipline and may not be paid for the time not worked.

Non-Union employees whose employment terminates will be paid for unused vacation time that has accrued.

NOTE: All employees covered by the CBA are subject to the vacation policies outlined in the current agreement.

Vacation Donation Policy

Employees may donate vacation up to forty (40) hours to another employee in times of need and extreme circumstance. Each request will be evaluated by Human Resources and or the General Manager.

Holidays

Regular full-time employees are entitled to the following paid holidays observed by the company:

- New Year's Day
- Martin Luther King, Jr. Day
- Good Friday
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Veterans Day
- Thanksgiving
- Friday after Thanksgiving
- Christmas Eve
- Christmas Day
- Floating Holiday (available after probationary period)

Any additional holidays will be designated by the company at start of each calendar year.

Full-time regular employees are eligible for holiday pay. Holiday pay will only be paid if the employee has worked his/her scheduled workday preceding the holiday and his/her scheduled workday following the holiday, unless a pre-approved paid vacation, jury duty, military duty, or bereavement leave applies.

If a paid holiday falls on an employee's day off, the employee will receive holiday pay. If an employee is scheduled to work on a holiday the employee will receive straight time for all hours worked and eight (8) hours of holiday pay if the above conditions are met.

Religious Accommodation

GoDurham will seek to provide reasonable accommodation for employees sincerely held religious beliefs or practices when possible. Requests for religious accommodation will be reviewed by the employee's supervisor and Human Resources.

Personal Time

Staff non-Union employees are allotted one (1) day of personal time per year. This day may be scheduled with the approval of the employee's supervisor.

Workers' Compensation

Workers' compensation is a "no-fault" system that provides compensation for medical expenses and wage losses to employees who are injured or who become ill because of employment.

GoDurham pays the entire cost of workers' compensation insurance. The insurance provides coverage for related medical and rehabilitation expenses and a portion of lost wages to employees who sustain an injury on the job.

The company abides by all applicable state workers' compensation laws and regulations.

If an employee sustains a job-related injury or illness, it is important to notify the supervisor and the Safety Officer immediately. The supervisor will complete an injury report with input from the employee and return the form to the Safety Officer and Human Resources, who will file the claim with the insurance company. In cases of true medical emergencies, report to the nearest emergency room.

Workers' compensation benefits (paid or unpaid) will run concurrently with FMLA leave, if applicable, where permitted by state and federal law. In addition, employees will not be paid vacation or sick leave for approved absences covered by the company's workers' compensation program, except to supplement the workers' compensation benefits such as when the plan only covers a portion of the employee's salary as allowed by state law.

Leave Policies

GoDurham provides the following types of employee leaves listed below. Any unpaid leave of absence more than 30 days may impact vacation accrual, healthcare benefits and length of service for seniority or bidding purposes. Please see the policy on leaves for more information.

Except for a personal leave, all applicable leaves run concurrently. For example, if an employee takes time off for a serious health condition that resulted from a work-related injury, the workers' compensation leave, state and federal family medical leave begin on the first day of absence.

Personal Leave

Personal leave without pay is available to all non-probationary employees who wish to take time off from work duties to fulfill personal obligations. Personal leave may be granted for a minimum period of two weeks, to a maximum of eight (8) weeks every calendar year. Leave may be granted for extended illness, paternity/maternity, education. Military service, or other approved reasons.

Extended Leave may be granted in three-month intervals up to a twelve-month (12) maximum within a twenty-four-month (24) period. Leave longer than three (3) months must be approved by the General Manager. Personal leave may not be used to seek or accept employment elsewhere.

Employees should submit a request for personal leave in writing to their supervisor as far in advance as possible. Additional leave will only be granted as required by law, including but not limited to reasonable accommodation obligations. Any accrued vacation time, or sick time if applicable, must be used during a personal leave.

Requests will be evaluated on several factors, including reasons for the leave, anticipated duration, operational requirements, seniority, job performance and staffing considerations. During the unpaid portion of a personal leave, if the employee participates in a healthcare program, the employee is responsible for the entire healthcare premium amount. GoDurham will resume payment of its portion of the benefits costs when the employee returns to active employment.

Seniority and accruals for vacation, any paid time off or holiday pay are suspended during an unpaid personal leave and will resume upon return to active employment.

If the leave request is due to the employee's own medical condition the employee must provide a medical certification prior to returning to work. If the employee is returning to a safety sensitive position and has been out for more than thirty (30) consecutive days, the employee must take a pre-employment drug test. In addition, when the employee is returning to a safety sensitive position, he/she may be required to undergo a physical examination at GoDurham's expense.

When personal leave ends, the employee will return to the same position, if available. If that position is not available, GoDurham will attempt to place the employee in a position for which he/she is qualified. If there is no such position available, employment will be separated. The employee remains eligible for rehire and may apply for any available position in the future. If an employee fails to report to work at the expiration of the approved leave period, the company will treat the employee as having voluntarily resigned.

Sick Leave

GoDurham provides regular full-time employees with paid sick days. Eligible employees accrue four (4) hours per pay period beginning on the bi-weekly pay period following the date of hire.

Sick days are not intended to be used as a substitute for vacation days, but sick days may be used if an employee needs to provide care for a family member who is ill. Sick days may also be used if an employee needs time off for scheduled medical procedures or doctor appointments.

Unused sick leave will be carried over each year up to the maximum accrual bank of 1040. Accrued sick leave will be paid out upon employment separation; except in cases where the employee has been separated for cause.

If the need for sick leave is foreseeable, employees are required to give at least thirty (30) days advance notice (e.g., a planned medical treatment) whenever possible. If the need for sick leave is not foreseeable, employees are asked to notify their supervisor as soon as is practical.

If an employee misses three (3) or more consecutive days because of illness, GoDurham may require the employee to provide a physician's written permission to return to work.

NOTE: All employees covered by the CBA are subject to the sick time policies outlined in the current agreement.

Shared Sick Leave

Sick leave can be donated to GoDurham non-union employees who are involved in a verifiable medical emergency by other GoDurham non-union employees on a voluntary basis. This policy is only applicable to medical emergencies involving the employee or a member of the employee's immediate family.

Shared sick leave can only be approved by the General Manager. The maximum amount of shared sick time that can be donated per person is forty (40) hours per year. Also, the potential sick leave recipient must

have exhausted or expect to exhaust all paid leave credited to his/her account before donated leave can be used.

There is no requirement to repay donated sick leave. No employee shall be coerced, threatened, or intimidated regarding the donation, receipt, or use of donated sick leave.

Family and Medical Leave

GoDurham complies with the federal Family and Medical Leave Act (FMLA), which requires employers to grant unpaid leaves of absence to qualified workers for certain medical and family-related reasons. Please note there are many requirements, qualifications, and exceptions under the law and each employee's situation is different. Contact Human Resources to discuss options for leave.

The FMLA requires private employers with fifty (50) or more employees and all public agencies, including state, local, and federal employers, and local education agencies (schools), to provide eligible employees up to 12-weeks of unpaid, job-protected leave in any 12-month period for certain family and medical reasons. The 12-month period is a rolling period measured backward from the date an employee uses any FMLA leave, except for leaves to care for a covered servicemember with a serious illness or injury. For those leaves, the leave entitlement is 26-weeks in a single 12-month period, measured forward from the date an employee first takes that type of leave.

Basic Leave Entitlement

The FMLA requires covered employers to provide up to 12-weeks of unpaid, job-protected leave to eligible employees for the following reasons: (1) for incapacity due to pregnancy, prenatal medical care, or child birth; (2) to care for the employee's child after birth or placement for adoption or foster care; (3) to care for the employee's spouse, son or daughter, or parent who has a serious health condition; or (4) for a serious health condition that makes the employee unable to work.

Military Family Leave Entitlements

Eligible employees with a spouse, son, daughter, or parent on active duty or called to active-duty status in the National Guard or Reserves in support of a contingency operation may use their 12-week leave

entitlement to address certain qualifying exigencies. Qualifying exigencies may include addressing issues that arise from (1) short notice of deployment (limited to up to seven days of leave); (2) attending certain military events and related activity; (3) arranging childcare and school activities; (4) addressing certain financial and legal arrangements; (5) attending certain counseling sessions; (6) spending time with covered military family members on short-term temporary rest and recuperation leave (limited to up to five days of leave); (7) attending post-deployment reintegration briefings; (8) arranging care for or providing care to a parent who is incapable of self-care; and (9) any additional activities agreed upon by the employer and employee that arise out of the military member's active duty or call to active duty.

The FMLA also includes a special leave entitlement that permits eligible employees to take up to 26-weeks of leave to care for a covered servicemember during a single 12-month period. A covered servicemember is a current member of the Armed Forces, including a member of the National Guard or Reserves, who has a serious injury or illness incurred in the line of duty on active duty that may render the servicemember medically unfit to perform his or her duties and for which the servicemember is undergoing medical treatment, recuperation, or therapy; or is in outpatient status; or is on the temporary disability retired list.

Benefits and Protections During FMLA Leave

During FMLA leave, the company will maintain the employee's health coverage under any "group health plan" on the same terms as if the employee had continued to work. Upon return from FMLA leave, most employees will be restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms. However, an employee on FMLA leave does not have any greater right to reinstatement or to other benefits and conditions of employment than if the employee had been continuously employed during the FMLA leave period.

Certain highly compensated key employees also may be denied reinstatement when necessary to prevent "substantial and grievous economic injury" to the company's operations. A "key" employee is an eligible salaried employee who is among the highest paid ten (10) percent of the company's employees within seventy-five (75) miles of the

worksite. Employees will be notified of their status as a key employee, when applicable, after they request FMLA leave.

Use of FMLA leave cannot result in the loss of any employment benefit that accrued prior to the start of an employee's leave.

Employee Eligibility

The FMLA defines eligible employees as employees who: (1) have worked for the Company for at least 12-months; (2) have worked for the Company for at least 1,250 hours in the previous 12-months; and (3) work at or report to a worksite which has fifty (50) or more employees or is within seventy-five (75) miles of Company worksites that taken together have a total of fifty (50) or more employees.

Definition of Serious Health Condition

A serious health condition is an illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility or continuing treatment by a health care provider for a condition that either prevents the employee from performing the functions of the employee's job or prevents the qualified family member from participating in school, work, or other daily activities.

Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than three consecutive calendar days combined with at least two (2) visits to a health care provider or one (1) visit and a regimen of continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

Use of Leave

An employee does not need to use this leave entitlement in one block. Leave can be taken intermittently or on a reduced work schedule when medically necessary. Employees must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt the employer's operations. Leave due to qualifying exigencies also may be taken on an intermittent or reduced work schedule basis.

Substitution of Paid Leave for Unpaid Leave

GoDurham requires the use of accrued sick leave while taking FMLA leave because of the employee's own serious health condition or the serious health condition of a family member.

Employee Responsibilities

Employees must provide thirty (30) days advance notice of the need to take FMLA leave when the need is foreseeable. When thirty (30) days' notice is not possible, the employee must provide notice as soon as practicable and generally must comply with the company's normal call-in procedures. The company may delay leave to employees who do not provide proper advance notice of the foreseeable need for leave, absent unusual circumstances preventing the notice.

Employees must provide sufficient information for the company to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include that the employee is unable to perform job functions, the family member is unable to perform daily activities, the need for hospitalization or continuing treatment by a health care provider, or circumstances supporting the need for military family leave. Employees also must inform the Company if the requested leave is for a reason for which FMLA leave was previously taken or certified. Employees also are required to provide a certification and periodic recertification supporting the need for leave. The company also may require a second, and if necessary, a third opinion (at the company's expense) and, when the leave is a result of the employee's own serious health condition, a fitness for duty report to return to work. The company also may delay or deny approval of leave for lack of proper medical certification.

Company Responsibilities

The company will inform employees requesting leave whether they are eligible under the FMLA. If they are, the notice will specify any additional information required as well as the employees' rights and responsibilities. If employees are not eligible, the company will provide a reason for the ineligibility.

The Company will inform employees if leave will be designated as FMLA-protected and the amount of leave counted against the employee's FMLA leave entitlement. If the company determines that the leave is not FMLA-protected, the company will notify the employee.

Under an exception to the Fair Labor Standards Act (FLSA) in the FMLA regulations, hourly amounts may be deducted for unpaid leave from the salary of executive, administrative, and professional employees; outside

sales representatives; certain highly skilled computer professionals; and certain highly compensated employees who are exempt from the minimum wage and overtime requirements of the FLSA, without affecting the employee's exempt status. This special exception to the "salary basis" requirements for the FLSA's exemptions extends only to eligible employees' use of FMLA leave.

Employees may not perform work for self-employment or for any other employer during an approved leave of absence, except when the leave is for military or public service or when the company has approved the employment under its Outside Employment policy and the employee's reason for FMLA leave does not preclude the outside employment.

Unlawful Acts by Employers. The FMLA makes it unlawful for any employer (1) to interfere with, restrain, or deny the exercise of any right provided under the FMLA; or (2) to discharge or discriminate against any person for opposing any practice made unlawful by the FMLA or for involvement in any proceeding under or relating to the FMLA.

Enforcement

An employee may file a complaint with the U.S. Department of Labor or may bring a private lawsuit against an employer.

The FMLA does not affect any federal or state law prohibiting discrimination or supersede any state or local law or collective bargaining agreement which provides greater family or medical leave rights.

Status Update

While you are on leave, the company may require you to periodically confirm your status and your intention to return to work. Any employee who decides while on leave that he or she will not be returning to work at the end of the leave should immediately inform the company.

Fraudulent Use of Leave

If GoDurham determines that an employee has obtained leave or continued to take leave under the state or federal family and medical leave laws based on fraudulent, dishonest, or misleading conduct of any kind, the employee will be subject to immediate termination.

Bereavement Leave

All full-time employees, may request, up to three (3) days off with pay to make arrangements (if the funeral is out of state the employee may request five (5) days with proof of location) for and to attend the funeral during the period beginning with the day of death, and up to and including the day following the funeral for death of any of the following:

- spouse (wife or husband),
- child, or stepchild
- grandmother,
- grandfather,
- grandchild,
- mother or stepmother,
- father, stepfather,
- brother, half-brother, or stepbrother,
- sister, half-sister, and stepsister.

In the case of the death of an aunt or uncle, the employee shall receive upon request one (1) day off, with pay, to attend the funeral.

In the case of death of an employee's father-in-law, mother-in-law, daughter-in-law, son-in-law, stepmother-in-law, stepfather-in-law, sister-in-law, and brother-in-law, the employee shall receive upon request up to a maximum of two (2) days off, with pay, to make arrangements for and to attend the funeral beginning with the day of death, and up to and including the day of the funeral.

An employee serving as an active pallbearer at the funeral for a fellow employee, or retired employee of the company, may be excused with pay for the necessary time, not to exceed eight (8) hours. Prior approval of the employee's supervisor must be obtained.

The company may require verification of the need for the leave. The employee's supervisor and Human Resources will review bereavement leave requests on a case-by-case basis.

NOTE: All employees covered by the CBA are subject to the bereavement (funeral) leave policies outlined in the current agreement.

Jury Duty/Court Appearance

The company supports employees in their civic duty to serve on a jury. Employees must present any summons to jury duty to their supervisor as soon as possible after receiving the notice to allow advance planning for an employee's absence.

In most cases, the company will pay regular wages for the period of jury duty leave, not to exceed two (2) weeks.

Time for appearance in court for personal business will be the individual employee's responsibility. Normally, personal days or vacation days will be used for this purpose.

Military Leave

GoDurham supports the military obligations of all employees and grants leaves for uniformed service in accordance with applicable federal and state laws. Any employee who needs time off for uniformed service should immediately notify Human Resources and his or her supervisor, who will provide details regarding the leave. If an employee is unable to provide notice before leaving for uniformed service, a family member should notify the supervisor as soon as possible.

Upon return from military leave, employees will be granted the same seniority, pay, and benefits as if they had worked continuously.

Under USERRA, an employee is entitled to reemployment rights and maintenance of employment benefits only if the person returning from military service meets five eligibility criteria:

- The person must have held a civilian job with the employer.
- The person must have given advance notice to the employer that he or she was leaving the job for service in the uniformed services.
- The period of service must not have exceeded five (5) years.
- The person must have been released from service under honorable conditions; and
- The person must have reported back to the civilian job in a timely manner or have submitted a timely application for reemployment.

Failure to report for work within the prescribed time after completion of military service will be considered a voluntary termination.

In all military leave cases employees must provide copies of all military orders to Human Resources.

Performance Appraisals and Job Performance

Communication between employees and supervisors or managers is very important. Discussions regarding job performance are ongoing and often informal. Employees should initiate conversations with their supervisors if they feel additional ongoing feedback is needed.

GoDurham encourages managers and employees to have regular one-on-one performance and expectations meetings. Managers should meet with direct reports on at least a quarterly basis to review progress towards established goals, provide guidance for areas needing improvement and set objectives for the coming period.

Regular meetings foster open communication and provide feedback to ensure employees are clear on the areas where they are meeting expectations and those where additional growth or improvement is needed.

Generally, formal performance reviews are conducted annually. These reviews include a written performance appraisal and discussion between the employee and the supervisor about job performance and expectations for the coming year.

Exempt employees will ordinarily be reviewed annually. The appraisal will be discussed in a meeting between the employee and the employee's supervisor. The supervisor and employee will review the job description, performance objectives, or other performance criteria.

Drug-Free and Alcohol-Free Workplace

It is the policy of GoDurham to maintain a drug- and alcohol-free work environment that is safe and productive for employees and others having business with the company.

Our company complies with the guidelines of the Federal Transit Administration (FTA) regarding drug and alcohol testing. The Omnibus Transportation Employee Testing Act of 1991 mandated the Secretary of Transportation to issue regulations to combat prohibited drug use and alcohol misuse in the transportation industry. For that portion of the transportation industry having to do with the provision of and service to the public of “mass transportation”, the FTA is the agency delegated with the authority and responsibility for issuing these implementing rules. These rules are encompassed in 49 CFR Part 655, Prevention of Alcohol Misuse and Prohibited Drug Use in Transit Operations.

GoDurham prohibits the unlawful use, possession, purchase, sale, distribution, or being under the influence of any illegal drug and or the misuse of legal drugs while on company or client premises or while performing services for the company. If convicted of a drug statute violation that occurred in the workplace, employees are to report it to the employer in writing no later than five calendar days after such a conviction.

GoDurham also prohibits reporting to work or performing services under the influence of alcohol or consuming alcohol while on duty or during work hours. In addition, GoDurham prohibits off-premises abuse of alcohol and controlled substances, as well as the possession, use, or sale of illegal drugs, when these activities adversely affect job performance, job safety, or the company’s reputation in the community. All safety sensitive employees will be subject to drug and alcohol testing under the following circumstances:

- Prior to hire.
- Following an accident.
- Random selection.
- Following a workers’ compensation injury requiring medical attention.
- When an employee returns to duty after thirty (30) consecutive days off duty.

- For reasonable suspicion.

Non-safety sensitive employees will be subject to reasonable suspicion testing and testing following a workers' compensation injury requiring medical attention.

An employee who has a drug and/or alcohol abuse problem may voluntarily seek referral to the GoDurham Employee Assistance Program (EAP), or other appropriate provider, for evaluation and treatment at the employee's expense. Employees are encouraged to voluntarily seek professional substance abuse assistance before any substance use or dependence affects job performance.

You are expected to read the company's Drug and Alcohol Policy and be familiar with its provisions. All employees working in a safety-sensitive function will be provided a hard copy of the Drug and Alcohol Policy, which provides more detailed information than the summary provided above.

Compliance with this policy is a condition of employment. Employees who test positive or who refuse to submit to substance abuse screening will be subject to termination. Notwithstanding any provision herein, this policy will be always enforced in accordance with applicable state and local law.

Outside Employment

An employee may hold a job with another organization if he or she satisfactorily performs his or her job responsibilities with GoDurham. Employees should consider the impact that outside employment may have on their health and physical endurance.

All employees will be judged by the same performance standards and will be subjected to the scheduled needs of our clients, regardless of any existing outside work requirements. Employees with a second job are expected to work their assigned schedules. A second job will not be considered an excuse for poor job performance, absenteeism, tardiness, leaving early, refusal to travel, or refusal to work overtime or different hours.

Bus Operators are required to report hours worked as a Bus Operator or Driver for another employer on a weekly basis to their supervisor. Under certain circumstances a log may be required.

If outside work activity causes or contributes to job-related problems, it must be discontinued, or the employee may be subject to disciplinary action, up to and including termination.

Conflicts of Interest

Employees have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest our Code of Conduct outlines our policies regarding conflicts of interest.

Job Abandonment

Any employee who does not report for three (3) consecutive scheduled shifts will be considered to have voluntarily resigned their position.

Bulletin Boards

All required governmental postings are posted on the boards located in the break room. These boards may also contain general announcements.

Solicitation

Employees should be able to work in an environment that is free from unnecessary annoyances and interference with their work. To protect our employees and visitors, solicitation by employees is strictly prohibited while either the employee being solicited or the employee doing the soliciting is on “working time”. “Working time” is defined as time during which an employee is not at a meal, on break, or on the premises immediately before or after his or her shift.

Employees are also prohibited from distributing written materials, handbills, or any other type of literature on working time and, always, in “working areas”, which includes all office areas. “Working areas” do not

include break rooms, parking lots, or common areas shared by employees during nonworking time.

Non-employees may not trespass or solicit or distribute materials anywhere on company property at any time.

Visitors to the Workplace

GoDurham's commitment to a safe and well-functioning workplace is an essential aspect providing the highest quality service for our community. To operate at our best, visitors to our facilities must be on-site for business purposes only.

Minor children, pets and others who are not conducting business with members of our staff should not be at our facilities. Children or other family members of employees should only be on the buses as members of the riding public.

Visitors conducting business should be in the company of a staff member. Those in areas where personal protective equipment (PPE) is required must follow all safety guidelines.

Confidentiality and Proprietary Information

Employees will receive and have access to confidential information regarding the internal affairs of the company. All employees are expected to respect and maintain the confidentiality of all employee records, business records, data, and other information not otherwise available to the public. At the end of an employee's employment, the employee must return all documents, records, or property of any type that belongs to GoDurham or is related to company business, any programs, writings, or other material developed by an employee as part of his or her work at GoDurham is property of the company.

The protection of confidential business information during and after your employment is important to the interests and the success of this company. Such confidential Information includes, but is not limited to the following examples:

- Operations Data: customer lists, trip sheets, financial & billing information, schedules, dispatch logs, policy, or program manuals.
- Marketing plans and strategies, or project plans or proposals.
- Personnel or labor information such as medical and benefit information, training materials or labor relations strategies.

Nothing in this policy, however, should be construed to prohibit employees from discussing their terms and conditions of employment amongst themselves.

Computers, Internet, Email, and Other Resources

The company provides a wide variety of communication tools and resources to employees for use in running day-to-day business activities. Whether it is the telephone, voice mail, fax, scanner, internet, intranet, e-mail, text messaging, or any other company-provided technology, use should be reserved for business-related matters during working hours. All communication using these tools should be handled in a professional and respectful manner.

Employees should not have any expectation of privacy in their use of company computer, phone, or other communication tools. All communications made using company-provided equipment or services including email and internet activity, are subject to inspection by the company. Employees should keep in mind that even if they delete an email, voicemail or other communication, a copy may be archived on the company's systems.

Employee use of company-provided communication systems, including personal e-mail and internet use, which are not job-related have the potential to drain, rather than enhance, productivity and system performance. You should also be aware that information transmitted through e-email and the internet is not completely secure or may contain viruses or malware, and information you transmit and receive could damage the company's systems as well as the reputation and/or competitiveness of the company.

To protect against possible problems, delete any e-mail messages prior to opening that are received from unknown senders and advertisers. It also is against company policy to turn off antivirus protection software or make unauthorized changes to system configurations installed on company computers. Violations of this policy may result in termination for a first offense.

The company expects employees to use e-mail only to communicate with fellow employees, suppliers, customers, or potential customers regarding company business. Abuse of company email addresses or systems including use for personal business may result in disciplinary action up to and including termination.

Internal and external e-mails are considered business records and may be subject to federal and state recordkeeping requirements as well as to discovery in the event of litigation. Be aware of this possibility when sending e-mails within and outside the company.

All use of company-provided communications systems, including e-mail and internet use, must conform to our company guidelines/policies, including but not limited to the Equal Opportunity, Harassment, Confidential Information, and Conflicts of Interest. So, for example, employees should not engage in harassing or discriminatory behavior that targets other employees or individuals because of their protected class status or make defamatory comments.

Similarly, employees should not divulge confidential information such as trade secrets, client lists, or information restricted from disclosure by law on social media sites.

Because e-mail, telephone and voice mail, and internet communication equipment are provided for company business purposes and are critical to the company's success, your communications may be accessed without further notice by Information Technology department administrators, Human Resources, and company management to ensure compliance with this guideline.

The electronic communication systems are not secure and may allow inadvertent disclosure, accidental transmission to third parties, etc. Sensitive information should not be sent via unsecured electronic means.

Office telephones are for business purposes. While the company recognizes that some personal calls are necessary, these should be kept as brief as possible and to a minimum. The company reserves the right to monitor customer calls to ensure employees abide by company quality guidelines and provide appropriate levels of customer service.

Note: Nothing in this policy is meant to, nor should it be interpreted to, in any way limit your rights under any applicable federal, state, or local laws, including your rights under the National Labor Relations Act to engage in protected concerted activities with other employees to improve or discuss terms and conditions of employment, such as wages, working conditions, and benefits.

Social Media Acceptable Use

Social media provides inexpensive, informal, and timely ways to participate in an exchange of ideas and information. However, information posted on a website is available to the public and, therefore, the company has established the following guidelines for employees.

Note: As used in this policy, “social media” refers to blogs, forums, and social networking sites, such as Twitter, Facebook, LinkedIn, YouTube, Instagram, and SnapChat, among others.

Off-duty use of social media - Employees may maintain personal websites or weblogs on their own time using their own facilities. Employees must ensure that social media activity does not interfere with their work. In general, the company considers social media activities to be personal endeavors, and employees may use them to express their thoughts or promote their ideas.

On-duty use of social media - Employees may engage in social media activity during work time provided it is directly related to their work, approved by their manager, and does not identify or reference company clients, customers, or vendors without express permission. The company monitors employee use of company computers and the Internet, including employee blogging and social networking activity.

Respect - Demonstrate respect for the dignity of the company, its owners, its customers, its vendors, and its employees. A social media site is a public place, and employees should avoid inappropriate comments. For example, employees should not divulge GoDurham confidential information such as trade secrets, or information restricted from disclosure by law on social media sites. Similarly, employees should not engage in harassing or discriminatory behavior that targets other employees or individuals because of their protected class status or make defamatory comments. Even if a message is posted anonymously, it may be possible to trace it back to the sender.

Post disclaimers - If an employee identifies himself or herself as a company employee or discusses matters related to the company on a social media site, the site must include a disclaimer on the front page stating that it does not express the views of the company and that the employee is expressing only his or her personal views. For example: "The views expressed on this website/Weblog are mine alone and do not necessarily reflect the views of my employer". Place the disclaimer in a prominent position and repeat it for each posting expressing an opinion related to the company or the company's business. Employees must keep in mind that if they post information on a social media site that is in violation of company policy and/or federal, state, or local law, the disclaimer will not shield them from disciplinary action.

Competition - Employees should not use a social media to criticize the company's competition and should not use it to compete with the company.

Confidentiality - Do not identify or reference company customers or vendors without express permission. Employees may write about their jobs in general but may not disclose any confidential or proprietary information. For examples of confidential information, please refer to the confidentiality policy. When in doubt, ask before publishing.

New ideas - Please remember that new ideas related to work, or the company's business belong to the company. Do not post them on a social media site without the company's permission.

Links - Employees may provide a link from a social media site to the company's website during employment (subject to discontinuance at the company's sole discretion). Employees should contact the IT System

Administrator to obtain the graphic for links to the company's site and to register the site with the company.

Trademarks and copyrights - Do not use the company's or others' trademarks on a social media site or reproduce the company's or others' material without first obtaining permission.

Legal - Employees are expected to comply with all applicable laws, including but not limited to, Federal Trade Commission (FTC) guidelines, copyright, trademark, and harassment laws.

Discipline - Violations of this policy may result in discipline up to and including immediate termination of employment.

Telecommuting

GoDurham considers telecommuting as an alternative work arrangement in cases where individual and job characteristics are suited to working away from the offices of the company. All telecommuting arrangements will be made on a case-by-case basis and must be approved in advance, based on the needs of the company. Consideration will be given to operational requirements, the job duties of the employee, the employee's work performance and attendance, and other logistical information.

Individuals requesting telework arrangements must be employed with the company for a minimum of three months and have acceptable work performance to be eligible. No telecommuting arrangements will be made without the General Manager's approval and a signed telecommute agreement.

Employees are expected to follow all procedures and work rules as if they were in the office, including but not limited to clocking in and out (if applicable), working their normal schedule, and maintaining productivity.

Any equipment supplied by the company is to be used for business purposes only. Upon termination of employment, all company property will be returned to the company, unless other arrangements have been made.

Consistent with the company's expectations of information asset security for employees working at the office, telecommuting employees will be expected to ensure the protection of proprietary company and customer information accessible from their home office. Steps include, but are not limited to, use of locked desks, file cabinets, and media storage; regular password maintenance; and any other steps appropriate for the job and the environment.

Work Rules

Work rules are needed to ensure the safety and well-being of all employees. The purpose of Work Rules is not to punish employees; instead, it is intended to inform employees regarding expectations and provide a framework for coaching and counseling. GoDurham reserves the right to skip steps in the disciplinary process whenever it determines circumstances warrant.

Work Rules are divided into two groups of offenses:

Minor Violations will usually be addressed in a four-step process (although GoDurham need not follow this sequence):

- First violation - Counseling session/verbal warning
- Second violation - Written warning
- Third violation - Final warning and/or unpaid suspension
- Fourth violation - Termination

Minor Violations

GoDurham need not follow any specific sequence of discipline and may impose immediate suspension or discharge where circumstances warrant. Examples of minor violations include, but are not limited to, the following types of workplace behavior:

- Repeated failure to follow work policies, procedures, or duties.
- Repeated failure to follow personal appearance standards.
- Use of abusive or profane language.
- Failure to work overtime (when instructed or scheduled to do so) or working overtime without proper authorization from the dispatcher or your immediate supervisor.
- Eating or drinking while operating a company vehicle.
- Violation of the Internet, Newsgroup and Electronic Mail Policy, not considered to be a major violation.

- Repeated failure to clock in or out properly.
- Failure to follow personal appearance standards as outline in the Dress Code Policy.
- Unauthorized meal or restroom breaks.
- Inappropriate use of radio communication devices.

Major Violations

Warrant disciplinary action up to a final warning, an unpaid suspension, and/or termination.

Examples of major violations include, but are not limited to, the following types of workplace behavior:

- Reporting to work or working under the influence or possessing alcohol or illegal drugs in the workplace.
- Deliberately damaging or abusing property.
- Carelessness or horseplay resulting in property damage more than \$5,000 or serious personal injury.
- Insubordination, including the refusal and/or failure to follow a directive, to perform assigned work, or to encourage others to do either.
- Violation of confidentiality and proprietary information policy.
- Sexual or any other forms of harassment prohibited by company policies.
- Violations of State, Federal, County, or Municipal laws regulations or requirements that would disqualify you from employment under GoDurham 's hiring criteria, except for moving violations while driving which are governed by the GoDurham Safety Point System. Employees are required to report such convictions within 24-hours.
- Violations of the GoDurham Safety Point System, Attendance Policy or Substance Abuse Policy that result in termination.
- Violations of the following regarding company vehicles and/or equipment:
 - Operating without a valid license appropriate for that vehicle, equipment, or service.
 - Driving on a suspended license.
 - Driving a commercial vehicle without a valid medical card Un-insurability as a vehicle operator.

- Negligent use of a company owned or provided vehicle or equipment.
- Failure to perform a proper Pre/Post trip vehicle inspection.
- Unauthorized use of a company owned or provided vehicle or equipment including transporting unauthorized passengers.
- Falsification of any records, such as medical forms, time records or employment applications, or making false statements.
- Inappropriate, unprofessional, or disorderly verbal or physical conduct directed towards coworkers, passengers, client or any third party while acting as a representative of the company.
- Entering a passenger's home while in service or in company uniform without a legitimate business purpose.
- Possession of weapons or explosives on company premises.
- Conviction of driving under the influence, reckless driving, or hit-and-run driving whether on or off the job, in a company or private vehicle, for employees performing safety sensitive functions.
- Use of company property or company garages for personal vehicle repair.
- Dishonesty, theft, or improper handling of cash.
- Use of personal radios or cell phones while operating a company vehicle.
- Failure to stop at a railroad crossing.

Cell Phone Usage

The use of personal hand-held or hands-free mobile phones or e-mail devices while operating or repairing a company vehicle is strictly prohibited. Any employee observed using such a device while operating a company vehicle will be terminated immediately.

Vehicle Citations

Vehicle citations are the responsibility of the employee. GoDurham will not pay for parking tickets or citations issued to company vehicles or employees on company time unless required by law. It is the

responsibility of the employee to operate a vehicle in a safe and legal manner.

Personal Appearance

When at work, all employees are expected to dress in a manner consistent with good hygiene, safety, and good taste. Employees are expected to present a professional appearance and to dress according to the requirements of their position. Employees who report for work inappropriately dressed will be sent home unpaid and directed to return to work in proper attire. If the employee's shift needs to be covered by another employee, the employee may forfeit his/her entire days shift at the manager's or supervisor's discretion. If an employee is sent home, they will be issued an attendance occurrence noted as an absence.

NOTE: All employees covered by the CBA are expected to follow the uniform guidelines as outlined in the current agreement.

Smoking

Durham's smoke-free ordinance prohibits smoking indoors and outdoors at all City and County property City and County bus stops Durham Station, any sidewalk that is owned, leased, or occupied by the City or County.

Smoking is always forbidden in or near company vehicles. This rule applies to everyone - employees, passengers, clients, and the public. It is also prohibited for any employee to smoke in any GoDurham facility or garage. Employees wishing to smoke must do so on their own time and at designated smoking areas.

Passenger Interaction

We are committed to treating our passengers with courtesy and respect. To preserve the safety, security, and trust of our passengers and to minimize claims of harassment or the appearance of impropriety, interactions with passengers must be free from personal relationships or conversations or conduct that could be construed as harassment, abuse,

or otherwise inappropriate. Conduct that may result in disciplinary action, up to and including discharge, includes, but is not limited to:

- Sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature.
- Threats, abuse, coercion, or intimidation of any nature.
- Use of profane, abusive, or insulting language.
- Accepting any gift over \$20.00 value.
- Accepting or offering any invitations or favors of any kind.

Fraternization Policy

It is GoDurham's policy that managers, supervisors, or any other employee who has the authority to affect the terms and conditions of another's employment directly or indirectly shall not fraternize with that employee. The fraternization prohibited by this policy includes dating, romantic involvement, sexual relations, or the exchange of affections.

GoDurham does not intend this fraternization policy to otherwise discourage friendship or social activities among employees. This Policy applies to all employees. Should a personal relationship prohibited by this policy be contemplated, the supervisor or manager involved is required to notify his or her manager immediately.

Where a personal relationship prohibited by this policy exists, GoDurham shall take whatever action it believes is necessary to remove the parties from any continued supervisory lines of authority between them.

GoDurham recognizes that the question of whether a relationship constitutes fraternization or simply a social relationship is a very personal issue. However, because of the potential for inappropriate conduct, you are encouraged to bring any questions you may have regarding fraternization to the attention of your Supervisor, Department Manager, Human Resources or to the General Manager.

Employment of Relatives and Domestic Partners

Relatives and domestic partners may be hired by the company if:

- the persons concerned will not work in a direct supervisory relationship, and if
- the employment will not pose difficulties for supervision, security, safety, or morale reasons.

For the purposes of this policy, “relatives” are defined as spouses, children, siblings, parents, or grandparents. A “domestic partnership” is generally defined as a committed relationship between two individuals who are sharing a home or living arrangement.

Current employees who marry each other or become involved in a domestic partnership will be permitted to continue employment with the company provided they don’t work in a direct supervisory relationship with each other or otherwise pose difficulties as mentioned above.

If employees who marry or live together do work in a direct supervisory relationship with each other, the company will attempt to reassign one of the employees to another position for which he or she is qualified if such a position is available. If no such position is available, the employees will be permitted to determine which one of them will resign from the company.

Harassment Policy

We value the diversity of our employees at GoDurham and believe that fostering an environment that respects employee differences is critical to GoDurham's success. We feel it is important to have a team that reflects the diversity of our customers and the community in which we do business. We expect each of you to uphold and encourage an atmosphere that supports and welcomes the unique qualities and contributions of each and all our employees.

All company employees have a right to work in an environment free from all forms of discrimination and conduct which can be considered harassing, coercive, or disruptive. Consistent with the company's respect for the rights and dignity of each employee, harassment based

on race, color, religion, sex, sexual orientation, national origin, age, disability, marital status, citizenship, or any other characteristic protected by law, will not be tolerated.

We firmly believe that all of us must be able to work in an environment that is free of harassment and discrimination. This includes harassment by a GoDurham employee, contractor, agent or third parties with whom GoDurham employees interact during their employment. Not only are intentional acts of harassment prohibited, but also unintentional and careless acts that may contribute to creating a hostile environment for some employees.

GoDurham will not tolerate the following actions by anyone at any level:

- Jokes or stories which are sexually offensive or discriminatory in nature as to race, sex, religion, color, age, national origin, marital status, sexual orientation, veteran status, disability, or other legally protected status.
- Offensive gestures of a sexual nature.
- Unwanted or otherwise inappropriate or rude comments about the physical appearance of another person.
- Pictures, cartoons, or other illustrations that is sexually explicit or otherwise inappropriate.
- Any verbal, nonverbal, physical, or visual actions that may be deemed inappropriate.

"Sexual harassment" is defined as unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct or communication of a sexual nature. Sexual harassment includes a wide range of behaviors, from the actual coercion of sexual relations to unwelcome offensive comments, jokes, innuendos, and other sexually oriented statements and unwelcome emphasizing of sexual identity. It can occur between employees, and between employees and members of the public, including vendors, visitors, passengers, or others with whom employees come into contact while working for GoDurham.

Reporting Procedure

Harassment of any kind, including sexual harassment, is illegal and prohibited. Any employee, who feels he or she is the victim of workplace harassment, or who witnesses unlawful harassment or abuse, whether from management, co-workers, or third parties, should promptly report

the matter to their supervisor or manager. All such reports will be thoroughly investigated. No adverse action or retaliation will be taken or permitted against any employee who reports issues of workplace harassment.

Workplace Bullying

Bullying behavior is a form of harassment. Respectful conduct and behavior are a condition of employment and GoDurham has a Zero Tolerance policy regarding workplace bullying. Employees should report any mistreatment; abusive conduct that is threatening, humiliating, or intimidating; work sabotage; or verbal abuse to their supervisor or Human Resources.

Workplace Violence

GoDurham is committed to providing a safe environment for our employees, passengers, clients, and visitors. Any employee who commits or threatens any violence in the workplace will be subject to termination. Each employee is also responsible for reporting to his or her supervisor, a manager, any violence, or threats of violence, whether involving an employee or someone else. GoDurham will promptly investigate these reports and take appropriate action to protect the safety of its employees.

Solicitation

GoDurham prohibits: Solicitation and distribution of goods, services, or literature by non-employees on company premises. Solicitation by employees on company premises when the person soliciting, or the person being solicited is on working time. (Working time is the time employees are expected to be working and does not include scheduled meal or other authorized breaks.)

Distribution of goods and/or literature by employees on company premises in non-working areas during working time, as defined above

Distribution of goods and/or literature by employees on company premises in working areas

Note: A "working area" is an area, usually inside production areas or offices, where work is performed. It includes halls and aisles used during employees' work. It also may include outside areas like the yard. "Working area" generally does not include breakrooms, cafeterias, employee parking lots and company grounds or recreation areas.

Confidentiality of Information

GoDurham treats employee information as confidential and will only release employee information upon:

- written authorization,
- court order,
- as necessary to administer benefits,
- to meet other contractual or legal requirements.

Employee Personnel Files

GoDurham will maintain various employment files while individuals remain an employee. All personnel files and their contents are property of the company. Examples of these files are employee personnel files, attendance files, I-9 files, and files for medical purposes.

Changes to personal information, such as a change in home address and telephone number, are updated in Paycor by the employee so the appropriate updates can be made to their personnel files. GoDurham will take reasonable precautions to protect employee files and employee personally identifiable information in its records.

Employee files have restricted access. Employees, their supervisor or manager, or their designated agents, may have access to those personnel files. If an employee wishes to review their personnel file, they must do so in the presence of a supervisor or manager. Employees may review their personnel file by making a written request to their supervisor or manager. The written request will become a permanent part of the personnel file.

To ensure that GoDurham's personnel files are up-to-date and contain accurate, complete information, employees are asked to notify their

supervisor or Human Resources of any changes that need to be made in any of the following categories:

- Name,
- Telephone number,
- Home address,
- Emergency contact information.

Safety is our First Priority

Since the safety, health and welfare of our employees, passengers and public is our number one (1) priority at GoDurham, we have a Safety Officer to report any safety problems or concerns. Our safety hotline number is: 919-560-1545 ext. 36120.

Concerns including vehicle maintenance issues, unreported incidents, failure to secure wheelchairs, office safety issues, etc. should be reported to the Safety Officer, Human Resources, Maintenance Director or General Manager. You are also expected to report any instances to your supervisor so your concerns can be immediately addressed.

Incident

Any occurrence, event, or action (regardless of how minor) which does not follow company procedures or presents a threat or problem to GoDurham, passengers, public or its employees. Any occurrence involving a passenger while under the care, custody, and control of GoDurham and its employees is considered an incident. Any contact between your vehicle and another person, vehicle or object is considered an incident whether there was damage or injury.

Major and Minor Incidents

Major - An incident involving a transit vehicle or occurring on GoDurham property involving one or more of the following:

- Fatality.
- Vehicle contacts with pedestrian.
- GoDurham Bus Operator is cited for a moving violation in connection with an incident.

- Any injury requiring immediate medical attention away from the scene.
- Property damage of at least \$5,000.
- Vehicle roll-over/lay-over or fire.
- Incidents with Bus Operator allegation of equipment maintenance failure.
- Incidents where Bus Operator drug and/or alcohol use may be involved.
- Incidents where a Bus Operator failed to secure a company vehicle properly.

Minor - All other incidents that do not meet the definition of a "major" incident.

Reporting Employee Injury or Illness

Any illness or injury to an employee, regardless of severity, which occurs while on the job must be reported. Any employee who has suffered a work-related injury or illness has the right to make a workers' compensation claim. The employee will then be sent to a company approved medical facility for treatment or examination, which may determine whether follow-up care is necessary.

Failure to report an employee injury may result in disciplinary action up to and including termination. GoDurham will prosecute any fraudulent employee injury claim. Employees are required to conform to all applicable rules, policies, and procedures during employment without regard to workers' compensation claims. Violation of any company procedures or safety policies during employment will subject an employee to appropriate disciplinary action. At no time will an employee be discriminated against because of presenting a workers' compensation claim.

All employees who experience a work-related injury that requires medical attention will be subject to a drug and alcohol test and placed on unpaid "safety leave" for the balance of the day.

Reporting Incidents

All incidents (no matter how minor) must be reported immediately to the dispatcher by radio or telephone. The dispatcher will immediately call the incident reporting hotline number to report the incident. That number is (866) 688-7475. All supporting documentation must be given to the Safety Officer and Human Resources. If an employee is injured; any employee injury paperwork must be filled out no later than the end of shift. Failure to report an incident immediately by radio will result in disciplinary action up to and including termination, unless extraordinary circumstances exist.

Subrogation of Incident or Injury Claims

Every employee is expected to protect the rights of GoDurham to subrogate for reimbursement of damages, workers' compensation payments and related costs. which result from an accident or an injury that are the fault of third parties. Employees must first consult with Risk Management prior to signing any "release of liability" from any second or third parties involved in an accident or injury. Should an employee seek an attorney or any other legal representation he or she must notify their supervisor of their intent to hire a personal attorney. The supervisor will forward that information to Risk Management. No attorney may represent the rights of GoDurham without first obtaining written approval from the General Manager.

Safety Investigation Leave

Any employee involved in a major incident will be placed on administrative leave while the incident is being investigated to determine root causes and preventability. Administrative leave is unpaid unless the incident is determined to be non-preventable. Employees may perform other non-safety sensitive functions if available and/or appropriate until final determination is made.

Safety Point System

GoDurham safety results are directly related to the actions and behaviors of our employees. At risk behaviors lead to incidents and injuries. Therefore, all GoDurham safety sensitive employees are

subject to a Safety Point Program rating which assesses cumulative points for at risk safety behaviors or actions.

A "Safety Citation" can be issued by a supervisor, Human Resources or the Safety Officer for an unsafe act or behavior. Examples include improper lifting, failure to stop at RR crossing, failure to wear seat belt while operating vehicle, etc.

Any work-related incident, which involves an employee at GoDurham will be investigated and may result in Safety Points being assigned.

If the incident is determined to be "preventable" by the employee, then it will be considered a preventable incident. While an incident may not be legally considered your "fault", it will be treated as preventable, regardless of the cost to GoDurham. Even minor damage incidents cost the company money in terms of repairs, lost vehicle or driver time, staff time etc.

Any damage to a company vehicle will automatically be assessed to the most recent employee who drove that vehicle and who failed to report it on a daily vehicle inspection sheet.

Preventability of Incidents and Injuries

The determination as to whether an incident could have been "preventable" will be made by the Safety Officer.

Disciplinary Action

Any employee who has a preventable incident will be subject to re-training and/or discipline up to and including termination based on the safety point system.

Although most situations will be addressed by issuing safety points, GoDurham reserves the right to impose discipline, up to and including termination, for any unsafe act or negligent operation of a company vehicle regardless of the point assessment under the Safety Point System.

Accruing Safety Points

All preventable Incidents will be assigned points in the following manner:

Incident	Points
GoDurham Citation for an unsafe maneuver(s) or act	1
Failure to cycle wheelchair lift or do a proper Vehicle Inspection (DVI)	1
Failure to report traffic citations	1
Passenger related incident	2
Conviction of a minor traffic violation	2
Minor preventable incident	2
Backing incident	2
Improper securing of a company vehicle	3
Failure to stop at a RR crossing	3
Major preventable incident that does not involve serious injury, death and/or property damage more than \$25,000	4
Major preventable incident with serious injury, death and/or property damage more than \$25,000	6
Failure to properly secure/transport a mobility device	6
Failure to immediately report a citation or incident in a company vehicle	6
Tampering with, disabling, or otherwise interfering with vehicle cameras or other monitoring equipment	6
Conviction of a major traffic violation. *	6

* A major traffic violation is any citation that involves:

1. Driving while intoxicated or under the Influence of alcohol or drugs
2. Failure to stop and immediately report an incident in which you are involved
3. Homicide, manslaughter, or assault arising out of the operation of a motor vehicle
4. Driving while your license is suspended or revoked.
5. Reckless driving
6. Possession of open container or alcoholic beverages; and/or
7. Speed contests, drag racing, or attempts to flee from an officer of the law.

Maximum Allowable Safety Points

For probationary employees: Receipt of four (4) or more points during the probationary period will result in termination. In addition, receipt of

two (2) separate safety point assessments during the probationary period will result in termination, regardless of the employee's total point count.

For non-probationary employees: In any rolling twelve 12-month period of employment, receipt of six (6) or more points will result in a Safety Point Hearing to determine the facts and consider what level of discipline is warranted based on the facts and in accord with the CBA. Any infraction which occurred more than twelve (12) months prior would no longer be included in the safety point count.

In addition, receipt of three (3) separate safety point assessments in any rolling one (1) year period will result in termination, regardless of the employee's total point count.

Safety Point Hearing

If an employee feels that he/she has been issued safety points improperly, a point count hearing may be requested. Point count hearing requests must be made within five (5) business days of the point assessment to your supervisor. The supervisor will contact the Safety Officer to conduct the hearing within ten (10) business days.

The hearing panel will consist of three of the following people: Safety Officer, General Manager, Director, Human Resources and/or Maintenance Director. The hearing will be chaired by the Safety Officer or Human Resources. Decisions by the panel must be signed off and approved by the Safety Officer to be binding.

Retraining

GoDurham reserves the right to require an employee attend retraining in addition to any discipline imposed. Failure to attend mandated retraining courses may result in disciplinary action up to and including termination.

All customer service-related incidents which do not result in termination are subject to retraining from the GoDurham customer service program.

This must be accomplished as soon as possible (preferably within one week of the incident date). All vehicle related incidents which do not result in termination are subject to retraining. This must be accomplished as soon as possible (preferably within one week) of the incident date.

Retraining may also be required based on an unacceptable onboard or field inspection.

Motor Vehicle Record (MVR) Records

All employees in safety sensitive positions who will operate a revenue vehicle (either on a regular or occasional basis) must provide a copy of their MVR. MVR's will be checked periodically during employment. Such employees must report to their supervisor a citation received in a personal vehicle within twenty-four (24) hours. Failure to report traffic citations is a safety violation and is subject to discipline.

GoDurham retains the right to access your MVR during employment. If an operations or maintenance employee in a position requiring a driver's license has four (4) or more points on his/her license or his/her license is suspended, restricted, or revoked, because of a vehicle citation, his/her employment will be terminated.

Statements at the Scene of an Incident

Under no circumstances is a GoDurham Bus Operator to discuss the circumstances of a vehicular Incident occurring while in the course of his/her duties for GoDurham or make any statement about the incident with anyone other than with police, GoDurham safety personnel, GoDurham Risk Management personnel, and/or GoDurham Third Party Claims Administrator personnel. Drivers are to give their names, addresses, telephone numbers, vehicle insurance, and driver's license information. Any further information can be obtained by contacting the General Manager or the Safety Officer.

Leaving the Scene of an Incident or Injury

Under no circumstances is a GoDurham Bus Operator to leave the scene of an incident without first doing each of the following:

- Immediately reporting the incident to the division.
- Providing all claimants or other parties in the incident the personal and company information required by law and needed to make a claim.
- Obtaining all Information regarding other vehicles and parties involved.
- Obtaining authorization from the dispatcher to leave the incident scene.
- Taking pictures of the vehicles involved and the incident scene as well as sketching out the scene of the incident on the incident diagram form.

Safety and Security Inspections

All employees are subject to inspections to ensure safe, quality service for our passengers. Inspections will be done at random as well as scheduled times. Types of inspections include field inspections, on-board evaluations, vehicle inspection audits and facility inspections

Employees should not have any expectation of privacy in company equipment such as desks, lockers, and computers. Desks, lockers, computer, and communications systems are the property of the company and therefore can be inspected by any agent or representative of the company at any time, either with or without prior notice.

Due to the heightened need for security and safety in the critical nature of public transportation GoDurham uses both visual and audio recording cameras on vehicles and in work areas and around company property. Employees should have no expectation of privacy in work areas, vehicles, parking lots and public areas of company facilities.

GoDurham has the right to inspect packages and persons on, entering and/or leaving company property. Any employee who wishes to avoid inspection of any articles or materials should not bring such items onto the company's premises.

Wheelchair Lift Deployment

Under no circumstances is a GoDurham employee to leave a wheelchair lift partially or completely in the down position outside of the vehicle while not physically there and able to alert any pedestrians to the potential danger. Under no circumstances is the vehicle to be driven unless the wheelchair lift is safely and properly stowed in its secure folded position.

Safety Meetings

All operations employees are required to attend at least one regularly scheduled safety meeting per month.

Return of Property

Employees must return all company property at the time of termination, resignation, or layoff, or immediately upon request. Where permitted by law, GoDurham may withhold from the employee's check or final paycheck the cost of any items that are not returned. GoDurham may also take all action deemed appropriate to recover or protect its property.

Employee Receipt and Acknowledgement

I hereby acknowledge receipt of the January 2022 GoDurham Employee Handbook. I understand and agree that it is my responsibility to read and comply with the provisions contained in the handbook.

I understand that the handbook and all other written and oral materials provided to me are intended for informational purposes only. Neither it, company practices, nor other communications create an employment contract or term of employment. I understand that the policies and benefits, both in the handbook and those communicated to me in any other fashion, are subject to interpretation, review, removal, and change by management at any time without notice.

I understand that no representative of the company has any authority to enter into any agreement for employment for any specified period or to assure any other personnel action or to assure any benefits or terms or conditions of employment or make any agreement contrary to the foregoing. I also understand and agree that this agreement may not be modified orally.

I understand that this handbook does not constitute an employment contract.

Employee's Name in Print

Signature of Employee

Date Signed by Employee

TO BE PLACED IN EMPLOYEE'S PERSONNEL FILE