

Potomac Customer Financial Services (CFS) Tour Slide Trial Agreement for 2021

This will confirm our understanding regarding tour slides in the Potomac CFS center in Norton, Virginia.

The Company and the Union mutually recognize that, in certain administrative groups, it may be beneficial to the employees and in the best interest of the business to establish a Tour Slide Trial as a normal workweek.

In an effort to provide flexibility to the associates in connection with time-off and encourage improvement in overall attendance in the CFS center, the Company would like to introduce a Tour Slide Trial. When a tour slide is in effect the Local Agreement will be considered to be expanded accordingly:

1. The tour slide trial would run from January 1, 2021 through December 31, 2021.
2. A tour slide is defined as a **fifteen** or **thirty** minute slide of the employee's regular scheduled tour.
3. Employees are permitted to take one tour slide per day.
4. Employees are permitted to make up tour slides during their lunch only when an hour lunch is scheduled. This is not an option for employees assigned a 30 minute lunch period.
5. Each employee will have the opportunity to take a maximum of **twelve (12)** tour slides through December 31, 2021. Once the tour slides are exhausted, additional slides will not be granted regardless of force and load.
6. A tour slide request must be made prior to the start of the tour or immediately upon arrival.
7. Employees must still work a full tour on the day the tour slide is exercised as well as any overtime that is mandated for that day. Exception: if the time needed for a tour slide is before the call center first tour or after the call center's last tour then the slide will be excused unpaid time.
8. Employees will not receive any differential pay as a result of using the tour slide option.
9. Tour slides will not be granted on scheduled holidays or the day after a holiday.
10. Employees must have completed initial training to be eligible to request a tour slide.

Subject to the above, tour slides will be administered in accordance with the applicable provisions of the Local Agreement. Unless renewed or amended by mutual agreement, the tour slide trial will terminate on December 31, 2021. The parties may meet locally and discuss other administrative issues raised with respect to the tour slide trial. Either party may terminate the tour slide trial in specific groups with 30 days notice to the other party, when in its judgment, such scheduling is not workable.

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Verizon Labor Relations

12/30/2020

Date

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12/30/2020

Date