

- Team or Divisional meetings that relate to business operations, safety, facility, and/or personal security will normally be conducted in English.
- Other safety-related matters may be designated as appropriate.

Exceptions to these rules will be determined on a case-by-case basis.

No language limitations apply to breaks, lunches, and other non-work-related communication with peers and other staff.

Two-Way Hand-Held Radio

All radio transmissions should be business related to convey information regarding routes, passengers, or vehicles. Communications channels are to be left open for their intended purpose and not for personal conversations.

Radio transmissions need to be understood by all employees, dispatchers, operations supervisors, and managers. Radio traffic is monitored for information regarding routes, passengers, and vehicles. For safe, consistent, and efficient communication, radio use should include identification by route number, or unit number if not on-route, and use ten-codes in transmission.

Radio transmissions are permitted as follows:

- Report an accident, incident, emergency, etc. occurring on or off the bus.
- Report an equipment malfunction.
- Report any unusual situations such as a route blockage, passenger problem, or lost article.
- Ask for route clarification.
- Communicate schedule information for passengers including transfer and arrival times.

Radio transmissions are restricted from use:

- While fueling the vehicle.
- Around designated "Blasting Area" or "do not use radio" construction areas.
- If another conversation is in-progress, except in grave emergencies.
- To conduct personal conversations (the radio must be used strictly for business).
- To conduct prolonged or sensitive conversations (sensitive conversations should be conducted on administration channel).

Employees with concerns or questions regarding this policy should contact their immediate manager or Human Resources for resolution. Mountain Line remains committed to the expression of its diversity efforts, which include the use of languages other than English, but realizes that specific business operational requirements necessitate that communication be clear, concise, and distinct. Thus, in meeting these operational requirements, the use of English will be required for business related conversations and transmissions.

This policy was updated and distributed on July 1, 2023.

4.16 Safety

Mountain Line places the highest priority on job safety and considers the safety of employees, the public and our operations to be paramount. Accordingly, it is the policy of Mountain Line that:

- Safety shall take precedence over expediency or short cuts.
- All employees shall take all possible action to reduce the chance of accidents.
- All employees shall show good faith in complying with all safety laws and ordinances.

The primary responsibility for maintaining a safe working environment rests with each employee. Each manager is expected to enforce the maintenance of safe working conditions, encourage safety suggestions and discussions, and ensure that all accidents and injuries are reported promptly and properly.

Employees are expected to:

- Comply with all PPE requirements throughout Mountain Line Operations.
- Comply with safety instructions of managers and comply with safety manuals & OSHA requirements made known to the employee by their manager.
- Report all injuries and accidents in the workplace to the manager immediately.
- Understand and follow procedures for reporting all accidents involving a Mountain Line vehicle. These procedures are contained in a folder inside the vehicle glove compartment.
- Make suggestions for safety and efficiency.
- Know the exact procedures in case of emergency.

Any question concerning safety issues should be referred to the Human Resources Manager and the Safety Manager.

This policy was updated and distributed on July 1, 2023.

4.17 Workplace Monitoring, Body Cameras, and Surveillance

Employees do not have a reasonable expectation of privacy when Mountain Line decides to utilize monitoring, body worn cameras, and surveillance tools for business purposes as Mountain Line deems appropriate. Cameras, body worn cameras, or other monitoring devices will not be installed or used in areas restricted for employee privacy, which are designated as restrooms, restroom locker areas, and shower areas.

Mountain Line is committed to providing authorized Mountain Line employees with a Body Worn Camera (BWC) that will be a valuable tool in performing their duties. BWC is audio-video documentation of an Operation Supervisor's investigative and interactive activities from the perspective of the supervisor. By using BWC video, Mountain Line can expect greater transparency, more efficient citizen complaint investigations, and improved protection against false allegations, misconduct, or racial profiling. Mountain Line's leadership will conduct random reviews of camera footage to ensure policy compliance and assess training needs.

Authorized Mountain Line employees shall use their BWC in compliance with manufacturer's operational guidelines, training, and this policy. The policy authorizes the use BWC to collect audio-visual evidence of public activity to evaluate the employee performance and act as a training tool for other employees. The BWC devices can provide Mountain Line with useful tools to mitigate liabilities.

Authorized Mountain Line employees are NOT required to obtain consent from a person when:

- They are in a public place.
- They are in a location where there is no reasonable expectation of privacy.

The following examples are provided for illustrative purposes and are not inclusive of all events which are and are not subject to recording. Authorized employees are expected to use the training provided and professional discretion in capturing work-related events only.

Non-Recordable Incident: Any incident that is not a recordable Incident:

- A private conversation or activity (bus related or not) including personal telephone calls, use of restroom facilities, shower areas, and locker areas.
- A conversation with a person who is not the object of a Mountain Line incident or action when the person requests that the body cam be turned off. Authorized employees must announce on the recording that the Body Cam is being turned off at the person request.

Recordable Incident:

- A conversation between Authorized employees that relates to the handling of an incident. This includes information about any involved parties and action options.

- When responding to any occurrence that is either directly or not directly related to the operation of a vehicle, which could result in property damage, injury, or a possible liability concern.
- When issuing constructive feedback to an employee either verbally or in the form of a Two-Way Feedback Form.

The unauthorized disclosure or destruction of confidential information obtained pursuant to this policy is strictly prohibited.

This policy was updated and distributed on July 1, 2023.

4.18 Inspections

Mountain Line may conduct searches after notice is given and with the employee's consent of employees' personal effects. This may include, but is not limited to, lunch bags, boxes, purses, personal computers, packages, or vehicles at the workplace.

Mountain Line may conduct searches of the above items without employee consent if we have a reasonable suspicion to believe that illegal activity is taking place and after obtaining a warrant to do so. Any illegal and unauthorized articles discovered may be taken into custody and will be turned over to law enforcement representatives.

The "workplace" is any building owned, leased, or occupied by Mountain Line; any connecting Mountain Line owned land where such buildings are part of a campus; Mountain Line owned or leased parking lots/structures; Mountain Line owned or leased land designated for Mountain Line business; or Mountain Line vehicles or personal vehicles being used for any form of Mountain Line business; or any location where employees perform their duties.

Employees do not have a reasonable expectation of privacy in lockers, desks, cabinets, or file drawers, all of which are keyed by Mountain Line and copies of those keys are kept by Mountain Line.

All searches will be conducted by authorized Mountain Line personnel, usually the employee's manager or director.

All searches will be witnessed by one of the following: Safety Manager, Facilities Manager, or Human Resource Manager. When none of these positions are available, a second manager or director will be present.

This policy was updated and distributed on July 1, 2023.

4.19 Computers

Mountain Line is committed to protecting Mountain Line's employees, partners, and Mountain Line from illegal or damaging actions by individuals, either knowingly or unknowingly.

Information Technology (IT) systems, including but not limited to computer equipment, phone equipment software, operating systems, storage media, network accounts providing mail, and internet connections, are the property of Mountain Line. These systems are to be

used for business purposes in serving the interests of the organization, and of our clients and customers during normal operations.

Effective information security is a team effort involving the participation and support of every Mountain Line employee and affiliate who deals with information and/or information systems. It is the responsibility of every computer user to know these guidelines, and to conduct their activities accordingly.

The purpose of this policy is to outline the acceptable use of computer systems at Mountain Line. Inappropriate use exposes Mountain Line to risks including virus attacks, compromise of network systems and services, and legal issues.

General Use and Ownership

- Users should be aware that the data they create on Mountain Line systems remains the property of Mountain Line. The need to protect Mountain Line's information systems takes priority, therefore management cannot guarantee the privacy of information stored or transmitted on any system belonging to Mountain Line.
- Employees are responsible for exercising good judgment regarding the reasonableness of personal use. If there is any uncertainty, employees should consult their manager prior to usage of Mountain Line systems.
- Mountain Line recommends that any information that users consider sensitive or vulnerable not be transmitted via e-mail, instant message (IM), or any other unencrypted method.
- For security and network maintenance purposes, authorized individuals within Mountain Line may monitor equipment, systems, and network traffic at any time.
- Mountain Line reserves the right to audit networks and systems on a periodic basis to ensure compliance with this policy.

Security and Proprietary Information

- Employees should take all necessary steps to prevent unauthorized access to sensitive information. Sensitive information includes, but is not limited to:
 - Personally Identifiable Information (PII): Any information about an individual, including (1) any information that can be used to distinguish or trace an individual's identity, such as name, social security number, date and place of birth, mothers maiden name, or biometric records; and (2) any other information that is linked or linkable to an individual, such as medical, educational, financial, and employment information.
 - Information maintained by Mountain Line that is not considered public information.
 - Information concerning Mountain Line's physical or cyber security.
 - Information related to third-party vendors or partners that is considered confidential or proprietary.
- Keep passwords secure and do not share accounts. Authorized users are responsible for the security of their passwords and accounts.
- Artificial Intelligence (AI) services must be approved by IT. Sensitive information must be uploaded to or shared with non-approved AI systems. Please check with IT for a list of currently authorized AI services.
- All PCs, laptops and workstations should be secured with a password-protected

- screensaver with the activation feature set at 10 minutes or less.
- All PC's and laptops not located in secured offices must be locked while unattended to prevent unauthorized access.
- Use encryption of information in compliance with Mountain Line's Acceptable Encryption Use.
- Because information contained on portable computers is especially vulnerable, special care should be exercised to prevent theft.
- Employees should only post to internet forums using a Mountain Line e-mail address if the posting is during business duties.
- Use encryption of information in compliance with Mountain Line's Acceptable Encryption Use.
- Because information contained on portable computers is especially vulnerable, special care should be exercised to prevent theft.
- Employees should only post to internet forums using a Mountain Line email address if the posting is a part of their business duties.
- All devices (phones, tablets, laptops, etc.) that are connected to Mountain Line networks or systems, whether owned by an employee, a vendor, or Mountain Line, must have up to date anti-virus software installed where applicable.
- Mountain Line information and data must only be saved, shared, or accessed using Mountain Line-approved systems (including AI systems) and accounts. Do not store, send, or back up Mountain Line information in personal email accounts, personal cloud storage (such as Google Drive, iCloud, OneDrive, or Dropbox), or on unauthorized personal devices.
- Employees must use extreme caution when opening e-mail attachments received from unknown senders, which may contain viruses, e-mail bombs, or Trojan horse code.

Unacceptable Use of Network and System Activities

The following activities are, in general, prohibited. Employees may be exempted from these restrictions during their legitimate job responsibilities (e.g., IT personnel may have a need to disable the network access of a host if that host is disrupting production services).

Under no circumstances is an employee of Mountain Line authorized to engage in any activity that is illegal under local, state, federal or international law while utilizing Mountain Line-owned resources.

The lists below are by no means exhaustive but attempt to provide a framework for activities which fall into the category of unacceptable use.

- Violations of the rights of any person or company protected by copyright, trade secret, patent or other intellectual property, or similar laws or regulations, including, but not limited to, the installation or distribution of "pirated" or other software products that are not appropriately licensed for use by Mountain Line.
- Unauthorized copying of copyrighted material including, but not limited to, digitization and distribution of photographs from magazines, books or other copyrighted sources, copyrighted music, and the installation of any copyrighted software for which Mountain Line or the end user does not have an active license is strictly prohibited.
- Introduction of malicious programs into any Mountain Line system (e.g., viruses, worms, Trojan horses, e-mail bombs, key-logging software, etc.).
- Revealing your account password to others or allowing use of your account by others, including IT personnel. This also includes family and other household members when work is being done at home.
- Using a Mountain Line computing asset to actively engage in procuring or transmitting material that is in violation of sexual harassment or hostile workplace laws in the user's local jurisdiction.
- Making fraudulent offers of products, items, or services originating from any Mountain Line account.
- Making statements about warranty, expressly or implied, unless it is a part of normal job duties.
- Effecting security breaches or disruptions of network communication. Security breaches include, but are not limited to, accessing data of which the employee is not an intended recipient or logging into a server or account that the employee is not expressly authorized to access, unless these duties are within the scope of regular duties. For purposes of this section, "disruption" includes, but is not limited to, network sniffing, pinged floods, packet spoofing, denial of service, and forged routing or DNS information for malicious purposes.
- Port scanning or security scanning is expressly prohibited unless written permission is obtained from Mountain Line IT personnel, unless this activity is a part of an employee's normal job duty.
- Executing any form of network monitoring which will intercept data not intended for the employee's host unless this activity is a part of an employee's normal job duty.
- Circumventing user authentication or security of any host, network, or account.
- Interfering with or denying service to any user other than the employee's host (for example, denial of service attack).

- Using any program/script/command, or sending messages of any kind, with the intent to interfere with, or disable, a user's terminal session, via any means, locally or via the Internet/Intranet/Extranet.
- Providing information about, or lists of, Mountain Line employees to parties outside Mountain Line.
- Accessing sexually oriented Internet sites or locations or downloading or copying sexually oriented material or information.

This policy was updated and distributed on February 10, 2026.

4.20 Phone Use During Business Hours

Use of Mountain Line telephones for personal business must be limited to infrequent and brief local calls. Managers may limit the number and length of personal calls to be made or received by employees.

As employee work hours are valuable and should be used for business, excessive personal phone calls can significantly disrupt business operations. Employees should use their break or lunch period for personal phone calls.

During regular business hours, personal cellphones, smartwatch, or tablet use for personal business, including calls, text messages, and emails, should be infrequent and brief, and must be in accordance with management directives. Use of devices for personal business must not disrupt the employee's performance of their job duties, including attendance of and participation in meetings as well as any other scheduled trainings required of the position.

This policy was updated and distributed on July 1, 2023.

4.21 Email

The public may tend to view messages sent from Mountain Line as official policy statements from Mountain Line.

Email on Mountain Line computers or referring to Mountain Line's business is generally a public record under Arizona law and may be subject to disclosure in response to a public records request. This fact should be kept in mind before preparing any email.

Email sent from or received on Mountain Line computers is the property of Mountain Line.

Acceptable Uses

- Any use of the electronic email systems to conduct Mountain Line business that is consistent with the organization's mission, vision, and goals and that is prepared in a professional and businesslike manner.
- Limited personal use of email, providing that it does not interfere with work time or work performance or violate any other Mountain Line procedures. All email created on Mountain Line's equipment, including personal email, is the property of Mountain Line.

Prohibited Use

Mountain Line prohibits the display, transmittal, or downloading of material that is offensive, pornographic, obscene, sexually oriented, profane, discriminatory, harassing, insulting, derogatory, or otherwise unlawful at any time. No one may solicit, promote, or advertise any outside organization, product, or service using email. Employees who receive any emails with this content from any Mountain Line employee should report the matter to their manager immediately.

Employees are prohibited from unauthorized use of encryption keys or the passwords of other employees to gain access to another employee's email messages.

The following activities are strictly prohibited:

- Sending unsolicited email messages, including the sending of "junk mail" or other advertising material to individuals who did not specifically request such material (email spam).
- Any form of harassment via e-mail, instant/text-messaging, telephone, or paging, whether through language, frequency, or size of messages.
- Unauthorized use, or forging, of email header information.
- Solicitation of e-mail for any other email address, other than that of the user's account, with the intent to harass or to collect replies.
- Creating or forwarding "chain letters", "Ponzi" or other "pyramid" schemes of any type.
- Use of unsolicited email originating from within Mountain Line's networks or other Internet/Intranet/Extranet service providers on behalf of, or to advertise, any service hosted by Mountain Line or connected via Mountain Line's network.
- Posting the same or similar non-business-related messages to large numbers of Usenet newsgroups (newsgroup spam).
- Sending or receiving sexually oriented electronic communications or downloading or copying sexually oriented material or information.

Sending chain letters or joke emails from a Mountain Line email account is prohibited. Virus or other malware warnings should only be sent by authorized IT staff members. Mass mailings from Mountain Line must be approved by Mountain Line's management prior to sending. These restrictions also apply to the forwarding of email received by a Mountain Line employee.

Monitoring

Mountain Line employees shall have no expectation of privacy in anything they store, send, or receive on Mountain Line's email system. Mountain Line may monitor messages without prior notice.

This policy was updated and distributed on July 1, 2023.

4.22 Mobile Phones and Other Wireless Technologies

Mobile Phones and other wireless technologies will be issued only to Mountain Line personnel with duties that require them to be in immediate and frequent contact when they are away from their normal work locations. Effective distribution of the various mobile phones and other wireless technologies must be limited to people for whom the productivity gained is appropriate in relation to the costs incurred.

Mobile phones and other wireless technologies may be issued, for operational efficiency, to Mountain Line personnel who need to conduct immediate, critical Mountain Line business. In addition to verbal contact, it is necessary that they sometimes have the capability to review and have documented responses to critical issues.

Bluetooth

Hands-free enabling devices, such as Bluetooth, may be issued to authorized Mountain Line personnel who have received approval. Care must be taken to avoid being recorded when using Bluetooth adapters. Use and possession of a blue tooth device while operating a vehicle or equipment is subject to Mountain Line's Distracted Driving Policy.

Voicemail

Voicemail boxes may be issued to Mountain Line personnel who require a method for others to leave messages when they are not available. Voicemail boxes must be protected by a PIN which must never be the same as the last four digits of the telephone number of the voicemail box.

Mobile Phones, Including Smartphones

Mobile phones may be connected to Mountain Line owned networks and email systems. If an employee's position has not been identified as requiring a mobile phone, then no compensation will be made. All mobile phones connected to Mountain Line systems must require a password, PIN, shape, or fingerprint to protect against unauthorized access, and when applicable must be running anti-virus software. Use and possession of a mobile phone while operating a vehicle or equipment is subject to Mountain Line's Distracted Driving Policy.

Tablets and Laptops

Tablets and Laptops may be connected to Mountain Line owned networks and e-mail systems via applications like Outlook, OneDrive, and Zoom. If an employee's position has not been identified as requiring use of a tablet or laptop, then no compensation will be made for the use of such. All tablets and laptops connected to Mountain Line systems must require a password, PIN, shape, or fingerprint to protect against unauthorized access, and when applicable must be running anti-virus software. Use and possession of a tablet or laptop while operating a vehicle or equipment is subject to Mountain Line's Distracted Driving Policy.

Smartwatches

Smartwatches may be connected to personal phones that are connected to Mountain Line owned networks and email systems. Smartwatches connected to Mountain Line systems must require a password, PIN, shape, or fingerprint to protect against unauthorized access. Use and possession of a smartwatch while operating a vehicle or equipment is subject to Mountain Line's Distracted Driving.

Personal Use

Mobile phones and other wireless technologies issued by Mountain Line are for business use only. Use of Mountain Line issued equipment for personal business must be limited to infrequent and brief usage in accordance with Division policies.

File Storage

Files containing confidential or sensitive data may not be stored on a mobile phone or other wireless device. Employees may occasionally open such an item on a mobile phone or other wireless device but are responsible for ensuring the item is removed from any download files or temporary storage locations. Employees who require immediate storage and retrieval of such items are required to work with IT about setting up and using OneDrive as offered by Mountain Line with Office 365.

Repair or Replacement

Charges for repair due to misuse of equipment or misuse of services may be the responsibility of the employee, as determined on a case-by-case basis. Cost incurred by Mountain Line for Mountain Line issued equipment will be conducted as per the Payroll Deduction Form. The cost of any item beyond the standard authorized equipment is also the responsibility of the employee.

Loss and Theft

Lost or stolen equipment must immediately be reported to the employee's manager as well as the IT Manager. If a lost or stolen mobile phone or other wireless technology is not reported timely and the loss or theft results in breach of confidential or sensitive information, resulting in a fine or cost to Mountain Line, the employee may be held responsible for the cost incurred.

This policy was updated and distributed on July 1, 2023.

4.23 Passwords

The use of strong passwords is required for the safeguarding of all Mountain Line data and systems.

Password Creation

- All passwords must conform to Password Construction Guidelines below.
- Users must use a separate, unique password for each work-related account.
- Users may not use work-related passwords for personal accounts.
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Password Construction Guidelines

- Passwords must be unique for every account.
- Passwords for Mountain Line domain/email accounts must be 15 characters or longer.
- Passwords for all other systems should be at least 15 characters long when possible but may be subject to additional requirements unique to each system.
- Use of a password manager to create and store passwords is strongly recommended

Password Change

- All default passwords must be changed at the first login.
- IT may require password changes if there is suspicion that a password has been compromised.

Password cracking or guessing may be performed by the Information Technology (IT) Team or its delegates. If a password is guessed or cracked during one of these scans, the affected password must be changed

Password Protection

- Passwords must not be shared with anyone, including supervisors and coworkers. All passwords are to be treated as sensitive, confidential Mountain Line information.
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- Passwords may be stored only in “password managers” authorized by IT. Please check with IT for a list of currently authorized password managers.
- Users must avoid using an applications "Remember Password" feature (for example, web browsers).
- Any user suspecting that their password may have been compromised must report the incident to IT immediately and change the affected password
- Multi-factor authentication (MFA) is required for Mountain Line domain/email accounts and should also be used on all other systems that offer it.
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4.24 Remote Access and VPN

It is the responsibility of employees with remote access privileges to Mountain Line's corporate network to ensure that their remote access connection is given the same consideration as an on-site connection to Mountain Line. Authorized Users are responsible to ensure the non-authorized user's family members do not use Mountain Line-owned computers or systems. The Authorized User bears responsibility for the consequences should the access be misused.

Requirements

- Secure remote access must be strictly controlled. Control will be enforced via password and multifactor authentication. (MFA)
- At no time should any Authorized Users provide their login or email password to anyone, not even family members.
- All devices that are connected to Mountain Line internal networks via remote access technologies must use up-to-date anti-virus software where possible, this includes personal devices.

- Organizations or individuals who wish to implement non-standard Remote Access solutions to the Mountain Line production network must obtain prior approval from the IT Manager.

Virtual Private Network (VPN)

- It is the responsibility of Authorized Users with VPN privileges to ensure that unauthorized users are not allowed access to Mountain Line networks.
- VPN access is to be controlled using domain username and password and multi-factor authentication (MFA).
- When actively connected to the corporate network, VPNs will force all traffic to and from the PC over the VPN tunnel: all other traffic will be dropped. Split (dual) tunneling is NOT permitted; only one network connection is allowed.
- VPN gateways will be set up and managed by the Mountain Line IT staff.
- All computers connected to Mountain Line internal networks via VPN, or any other technology must use up-to-date anti-virus software that is equivalent to the corporate standard; employees must use Mountain Line-owned computers for VPN access.
- VPN users will be automatically disconnected from Mountain Line's network after thirty minutes of inactivity. The user must then log on again to reconnect to the network. Pings or other artificial network processes are not to be used to keep the connection open.
- The VPN concentrator is limited to an absolute connection time of 24 hours.
- Users of computers that are not Mountain Line-owned equipment (i.e., contractors or vendors) must configure the equipment to comply with Mountain Line's VPN, Security, and Network policies.
- Only approved VPN clients may be used.
- By using VPN technology with non-Mountain Line equipment, vendors must understand that their machines are a de facto extension of Mountain Line's network, and as such are subject to the same rules and regulations that apply to Mountain Line-owned equipment, i.e., their machines must be configured to comply with Mountain Line's Security Policies

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4.25 Flexible Work Arrangements

Flexible work arrangements are organizational strategies that can offer several benefits, including decreased impact on the environment, increased employee wellness and work/life balance, and reduced need for office space. Mountain Line offers a variety of flexible work arrangements. The following options are available depending on actual requirements of the position.

Core Business Hours

Mountain Line has core business hours from 9:30 a.m. to 3:30 p.m., Monday through Friday. Employee schedules can start and end at different times between 7 a.m. and 7 p.m., while having an overlapping core service window to ensure cohesion of operations.

Core business hours will be implemented and vary at the division level. All employees are expected to be available during the hours of 9:30 a.m. and 3:30 p.m. for business operations.

Alternative Work Schedule

Mountain Line employees will be considered for alternative work scheduling on a case-by case basis based on job functions and department needs.

Several alternative work schedule options are available to employees:

- Compressed workweeks in which an employee works the equivalent of regular hours in more or less than the traditional 5-day work week. This can occur during bidding opportunities for operations team members and as a 6-month schedule for most other positions.
- Scheduled workdays that are different than the traditional 8 a.m. to 5 p.m. schedule for the office. This schedule would allow an employee to set a schedule around our core business hours that meets their daily schedule needs.
- For staff working in the office, it is preferred that staff working alternative schedules plan to use Fridays as their shortened day or for their day off.
- Employees can work a hybrid work schedule, including starting or ending their workday remotely, as approved by their manager

Alternative work schedules are dependent upon a satisfactory attendance record, meeting job performance expectations, and consistently completing tasks and assignments on a timely basis.

Approved alternative work schedules will be reviewed at least quarterly to ensure the productivity of the employee and the department is not adversely impacted. The alternative work schedule may be canceled for any reason by the employee's manager. An employee wishing to change or cancel an alternative work arrangement must obtain approval from their manager.

Telecommuting

Mountain Line considers telecommuting to be a viable, flexible work option when both the employee and the job are suited to such an arrangement.

The baseline will be the option for three days of on-site work and two days of remote work for most employees. Remote work is anticipated to be completed as full days versus equivalent hours taken in small or half day increments throughout the week.

Telecommuting is expected to be a regular and reoccurring schedule that is approved in advance, but it can be approved for circumstances such as inclement weather, public health emergencies, special projects, or business travel on a case-by-case basis. Additionally, employees may request periodic schedule changes that exceed the weekly baseline approach as needed for personal circumstances provided the average weekly telecommuting hours do not exceed 40% of annual work hours.

Telecommuting schedules must be balanced to ensure adequate staffing is available to support our team members, our mission, and our customers. This need may result in a rotation of what day of the week a position may telework. Staff are not guaranteed the ability to telecommute on the same day each week. Managers generally will collaborate to establish schedules across teams to provide the support necessary for our work week. ***Wednesday will be an in-office day for all staff.***

Telecommuting days may be withdrawn, or schedules may be altered, without notice to meet any staff challenges and/or as necessary to support staffing requirements of the office. Staff are

expected to be able to report to work with reasonable notice, not to exceed typical commute time from an employee's home. Telework days or schedules are not guaranteed and cancelled/withdrawn days may not be rescheduled in the same work week.

Certain work groups or teams may be restricted for one or more days as not eligible for telecommuting to facilitate effective in-person meetings and attendance at all employee events. All telecommuting schedules are subject to restrictions on days when companywide events are scheduled, i.e., training, meetings, luncheons, etc.

Teleworking may not be used in place of time-off needs like vacation or sick leave. Teleworking is not to be used as a substitute for childcare or other dependent care.

All employees that wish to participate in telecommuting must agree to the terms of and sign the Telecommuting Acknowledgement.

An approved teleworking schedule will be reviewed at least quarterly to ensure the productivity of the employee and the department is not adversely impacted. The arrangement may be canceled for any reason by the employee's manager. An employee wishing to change or cancel a teleworking schedule must obtain approval from their manager.

If an employee using flexible work arrangements is determined to be failing to meet the standards of effectiveness for the position, the manager can suspend or revoke the approved schedule immediately. Telecommuting effectiveness will be evaluated using the following criteria:

- Ability to complete work without a decrease in quality or efficiency.
- Positive or negative impact on internal and external customers.
- Ability to effectively mitigate physical absence with technology.
- Ability to maintain productive team-oriented work relationships with co-workers.
- Ability to meet established performance standards of the position.
- Positive or negative impact on organizational morale.

If an employee has any questions regarding this policy, they should contact the Human Resources Manager.

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4.26 Travel Policy

Mountain Line employees will occasionally be required to travel in the performance of their duties. So that required travel does not present a hardship to employees, Mountain Line has determined that authorized expenses may be advanced to the employee prior to travel.

The employee is required to document expenses, provide receipts, and complete a claim at the completion of travel to document the expenses.

The Board of Directors has adopted a comprehensive travel policy to define appropriate expenses, set reimbursement rates and assure that the travel regulations are enforced for all Mountain Line employees. Per Diem, lodging and mileage reimbursement rates are established by the Board of Directors and may be adjusted when appropriate.

For detailed information, refer to the complete, separate travel policy.

This policy was updated and distributed on July 1, 2023.

4.27 Distracted Driving

Distracted driving is the diversion of attention from driving, because of the driver focusing on a non-driving object, activity, event, or person. This diversion reduces cognitive awareness, decision-making, or performance leading to increased risk of driver-error, near-crashes, or crashes.

Vehicle is defined as any piece of equipment that is wheeled and motor propelled and is not related to how it is operated. Vehicles include, but are not limited to, buses, vans, operation support vehicles (supervisor and fleet vehicles), facility support vehicles, personal vehicles used for business purposes, carpool vehicles, and rental cars.

For the purpose of this policy, Mountain Line does distinguish between:

- Revenue vehicles: buses, paratransit vans, and other operational support vehicles used to transport the public and cut-away vans used for employee transport.
- Non-revenue vehicles: operation support vehicles, facility support vehicles (i.e., service trucks, snowplows, tool cat, etc.), personal vehicles used for business purposes, carpool vehicles, and rental cars for travel both in and around town to conduct business or for travel out of town for meetings and training activities.

Revenue Vehicles Prohibited Activities: Employees will not engage in the following while operating Mountain Line revenue vehicle:

- Operation of any wired or wireless technology, including but not limited to:
 - a mobile phone (hand-operated or hands-free),
 - a computer / laptop,
 - tablet (excludes paratransit),
 - text messaging device (hand-operated or hands-free),
 - Global Positioning System (GPS) tools and devices (excludes paratransit when using pre-downloaded GPS mapping software on tablet),
 - a smartwatch, Fitbit, or another similar device,
 - Bluetooth headsets
- Reading (a book or newspaper, etc.)
- MP3 players or other music playing devices.
- Personal grooming
- Eating or drinking
- Use of audio headset
- Excessive conversations with passengers

Revenue Vehicles Restricted Activities: Employees may undertake activities listed below provided they do not reduce the driver's focus. Different driving environments and circumstances (e.g., a school zone at 3:05 p.m. compared to an open highway at 10:00 a.m.) better lend themselves to undertaking the following without perilously limiting the driver's ability to recognize and respond to hazards.

- Adjusting vehicle controls, including climate controls or other accessories
- Operating a two-way radio (as necessary for road communication protocols)

- Operating the public-address system (as necessary to meet federal stop announcement requirement during a failure of the annunciator system)

While operating revenue service vehicles, employees are required to turn off and safely store mobile phones and other wireless technologies away from one's person. Smart watches, Fitbits, or similar devices must be set to the do not disturb mode.

Non-Revenue Vehicles Prohibited Activities: Employees will not engage in the following while operating a Mountain Line non-revenue vehicle:

- Operation of any wired or wireless technology, including but not limited to:
 - a computer / laptop,
 - tablet (excludes Facility support vehicles work order tracking devices while used when vehicle is parked in the right of way at service stops),
 - text messaging device (hand-operated or hands-free),
 - Bluetooth headsets
- Reading (a book or newspaper, etc.)
- Personal grooming
- Use of audio headset.

Non-Revenue Vehicles Restricted Activities: Employees may undertake activities listed below provided they do not reduce the driver's focus. Different driving environments and circumstances (e.g., a school zone at 3:05 p.m. compared to an open highway at 10:00 a.m.) better lend themselves to undertaking the following without perilously limiting the driver's ability to recognize and respond to hazards.

- Excessive conversations with passengers
- Adjusting vehicle controls, including climate controls or other accessories
- Operating a two-way radio (as necessary for road communication protocols)
- Eating or drinking
- MP3 players or other music playing devices.
- Global Positioning System (GPS) tools and devices
- Operating a mobile phone when voice activated and used with hands-free technology when necessary for responding to an emergency or an immediate business need.
- Use of smart watch, Fitbit, or similar devices.

Mobile phones and other wired or wireless technologies may be used by staff in the field when:

- A fixed route bus is at a connection center and the operator must leave the driver seat and have a break long enough to be able to get off the bus. Leaving the vehicle is not required but encouraged when possible. Use of these devices cannot interfere with conducting appropriate customer service.
- A paratransit van is between pickups with no passengers on board and the operator must leave the driver's seat and have a break long enough to be able to get off the bus. Leaving the vehicle is not required but encouraged when possible. Use of these devices cannot interfere with conducting appropriate customer service.
- Staff operating Mountain Line non-revenue vehicles or equipment can stop and safely secure/park vehicle or equipment out of the public right-of-way before using these devices.

This policy was updated and distributed on July 1, 2023.

4.28 Wellness Equipment

The Mountain Line Wellness Committee has provided certain equipment for employees to voluntarily use. The use of all provided equipment, including but not limited to: mountain and cruiser bikes, standing desks, treadmill, kettle balls, foam roller, jump ropes, and the ProHome G-Strap system, is voluntary and is not, in any way, related to the performance of employee's job duties at Mountain Line. All equipment, whether used on Mountain Line property or used to travel off property (i.e., use of bikes), should be used only for its intended purpose and in accordance with its manufacturer's design, instructions, and training materials. If any equipment is found to be in non-working order or identified as working improperly before or during use, employees must report the issue to their immediate manager, and the Wellness Committee (see Wellness Equipment procedures).

While certain pieces of equipment might be used during work hours as an option (i.e., stretching during paid work breaks, reading email while using the treadmill with work surface/desk, traveling to a meeting offsite by bike, using a standing desk), employees may also be present during non-work hours to use the equipment provided. There will be no additional compensation or reimbursement for participating in any wellness activities using the supplied equipment or for using equipment during non-work hours.

All employees will be required to agree to participate and use equipment at their own risk and assume responsibility for their own safety. Employees will be required to review training as provided, review instruction or other materials related to the equipment, sign a waiver, and complete the provided Log for using each piece of equipment.

This policy was updated and distributed on July 1, 2023.

4.29 Electric Vehicle Charging Station

The primary intent of Electric Vehicle Charging Stations is to provide an employee benefit that encourages the adoption of electric vehicle technology in line with Mountain Line's guiding principle to be environmental stewards and to further support employees by reducing their personal transportation costs. This program is a pilot program with APS and as such, this benefit is also a pilot. Mountain Line does not guarantee charging will always be offered as a free benefit.

Mountain Line may terminate the charging program at any time. Do not count on Mountain Line charging stations being available when deciding to purchase an electric vehicle. Your decision should be based on your ability to charge at home combined with convenience of publicly available chargers.

Vehicle Charging Program Rules – Suspended during Kaspar construction

- Electric vehicle parking spaces are prioritized for plug-in electric vehicles. Other vehicles may park in those spaces when no other spaces are available.
- Chargers are available on a first come, first served basis.

- When your vehicle charge is complete, you should move your vehicle at your first opportunity to make space for other vehicles.
- Employees can charge personal vehicles at no charge. Employees should make every attempt to limit charging during the 3pm-8pm peak demand hours, as Mountain Line will incur additional fees during this period.
- Employees should use chargers to “top off” vehicles and not consider the chargers their primary charging station.
- Mountain Line reserves the right to implement fees if electric rates exceed anticipated demand.
- Employees shall register their electric vehicles with Facilities so that cars parked in electric vehicle spaces can be identified if needed in case of emergency or need to access the chargers.
- Neatly replace charging cords when finished. Cords left on the ground are safety hazards.
- By using the charging stations, the vehicle owner consents to their vehicle being unplugged by Authorized staff when the charging station indicates their vehicle is fully charged or in event of emergency.

Employees who do not comply with this policy may lose their right to charge vehicles.

This policy was updated and distributed on July 1, 2023.

5 PERFORMANCE AND DISCIPLINE

5.1 Performance Evaluation

Performance evaluations are an essential part of Mountain Line’s overall performance management process, which begins when an employee accepts employment with Mountain Line and continues throughout their employment. As important as performance evaluations are, however, they cannot substitute for ongoing dialogue between managers and employees. For performance management to succeed, managers and employees must discuss job performance and goals on an informal, day-to-day basis, 6-month check-in, and with formal written evaluations completed each year by the employee’s anniversary date in the current position.

All annual reviews are conducted from July 1-August 31. Managers should complete annual reviews and meet with their employees individually within this time window to discuss progress, review job standards, and establish goals for the next review period. Standards and goals may be revised and updated at the 6-month check-in or during short follow-up meetings throughout the year. Managers should meet with employees to discuss their goals and standards no less than twice per year (every six months). These sessions provide managers and employees with the opportunity to discuss job tasks, identify and correct weaknesses, encourage, and recognize strengths, and discuss positive, purposeful approaches for meeting goals.

Employees and managers share responsibility for ensuring that the performance management process is successful. Employees may use the process to access training, job assignments, and developmental opportunities, while managers should take advantage of the opportunity to communicate organizational priorities and performance expectations. Used properly, performance evaluations may be of enormous value to managers and employees alike.

Performance evaluations also may be used to award salary increases. As part of the budget process, the Board of Directors decides annually if performance-based increases will be available during the coming year and determines the amount of any such increases. If the Board decides to make performance increases available, a completed performance evaluation form must be submitted to the Human Resource Management System (HRMS) for an employee to receive a performance – based salary increase.

If an employee's overall performance rating is "Needs Improvement" or "Unacceptable," the employee will not be eligible for a performance increase. In addition, an overall rating of "Needs Improvement" or "Unacceptable" must be accompanied with a written performance improvement plan (PIP), prepared by the manager, which describes the actions the employee must take to bring their performance up to an acceptable standard within a specified period.

When an employee is temporarily not performing the essential functions of the position hired, an annual review may be extended by the time spent out of the position. An extension is considered when the employee is off work for more than one month. For example, an employee that is performing light duty tasks for three months would have their review date extended by three months. This change allows the manager to review an employee in the position for which they were hired for a full 6 months. This extension only affects the review period ending year in which the temporary change in duties occurred and does not impact future review dates which will correspond with the employee's position hire date.

In cases other than the above, if the department director determines that performance in any one or more areas is sufficiently problematic as to justify withholding of an increase, the department director must discuss the situation with the CEO and General Manager prior to making a final decision. If it is determined that the increase should be delayed, the evaluation must be accompanied by a specific, written performance improvement plan (PIP) designed to bring the employee's performance up to an acceptable standard within 3 months.

If the employee successfully completes the performance improvement plan (PIP) within 3 months, the employee may receive the increase, but no retroactive pay will be awarded. Performance evaluations are not disciplinary actions, and as such, may not be appealed through the Mountain Line grievance process. The manager or department director is the final authority.

This policy was updated and distributed on July 1, 2023.

5.2 Disciplinary Actions

Employees are expected to maintain certain standards of job performance and good conduct. When performance or conduct does not meet Mountain Line's standards, Mountain Line may provide the employee a reasonable opportunity to correct the deficiency. If the employee fails to make the correction, the employee will be subject to disciplinary action, which may include employment termination. The choice to use any form of discipline may be based on a desire to help an employee improve or correct the employee's conduct or performance.

The procedures described in this section are often utilized by managers in response to inappropriate performance or other work-related behavior. Disciplinary action should be considered as a constructive means of dealing with unacceptable behavior or performance deficiencies on the part of an employee. Accordingly, such action should be appropriate to the seriousness of the infraction. Normally, except for significant misconduct, a manager will initiate a

disciplinary action only after having counseled the employee and found that the performance remains unsatisfactory. As part of this process, an employee may be required to attend the Employee Assistance Program (EAP).

Mountain Line normally uses a system of progressive discipline to address unacceptable work performance or behavior, although discipline is not required to be applied in a progressive nature if the severity of the offense warrants more severe consequences. If it is deemed appropriate, a manager may begin with any of the actions below, depending upon the severity of the behavioral or performance problem. **Please note:** Documented verbal warnings remain on an employee's record for six months. All other disciplinary actions remain on the employee's record for up to one year from the date of the action.

The Human Resources Department must be consulted prior to any disciplinary action as outlined below. Human Resources will review and approve of documents as required, and a Human Resources representative will be present for all disciplinary meetings.

Documented Verbal Warning

When an employee's work performance or behavior is such that disciplinary action is called for, but the problem is not serious enough to warrant a written warning being placed in the employee's personnel file, a documented verbal warning may be used. This action involves meeting with the employee to discuss the problem and to clarify the necessary steps that the employee must take to correct the problem. A documented verbal warning must specify an evaluation period. The documented verbal warning will be agreed to and signed by the employee. An employee may submit a written response to a documented verbal warning and will be expected to comply with agreements made. The documented verbal warning will only be placed in the employee file for the specified period, and then destroyed after a year if the problem behavior does not recur. If there is another occurrence, the documented verbal warning may be kept in the employee's personnel file and used as the basis for further disciplinary action. A documented verbal warning may be accompanied by a coaching log. A documented verbal warning is not an action which may be appealed through Mountain Line's grievance process.

Written Warning

The procedure for issuing a written warning to an employee shall be the same as that utilized for a documented verbal warning. The two actions differ in that a written warning informs an employee that further disciplinary action up to and including termination is certain to follow if there is a further occurrence of the problematic behavior or performance. An employee may submit a written response to a written warning if the employee disputes the contents of the written warning. The written warning and the employee's response shall be placed in the employee's personnel file. A written warning is not an action which may be appealed through Mountain Line's grievance process.

Written Warning with Disciplinary Suspension up to 3 days

The procedure for issuing a written warning with disciplinary suspension shall be the same as that utilized for a written warning. A written warning with disciplinary suspension is a written warning to document a repetitive performance issue and includes a suspension from work without pay. Employees may not be suspended without pay for more than 3 days. An employee may submit a

written response to a written warning with disciplinary suspension if the employee disputes the contents of the written warning. The written warning with disciplinary suspension and the

employee's response shall be placed in the employee's personnel file. A written warning with disciplinary suspension of up to 3 days is not an action which may be appealed through Mountain Line's grievance process.

Written Warning with Disciplinary Suspension more than 3 days

The procedure for issuing a written warning with disciplinary suspension of more than 3 days shall be the same as that utilized for a written warning. A written warning with disciplinary suspension is a written warning to document a repetitive performance issue and includes a suspension from work without pay. Employees may be suspended without pay for more than 3 days. An employee may submit a written response to a written warning with disciplinary suspension of more than 3 days if the employee disputes the contents of the written warning. The written warning with disciplinary suspension and the employee's response shall be placed in the employee's personnel file. A written warning with disciplinary suspension of more than 3 days is an action which may be appealed through Mountain Line's grievance process.

Administrative Leave

Administrative leave is an action, supported with a written Administrative Leave document, that places the employee in leave status with or without pay for up to 30 days to complete an investigation. The employee may use their own paid leave when on unpaid administrative leave. An employee may submit a written response to an Administrative Leave document if the employee disputes the contents of the written warning. The Administrative Leave document and the employee's response shall be placed in the employee's personnel file. Administrative Leave is not an action which may be appealed through Mountain Line's grievance process. Administrative Leave will conclude with completion of the investigation and the employee will either be returned to work, with or without additional disciplinary action, or terminated. Should additional disciplinary action or termination be necessary, the policies related to those actions shall apply.

Performance Improvement Plan

The Performance Improvement Plan (PIP) is a specific, time-based set of actions that an employee is instructed to perform to bring substandard work performance or behavior up to an acceptable level. The Performance Improvement Plan must include a description of the actions to be taken and the time allotted, along with an explanation of the standards that will be used to evaluate the employee's success or failure. The Performance Improvement Plan may be initiated at any time during an individual's term of employment and may be used independently or in conjunction with other disciplinary actions. The Performance Improvement Plan must be presented to the employee in writing, along with an explanation of the consequences to the employee if the plan is not followed. The Performance Improvement Plan will be agreed to and signed by the employee when the document is presented. An employee may not submit a written response to the Performance Improvement Plan and will be expected to comply with agreements made. When the time allotted for the Performance Improvement Plan has ended, the employee must be given a written statement confirming whether the employee has completed the Performance Improvement Plan successfully. The performance improvement plan is not an action which may be appealed through Mountain Line's grievance process. Should additional disciplinary action or termination be necessary, the policies related to those actions shall apply.

Demotion or Termination

The purpose of demotion and termination is to remove an employee from the position due to ongoing or repetitive performance issues, including violation of policies. Demotion may be available to an employee that has recently changed positions as long as they are still on probation and the prior position is vacant (see Compensation and Classification Manual for definition of demotion). Termination will be the last action taken when all other steps under progressive discipline have been exhausted or when issue or violation is egregious in nature.

The Human Resources Department and the CEO and General Manager must be consulted prior to any written warning with disciplinary suspension of more than 3 days, administrative leave, performance improvement plan, administrative probation, demotion, or termination. Before placing a regular employee on suspension of more than three days without pay, providing demotion, or moving to termination, the manager must give the employee a preliminary written notice of the Proposed Disciplinary Action, stating the date it is intended to become effective and the specific grounds and particular facts upon which the action is based. At least one working day before the action becomes final, the employee may respond to the manager either orally or in writing (or both) regarding the proposed action.

After considering the employee's response to written warning with suspension of more than 3 days, demotion, or termination, management will notify the employee as to whether the Proposed Disciplinary Action has become final as well as employee's right to formally grieve the adverse action. If no response is received, the Proposed Disciplinary Action will take effect as planned.

In all cases of suspension and administrative leave the employee will be required to return to their manager, or the Facilities Department, or other company designee, their Mountain Line identification card and electronic access device/keys. In case of termination, the employee will also be required to return their uniforms and all other Mountain Line issued items. In all circumstances, the employee will not be permitted to return to the Main Office (unless returning as a transit customer to purchase bus passes), nor return to the Mountain Line Employee Only Downtown Connection Center (DCC). The employee will be allowed to ride the buses and be at stops/connection centers, unless their behavior is such to warrant otherwise.

This policy was updated and distributed on July 1, 2023.

5.3 Constructive Discharge

Employees are strongly encouraged to communicate with the Human Resources Department whenever they believe working conditions are becoming intolerable and may cause the employee to resign.

In accordance with A.R.S. 23-1502, to preserve the right to bring a claim against the Mountain Line alleging that working conditions forced an employee to resign, the employee must provide written notice that working conditions exist that the employee believes are intolerable, that will compel the employee to resign, or that constitutes a constructive discharge before deciding whether to resign. An employee must:

- Notify the Human Resources Department, in writing, that a work condition exists that the employee believes is objectively so difficult that the employee feels compelled to resign or intends to resign.
- Allow Mountain Line 15 calendar days to respond in writing to the alleged matter; and
- Read and consider Mountain Line's response to the employee's written complaint.

Employees who reasonably believe they cannot work while their complaints are being investigated may be entitled to paid or unpaid leave for up to 15 calendar days while waiting for Mountain Line response.

This policy was updated and distributed on July 1, 2023.

5.4 Open Door Policy and Problem Resolution

The purpose of our "open door" policy is to encourage open communication, feedback, and discussion about any matter of importance to an employee. Employees should feel free to bring suggestions, observations, problems or concerns regarding themselves or the company to the attention of managers without fear of retaliation. Mountain Line is committed to providing the best possible working conditions for its employees, and effectively solving work-related problems is an essential part of this effort. The purpose of this policy is to provide an informal process for resolving employees' problems and complaints, and for addressing their suggestions and recommendations.

Mountain Line believes that problems are best handled at the lowest possible level. If an issue involves another employee, it is best resolved at that level, and employees are held responsible for their actions in either initiating or responding to contacts regarding such issues. If a manager is involved, the employee is expected to make a good faith effort to discuss the issue directly and calmly with the manager before bringing the problem to anyone else.

If the employee cannot resolve a problem with their peer or manager, the employee should follow the chain of command until reaching their Manager, the Department Director, the Human Resource Manager, or the CEO and General Manager. In all cases, employee suggestions and complaints will be given serious consideration.

Who May Participate in the Process

Current employees of Mountain Line are eligible to participate in the process described below except the CEO and General Manager, and Department Directors.

Performance evaluations and discipline are not appealable under this process.

The process described below is available only for disputes concerning interpretation, application, or compliance with policies and procedures governing personnel practices, Division work rules, unsafe or unhealthy working conditions, or alleged improper treatment. For additional guidance see Policy 1.1 Equal Employment Opportunity/Unlawful Harassment.

Informal and Formal Problem Resolution Process

The Informal/Formal Problem Resolution structure is intended to provide employees with a uniform, systematic method for effective problem resolution at the point nearest its origin. This

system encourages them to resolve conflicts at the lowest possible level. Although Mountain Line remains committed to the respectful consideration of all employee concerns, employees are expected to make every reasonable effort to solve problems without unnecessarily escalating tensions. Mountain Line considers business days as Monday through Friday.

Step 1 - Informal Procedure:

- A Mountain Line employee who has a complaint or problem must first try to resolve it via discussion with their immediate Manager, or with the Department Director if it is inappropriate to go to the Manager.

Step 2 - Formal Procedure:

- If, after informal consultation with the immediate Manager, or the Department Director, the employee feels the complaint has not been satisfactorily resolved, the employee may formalize the complaint by initiating the "Formal" problem resolution process within ten business days of the incident. A formal complaint must be submitted as a written statement which outlines the problem and includes a suggested remedy. A form for initiating this process may be obtained from the Human Resources Department. The person filing the complaint must proceed in the following sequence, completing each step in the process before moving to the next level.
- The Department Director shall respond to the employee's complaint in writing within three business days. If an employee does not receive a response within the specified time, they may automatically pursue the next level in the process.
- Should the employee disagree after receiving the Department Director's response, the written complaint with the Department Director's response may be forwarded within three business days to the Human Resources Department, who will respond within five business days. If the employee remains dissatisfied, a final written appeal may be taken to the CEO and General Manager within three business days. The CEO and General Manager will respond within five business days. The CEO and General Manager's decision is final.
- The employee or the manager may seek the advice or assistance of the Human Resources Department at any time during the problem resolution process.

This policy was updated and distributed on July 1, 2023.

5.5 Grievance

The Mountain Line grievance process exists to provide a means for Mountain Line employees to appeal final management decisions related to suspension without pay for more than three days, termination, or demotion with associated loss of pay.

This Grievance policy applies to situations in which the Disciplinary Action has become final either because management rejected the informal appeal or no informal appeal was made. Thereafter, if the Proposed Disciplinary Action is upheld, the employee may appeal such determination in writing within ten business days of any Proposed Disciplinary Action becoming final.

Decisions which cannot be grieved or appealed include management decisions regarding compensation, job grades or redefinitions, lay-offs, benefits, pay rates, Mountain Line policies, work rules, performance evaluations or ratings, and worker's compensation.

The grievance process allows an employee to appeal against the adverse action to the CEO and General Manager, for a final decision. The CEO and General Manager may affirm, modify, or reject the employment decision.

The initiation of a complaint by an employee will not adversely affect the employee's job, however any management decisions made prior to the complaint will remain in effect pending outcome of the grievance process.

Grievance Process

Every appeal using Mountain Line's Grievance Process must be filed in writing to the Human Resources Department within 10 business days of the adverse determination becoming final. A form for appeal is available from the Human Resources Department for this purpose. It will be considered filed when received by the Human Resources Department. It shall state the basis of the complaint and the action requested. The appeal statement will provide sufficient detail of the necessary facts and identity of all persons concerned in a manner that the CEO and General Manager may fully understand the nature of the appeal. Changing the basis for an appeal is not permitted.

The Human Resource Manager will provide a copy of the appeal to the Mountain Line official involved in the dispute. The Mountain Line official will be required to submit a response in writing to the Human Resource Manager within five (5) business days from the receipt of the response form.

This policy was updated and distributed on July 1, 2023.

6 RECORDS KEEPING

6.1 Public Records Requests

Requests for copies of public information may be obtained from the Workforce Division. This policy provides basic guidance for Departments when handling public requests for information.

Nature of Public Records

Public records (with some exceptions) are open to inspection by any person. While Arizona law generally favors disclosure, some information should not be disclosed. The Department head should be informed any time a request is received for public information.

Public records shall be open for public inspection at all times during office hours, with three broad exceptions. These exceptions involve: Confidentiality (e.g., medical records), Personal Privacy (e.g., home address, phone number, social security number), or Best Interests of Mountain Line (e.g., release would inhibit public safety efforts).

- All public information requests should be submitted to Mountain Line Departments in writing. (Request forms are available in the Human Resources Department).
- All written requests for public information must be approved by the manager within the Division and reviewed by the CEO and General Manager or Safety and Training Department before the information is released.
- All questions concerning requests for public information should be referred to the

Mountain Line legal representative.

Role of the Human Resources Department:

The Human Resources Department contracts with Mountain Line legal counsel and will assist the Department in determining whether information should be released. Any questions regarding whether certain information is, or is not, a public record should be addressed to the Human Resources Division Office as soon as possible following a request. Records can only be released with legal and CEO and General Manager approval.

Fees Charged:

The fee for copies of public records is currently \$.25 per page, to be paid upon receipt of the copies. This figure may change as the fee policy is updated. Please contact the Mountain Line Administrative Services Department for updated fees.

This policy was updated and distributed on July 1, 2023.

6.2 Personnel Files

The Mountain Line Human Resources Department maintains a personnel file on each employee. The personnel file includes such information as the employee's job application, resume, records of training, performance evaluations and salary increase, and other employment records, such as disciplinary actions. Divisions should not retain separate personnel files containing confidential information. Divisions may maintain employee files containing work related activities and performance records specific to the Divisions operations.

Personnel files are the property of Mountain Line, and access to the information they contain is restricted. Generally, only Managers, Department Directors, or CEO and General Manager who have a legitimate reason to review information in a file are allowed to do so. If a request is made to see any employee record by someone other than described above, and the request is approved by legal counsel and the CEO and General Manager, the employee will be notified and has a right to be present when their record is reviewed.

Employees who wish to review their own file should contact the Human Resources Division or their Department director. With reasonable advance notice, employees may review their own personnel files in the Human Resources Division and in the presence of an employee from the Human Resources Division. No information or documents should be removed from the personnel file by the employee.

Personal Data Changes

It is important that employees' personnel records be up-to-date and complete. This enables us to reach an employee in an emergency, forward employee mail, and properly maintain insurance and other benefits. It also helps keep track of payroll deductions and many other things that concern employees as individuals.

Employees can log in to Human Resource Management System (HRMS) to make changes in any of the following areas: Name, residence, telephone, marital status, insurance changes, tax exemptions, person to notify in case of an emergency, and other relevant information.

This policy was updated and distributed on July 1, 2023.

6.3 Employment Reference Checks

All reference check inquiries will be directed to Mountain Line Human Resources Department. As allowed by Arizona Revised Statute 23.1361, reference check inquiries will normally be responded to with the following information.

- Dates of the employment
- Wage rates
- Position(s) held
- Reason for the separation (discharge/resignation)
- Drug testing information only to the extent required by Division of Transportation in accordance with DOT regulation 49 CFR Part 40 and 655.

No other employment data, including details of the reason for termination, will be released without a written authorization and release signed by the individual who is the subject of the inquiry, or a court order. Public records requests for other information about employees shall be referred to the Human Resources Division for determination whether disclosure is appropriate under the law.

This policy was updated and distributed on July 1, 2023.

6.4 HRMS Access After Termination

Upon termination from Mountain Line Human Resources Division will change an employee from “Active” account status to “Terminated” status in the Human Resource Management System (HRMS).

The employee account shall be locked when termination is entered into the HRMS. The employee can reach out to the Accounting Division if checks are needed after the termination date. All terminated employees will be issued W-2 by mail as required by law.

The Human Resource Division will confirm that address, phone number, and email are up to date as of the termination date.

This policy was updated and distributed on July 1, 2023.

7 WORKPLACE INJURIES

7.1 Worker’s Compensation

Mountain Line is committed to providing and promoting a safe and healthy workplace for our employees. Preventing accidents, injuries and illnesses is our primary objective. All employees are required to wear the assigned PPE (goggles, Snow/ice traction footwear, boots, etc.) when reporting to work/leaving work, if applicable (i.e., ice/snow traction footwear) and during shift to reduce workplace injuries.

This policy pertains to all employees of Mountain Line, regardless of position. The Human Resources Manager or designee will coordinate and manage all aspects of this policy.

Mountain Line follows the applicable law regarding worker’s compensation. Any difference

between Mountain Line's policy and the applicable law is inadvertent, and the applicable law will apply.

General

- Worker's compensation is provided for Mountain Line employees if job related accidental injury, disability, disease, or death occurs as a result of employment.
- Claims accepted by the Industrial Commission of Arizona (ICA) will cover medical benefits and payment of compensation in the amount provided by law.
- On-the-job injury or job-related occupational disease must be reported immediately to the employee's manager. A physician's report must be provided to the ICA to confirm disability.

Reporting

When an employee is injured on the job, there are steps that should be followed to report the incident immediately or as soon as practical.

- Report the injury to their supervisor immediately or if unavailable, the Safety and Training Department, or Human Resources Department.
- The supervisor will complete the supervisor injury report with the details necessary to determine who, what, when, where, and how the injury occurred. If medical attention or relief from duty is needed, inform the supervisor.
- The employee will review, and provide feedback that information is correct and sign documents.
- The first visit must be made to Mountain Line's designated Workers Compensation provider. (See Workplace Injury procedures.)
- If an employee would like to seek care from another medical provider of their choice, this change must occur prior to any follow up care or second visit. Employees must provide notification that a change has been made to the medical provider of record. If the employee attends two appointments with workers comp provider, this provider becomes the choice that will be in effect. (See Arizona Industrial Commission information for injured worker)
- Depending on the time of day, Human Resources staff or designee will work with the injured employee and their supervisor to arrange for immediate medical attention.

Mountain Line will often create opportunities and assist the injured employee in returning to light duty work assignments as soon as medically feasible under our return-to-work policies.

Compensation

It is the employee's responsibility to carefully follow the instructions contained in Mountain Line's Workers Compensation Procedure and the Rights and Responsibility letter provided to the injured employee. The employee is required to read, sign, and return the letter within 5 business days. Failure to comply with reporting or other requirements explained in the worker's compensation insurance carrier letter may result in delays in processing claims, and/or the loss of eligibility for compensation. Employees who have questions about any information provided by the insurance

carrier should contact the Human Resources Department.

- Worker's compensation is intended to ensure that an employee does not suffer economic hardship because of a work-related injury/illness, but it is not intended to allow an employee to make economic gain by being compensated twice.
- An employee receiving workers' compensation payments may use accumulated sick leave, and vacation leave to maintain their regular level of income by agreeing to endorse any payments from Workers Comp carrier to Mountain Line, by the 6th working day after onset of the disability. Any workers' compensation payments and accrued leave payments from Mountain Line may not exceed the employee's regular gross salary or wage.
- For the first five working days of absence following a workplace injury or illness, an employee with insufficient accrued leave to cover this period may be advanced sick leave not to exceed 40 hours. This is the only situation in which sick leave will be advanced to an employee. The employee must agree to endorse the carrier payments to Mountain Line so that the leave accounts may be properly reimbursed.
- It is the employee's option to decide whether to use accrued vacation leave or sick leave, to supplement the payments as described above, or whether to accept loss wage payments solely.
- Arizona Industrial Commission states that the first 7 calendar days (40 hours) of lost wages are not paid unless you sustain a loss of earnings for 14 days (80 hours) or more.

Examples:

- If you are off 10 days, the first 7 days are subtracted and you are paid for days 8, 9, and 10 only,
- If you are off 14 days, compensation is retroactive to date of injury, and you are paid 14 days.

Return to Work

To return to work after an on-the-job injury or illness:

- The employee must have a written release from the treating physician.
- Notification of the impending return to work must be made to the Safety and Training Department as soon as the date of return is known.
- Light Duty: Mountain Line may provide light/modified duty for those employees who have been injured but cannot physically perform their normal job duties. This position may itself be modified to accommodate the employee's restrictions and specifies the tasks to be performed. Many light duty offers may require the injured employee to work a schedule that is different from typical schedule however the employee's hourly wage will remain unchanged. The position, along with a written letter, which will explain the days and hours to be worked, and when the employee is expected to begin the light duty assignment, will be presented, and explained, to the employee. The offer will provide the start date which may be immediately upon release by the medical provider to light duty.
 - Once the treating physician has released the employee to work under light-duty restrictions, and Mountain Line has provided a position that will accommodate the

restrictions, the employee is required to return to work, unless the employee is eligible for, applies for, and is granted leave under FMLA or the ADA. **If the employee does not accept this position and does not qualify for FMLA or accommodation under the ADA, the employee will be terminated.**

Retention of Position, Unpaid Leave, and Medical Layoff

Absences due to a non-work-related injury are not job protected. However, absences due to a work-related injury may be protected by the Family Medical Leave Act, or the Americans with Disabilities Act. Mountain Line will consider those statutes, if applicable.

If an employee misses work for a work-related injury and does not qualify for a job-protected leave then Mountain Line may or may not hold open a job for the injured employee based on the totality of the circumstances, considering factors such as the estimated time away from work and the need to fill the job left open.

If the employee cannot, and it appears that they will not be able to return to their original position, Mountain Line will make a diligent effort to offer any open and available positions to the employee for which they are qualified.

In certain circumstances, an employee may be entitled to medical leave of absence under the ADA. Once the leave is approved, the employee's manager, or designee will obtain from the employee their Mountain Line identification card, and electronic access fob/keys as well as notify IT and Facilities to ensure access to the building and network is removed/scrambled. While on unpaid leave, employees must enter the Main Office through the main lobby and obtain a Visitor's badge. Employees on unpaid leave will not be granted access to Employee Only areas of Mountain Line operations without a badge and escort. The employee will retain their bus pass and right to use the bus and be at stops/connections centers, subject to Rider Conduct and Suspension Policy.

Administration

Division managers must notify the Human Resources Department immediately of every on-the-job injury, whether or not the employee signs a Supervisor Report of injury.

This policy was updated and distributed on July 1, 2023.

8 EMERGENCY AND THREATS

8.1 Threat Management

A secure and safe work environment is essential for both the health and welfare of employees, and to allow employees to deliver the best possible services to the public. It is Mountain Line's policy to prohibit conduct which creates a threatening or intimidating work environment. All employees are responsible for ensuring that the workplace is free from conduct or activities which are or may be perceived as threatening to an individual's physical safety.

An Emergency Response Team (comprised of operations managers, program coordinators, shift leaders and dispatchers) with participation of Administrative Services Department and the CEO and General Manager has been appointed to assist Department management personnel to

respond to potentially violent situations by assessing the threat, developing a response, bringing in outside assistance as needed (police, counselors) and helping to control the situation.

Employees must not engage in intimidation, threats, or hostile behaviors, physical/verbal abuse, vandalism, arson, sabotage, bullying, or any other act which in Mountain Line's opinion is inappropriate to the workplace. In addition, bizarre or offensive comments regarding violent events and/or behavior are not tolerated.

Employees are expected to report any prohibited conduct to Division management. No retaliation against a reporting employee will be taken or tolerated. Knowingly providing false information in respect to a complaint will, however, result in disciplinary action.

There are situations when relationships between employees, or between an employee and the manager, result in strong negative feelings for the individuals involved. Any person involved in situations where someone has made verbal threats of physical violence, or where they fear that physical retaliation may take place should immediately discuss it with Division management. Similar situations could occur in employee contacts with the public. While Mountain Line has a strong commitment to customer service, we do not intend for employees to be subjected to threats or continuous verbal abuse by the customer. A manager should be requested to intervene when a customer is abusive. If there is a concern over the possibility of physical violence, it should be immediately discussed with Division management.

If an employee is involved in a personal dispute outside the workplace, and the situation escalates, individuals may secure an "Order of Protection", or an "Injunction Against Harassment", or similar orders from the court. If an employee requests a court order, they must include the work location as well as place of residence in the order. The employee should inform the manager, as soon as practical, of the issuance of such an order and provide a description of the individual cited in the order.

Even if the employee has not secured a court order but fears for their safety, the employee should notify the appropriate law enforcement agency immediately and inform their manager as soon as practical.

When any of the above situations are brought to the attention of Department management, an evaluation of the severity of the situation will occur and a Threat Incident Report filed with the Human Resources Manager as soon as possible. If it is concluded that there is a likelihood that violence could result, management shall:

- Discuss the situation with employees who are likely to come in contact with the subject. Provide a description of the subject and instructions on actions to be taken if the subject comes to the work site.
- Provide the same information to building security personnel, if applicable.
- Contact the Administrative Services Department and provide information about steps being taken. The Administrative Services Department will contact the Emergency Response Team and other Divisions in the building(s) to inform them of the situation. If the subject is scheduled to be at the worksite for a meeting and the Division feels that security is required, the Administrative Services Department will make the arrangements with the appropriate law enforcement agency. The CEO and General Manager (928-679-8908) and the Management Services Director (928-679-8912) have

been designated as contact persons for the Administrative Services Division.

- Nothing in this policy is intended to discourage immediate direct contact with the appropriate law enforcement agency if the employee believes that is the appropriate course of action. In all cases, if there is an immediate need for law enforcement intervention, call 9-1-1.

Note: Some Mountain Line phones may require you to dial 9-9-1-1 to reach 911 emergency services. Dialing the first 9 allows you to reach an outside telephone line. It is important that employees become familiar with the phone system in their divisions.

This policy was updated and distributed on July 1, 2023.

8.2 Severe Weather Conditions and Emergency Closings

It is recognized that severe weather conditions, floods, fires, and similar emergencies may present problems for Mountain Line operations. During such emergencies, emergency services are naturally engaged whereas non-emergency operations may be suspended. Closing procedures are dependent upon the emergency.

The Division manager is responsible for scheduling and adjusting work schedules for the employees. The manager may excuse employees from work and/or permit tardiness or flextime when inclement weather occurs which may jeopardize the health and safety of the employee. Non-emergency employees are required to notify their manager when they are not able to report to work due to inclement weather and are expected to make every effort to appear for duty and must contact the manager of any difficulties as early as possible.

Employees, including probationary employees, who do not report for work during a declared emergency may request use of vacation leave or leave without pay. In all such cases the request must be in writing and approved by the manager prior to payroll processing. Employees who report for work will be paid for the hours worked that day. Exempt employees are not required to use vacation leave for any absence due to an emergency.

In instances where a state of emergency is declared by the Board of Directors, and employees are sent home by the manager the employee shall be paid for the remainder of the regular workday. Employees who do work, with permission from the manager, during a state of emergency will be paid for the hours worked that day.

An early closing of a workday must be declared by the CEO and General Manager and communicated to all Departments. Early closings do not apply to emergency personnel. All non-exempt/non-emergency employees must leave work if so, directed by the manager when an early closing is declared. Employees who arrive at work prior to the early closing will be compensated for the remainder of the regular workday.

*This policy provides for an exception to Mountain Line's personnel policy concerning vacation pay by allowing employees to use accrued vacation during the first six months of their employment.

This policy was updated and distributed on July 1, 2023.

9 NEW MEMBER AGENCIES

9.1 New Member Agencies and Transition

Employees transitioning to Mountain Line from new member agencies will follow the transition policy guidelines agreed upon between Mountain Line and the new member agency and outlined in the new member transition agreement. The transition policies must be approved by the Mountain Line Board of Directors and the authorizing representative of the new agency.

Seniority

Employees transitioning to Mountain Line will maintain their seniority/tenure only within their originating program. Tenure in other Mountain Line service areas will be based on Mountain Line hire date. Seniority is first based on hire date within the program and second on Mountain Line hire date if part of a transitioned program.

Transit Only

Seniority is based on the date of receiving all credentials. This includes; permits, CDL license and finish training. If a transit employee is transiting to full-time or part-time, they will be placed at the bottom of the seniority list.

Benefits

Employees of new member agencies must become employees of Mountain Line to participate in Mountain Line's benefit program. In this case there will be a 30-day waiting period as per Mountain Line's personnel policy. Unless other arrangements are agreed upon in the "Transition Agreement," the transferring agency must provide benefits and health insurance coverage during this 30-day waiting period.

Transportation agencies that pay their employees after joining Mountain Line must continue to provide benefits and insurance to their employees under their own policies and plans.

This policy was updated and distributed on July 1, 2023.