

Potomac CSSC Tour Slide Trial for 2021

The Company and the Union agree to a one-year Tour Slide Trial for the associates who are in the who are in the Kim Barna Director Group in the Potomac CSSC centers located in Silver Spring and Salisbury, Maryland, Richmond, Hampton Roads, and Roanoke, Virginia and Clarksburg, West Virginia. The specifics of the trial are as follows:

1. The Tour Slide Trial will begin January 1, 2021 through December 31, 2021.
2. A tour slide is defined as a fifteen (15) minute or thirty (30) minute slide of the employee's regular scheduled tour.
3. Employees are permitted to take a maximum of 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 who are assigned a thirty (30) minute lunch period.
5. Each employee will have the opportunity to take a maximum of twelve (12) tour slides for the calendar year beginning on January 1, 2021 through December 31, 2021. Once the tour slides are exhausted, additional tour 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 the day. Exception: if the time needed for a tour slide is before the call centers first tour or after the call centers last tour, then the slide will be excused unpaid time.
8. Employees will not receive any differential pay as a result of their 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.
11. The Company or the union may discontinue this trial in specific groups with thirty (30) calendar day's written notice to the other party.
12. This Trial will remain in effect through December 31, 2021 and expire at that time absent mutual agreement to extend it with or without modifications.

Frank T. Malone

Frank T. Malone
Labor Relations

1-11-2021

Letha M. Perry

Letha Perry
CWA District 2-13

01/04/2021

Date

Date