Article 24 - Shift Definitions and Premiums

- A. Shifts are defined based on the scheduled starting time, as follows:
 - Shift 1: Employees scheduled to report to work at or after 0500, but before 1200, are on Shift 1. There is no shift premium paid for work beginning at or after 0500, but before 1200.
 - Shift 2: Employees scheduled to report to work at or after 1200, but before 1800, are on Shift 2. Employees on Shift 2 are paid Shift 2 rates for the entire shift.
 The Shift 2 premium is \$0.55 per hour.
 - 3. Shift 3: Employees scheduled to report to work at or after 1800, but before 0500, are on Shift 3. Employees on Shift 3 are paid Shift 3 rates for the entire shift. The Shift 3 premium is \$0.62 per hour.
 - 4. Shift 4: Open-time/relief employees are on Shift 4. The Shift 4 premium is \$0.65 per hour and shall be paid for all hours worked during the work week.
- B. Employees working overtime on a scheduled work day continuous with the regular shift are paid shift premium for the overtime period based on the starting time of the scheduled shift. The shift premium for employees who work overtime not continuous with their regular shift will be based on the starting time of the overtime shift.
- C. Employees who shift trade to work are paid the applicable shift premium as set forth above in Paragraphs A.1 through A.3 above. The employee who shift traded off is not paid shift premium.
- D. Shift premiums as defined above are paid only for hours worked.

E. Language Premium

- 1. The Company may establish language premium duty assignments as determined by the Company.
- 2. Qualified employees in language premium duty assignments will be paid language premium for all hours worked.
- 3. The language premium is \$1.00 per hour to be added to the employee's base rate of pay.
- 4. Employees occupying, applying for or transferring into a language premium position may be required to pass a functional proficiency exam (written and/or oral) specific to Passenger Service duties as established by the Company and the Union.
- 5. Employees who are qualified for a language premium position as outlined above, and who, at Company direction, perform work requiring their language skill will be paid the language premium for each hour worked requiring their language skill or a minimum of four (4) hours, whichever is greater.

Tentative Agreement

- F. CSCs will receive a premium of \$23.00 per hour to be added to their base rate of pay.
- G. HBRs and OBRs holding positions on <u>Specialty II</u> an escalation desks will receive a premium of \$1.50 per hour to be added to their base rate of pay.
- H. HBRs and OBRs holding positions on **Specialty I** an elite desks will receive a premium of \$1.00 per hour to be added to their base rate of pay.
- I. PEGSCs will receive a premium of \$23.00 per hour to be added to their base rate of pay.
- J. LPCCSRs will receive a premium of \$1.00 per hour to be added to their base rate of pay.

Tentative Agreement	
For the Company:	For the Union:
Lynn Vaughn Managing Director of Labor	Marge Krueger Co-Chair, CWA-IBT Association
Date	12/7/23 Date
Jerry Glass	Kimberly Barboro Co-Chair, CWA-IBT Association
$\frac{12\sqrt{7/23}}{\text{Date}}$	12-7-23 Date