

# Policies for All Employees

<u>Introduction</u> .....	3
AMTRAN Mission Statement .....	3
AMTRAN Vision.....	3
AMTRAN Values .....	3
History of Blair County Public Transportation.....	3
AMTRAN Organization .....	4
<u>Policies for All Employees</u> .....	5
Non-Discrimination .....	5
Language and Conduct .....	5
Personnel Record .....	5
Alcohol & Drugs.....	5
Smoking .....	6
Dishonesty/Theft.....	6
Care of AMTRAN Property.....	6
Gambling.....	6
Weapons & Violence in the Workplace.....	6
Jury Duty.....	6
Promotions .....	6
Hiring Immediate Family.....	7
Solicitation .....	7
Discipline .....	7
Other Policies.....	7
<u>Operator Policies</u> .....	8
Part 1 – Personal .....	8
Maintenance of Address and Phone Number.....	8
Licenses.....	8
Language and Conduct .....	8
Personal Appearance.....	8
Arrest of Operators .....	9
Watch .....	9
Part 2 – General Operations & Customer Service .....	10
Reporting to Work .....	10
Insubordination .....	10
Personal Telephone Calls.....	10
Parking .....	10
Smoking on the Bus .....	10
Knowledge of System .....	10
Conditions of Service.....	11
Unauthorized Personnel .....	11

Robbery.....	11
School Students.....	11
Part 3 – Safety.....	13
Accident and Safety Policy.....	13
Defensive Driving.....	13
Part 4 – Bus Operations .....	14
Seat Belt.....	14
Radios .....	14
Ride Around Policy.....	14
<u>Maintenance Employee Policies</u> .....	15
Part 1 – Introduction .....	15
Part 2 – Personal .....	15
Maintenance of Address and Phone Number.....	15
Personal Appearance.....	15
Watch .....	16
Smoking .....	16
Part 3 – General Operations.....	17
Unauthorized Personnel .....	17
Arrest of Employees .....	17
Insubordination .....	17

## **Introduction**

### **AMTRAN Mission Statement**

To improve  
the economic well-being and the quality of life  
of our customers, our community,  
and our AMTRAN Team  
through the provision of excellent transportation services.

### **AMTRAN Vision**

To be an integral and irreplaceable component  
of Blair County's transportation infrastructure,  
and an innovative leader  
in public transportation excellence  
in Pennsylvania and throughout the USA.

### **AMTRAN Values**

1. Be honest with each other.
2. Treat each other and the customer with dignity and respect.
3. Encourage safety, high quality work and dependable behavior in service to the community.
4. Help each other by sharing information on better ways to do things.
5. Bring a positive attitude to the job.
6. Be dependable.
7. Be patient.
8. Take pride in quality performance and appearance.
9. Respect the individual regardless of differences.
10. Recognize the contribution each member brings to the team.

### **History of Blair County Public Transportation**

Blair County has a long history of public transportation. Horse-drawn streetcars operated in the city as early as 1882. "The City Passenger Railway Company of Altoona, PA," a for-profit company, opened business with 18 horse cars. They were converted to electric lines in 1891, and in 1892 the Altoona Logan Valley Electric Railway Company was developed with 18 electric cars. The advent of electric cars allowed for the development of suburban property like Llyswen and Eldorado.

During this period, the company began a pattern of substantial growth that would continue for 40 years. As ridership increased, so did the number of employees, cars, and buildings. Most of the

property was located in Altoona next to what is now Mansion Park Stadium. AMTRAN's garage has a sign dated 1902 with the initials of the Altoona & Logan Valley Electric Railway.

By 1918 the operation spanned routes of 55 miles, operated 105 motor cars and another 14 trailer cars. In June of 1923 the Logan Valley Electric Railway Company incorporated to become the Logan Valley Bus Company. During most of the company's history, employees of the Pennsylvania Railroad were their major customers. Hundreds of employees arriving for work would depart from the buses while railroad workers completing their shift would crowd onto the buses and head home. Because the PRR shops worked around the clock, the street railway provided all-night service; once an hour to Hollidaysburg, once an hour on an Eldorado-East Juniata route that ran only at night, and every 90 minutes to Tyrone.

In 1946 more than 15 million passengers were carried, however, by the late 1940's ridership declined as automobiles and gasoline became plentiful after World War II.

In 1957, the private ownership of the bus company petitioned the PUC to cease operations because they could no longer make a profit. In 1958, the City of Altoona and Logan Township jointly agreed to create the first public transportation authority in the Commonwealth of Pennsylvania. This new authority took over the public bus operation from Logan Valley on November 1, 1959. The official authority name is "Transportation and Motorbuses for Public Use Authority." In 1977, the Authority adopted the business name of AMTRAN (short for Altoona Metro Transit).

## **AMTRAN Organization**

A Board of Directors made up of seven volunteers appointed by Altoona City Council and the Logan Township Supervisors guides AMTRAN. AMTRAN currently has 22 full-time drivers and 6 part-time drivers, 7 maintenance, 7 management and 2 administrative employees.

The General Manager administers the organization and answers to the Board. Reporting to the GM are the Directors of Transportation, Maintenance, Finance, and Staff & Customer Services. These positions are responsible for AMTRAN's day-to-day operations.

On the operations side, two full-time Transportation Supervisors, a part-time Transportation Supervisor, and Driver/Dispatchers oversee the routine assignment and supervision of operators. These supervisors answer directly to the Director of Transportation. Support Staff in the administrative office include an Administrative Assistant and an Accounting Assistant.

## **Policies for All Employees**

### **Non-Discrimination**

It is the policy of AMTRAN to set forth uniform guidelines to be followed with regard to the selection of new employees.

All employees and job applicants are guaranteed equality of employment opportunity. The employer will not discriminate against any worker on the basis of race, color, religion, sex, age, national origin, disability, veteran status, or possession of a GED diploma in lieu of a high school diploma.

AMTRAN shall screen each applicant for a particular position using the following criteria, except where said criteria cannot be shown to be job-related:

- A. Prior job-related work experience.
- B. Education and training.
- C. Physical ability required for the position.
- D. Work history.
- E. Applicant's ambitions and goals.
- F. Special qualifications, licenses, or certifications required by position.
- G. Pre-employment assessments.

### **Language and Conduct**

All AMTRAN employees should be positive, polite, and helpful with fellow employees, customers, motorists, pedestrians, and other members of the public.

An employee who has a criticism or suggestion to make in connection with AMTRAN's routes, schedules, policies and procedures, or anything else should bring such information to the attention of their supervisor or the General Manager. The supervisor or General Manager will be responsible for relaying it to the proper staff member for evaluation. Such matters should not be discussed with the public, on the radio, or with other employees.

### **Personnel Record**

AMTRAN maintains, for each employee, a detailed record of his or her employment, including personnel files, safety certificates, physicals, and training files. Access to these files will follow the provisions of the Pennsylvania Access to Personnel Files Act which allows the employee to limit access to their personnel files.

### **Alcohol & Drugs**

AMTRAN has strict policies on alcohol and drug abuse. See AMTRAN's Substance Abuse Policy.

## **Smoking**

Smoking is permitted on AMTRAN property only in designated smoking areas. These areas are posted and away from areas where flammable materials are stored. Smoking and use of other tobacco products are never permitted on an AMTRAN vehicle.

## **Dishonesty/Theft**

The theft of AMTRAN money, property, or services is a significant violation. Misrepresenting data in reports, financials, or statistics is a significant violation

## **Care of AMTRAN Property**

Employees are expected to take proper care in using AMTRAN vehicles, tools, equipment, and other property.

## **Gambling**

Gambling is not permitted while on duty or on AMTRAN property.

## **Weapons & Violence in the Workplace**

No AMTRAN employee may possess a weapon of any type in the AMTRAN workplace at any time. Employees may not bring any weapon onto the AMTRAN premises or on any AMTRAN vehicle at any time. "Weapons" shall include, but not be limited to, any firearm, knife, or any other tool, instrument, or implement capable of inflicting serious bodily injury. It is understood that tools supplied by AMTRAN are not considered weapons when used for their intended purpose.

Employees may not engage in any activity that could be considered violence in the workplace. Such activities shall include, but not be limited to, any fighting or striking or pushing of another employee. In addition, employees may not threaten other employees with bodily harm at any time.

Any violation of this policy will lead to immediate discipline, including the possibility of termination for a first offense.

## **Jury Duty**

In the event an employee is called for jury duty, AMTRAN will pay the difference between jury duty pay and the employee's daily pay at their determined regular rate.

## **Promotions**

Subject to terms of the Collective Bargaining Agreement between AMTRAN and Local 801 of the Amalgamated Transit Union, it is the policy of AMTRAN to fill vacancies by promotion whenever possible. Promotion depends upon the employee's qualifications to perform the work,

including competent and faithful discharge of present duties, ability to get along with the public and with other employees, and the capability for increased responsibilities.

### **Hiring Immediate Family**

AMTRAN does not hire more than one member of an immediate family. Immediate family is defined as parent, child, spouse, or sibling. Exceptions are at the discretion of the General Manager and the Board of Directors.

### **Solicitation**

Soliciting money or public support by employees for political, religious, social, or other causes while on duty or on AMTRAN property is not permitted without the consent of the General Manager. Operators must not allow anyone to solicit or otherwise disturb customers, or allow unauthorized materials to be distributed or displayed on AMTRAN property or vehicles.

### **Discipline**

If progressive disciplinary action is appropriate, the Employer and the Union agree to the following progressive disciplinary policy for nonattendance related issues: (1) first written warning; (2) second written warning; (3) suspension; and (4) subject to termination.

*Consent Award – Elliot Newman, Arbitrator, 5/24/04*

### **Other Policies**

AMTRAN has other policies that employees should be acquainted with. See your supervisor to make certain that you have the latest policy updates.

# **Operator Policies**

## **Part 1 – Personal**

### **Maintenance of Address and Phone Number**

Each operator must supply AMTRAN with appropriate telephone numbers and an address at which he or she can be contacted. The Director of Transportation or the on-duty Dispatcher must be notified of any change of address or telephone number within 24 hours of when the new address is official or new number is in order. Failure to provide up-to-date addresses and phone numbers will be subject to discipline up to and including termination.

### **Licenses**

A valid Commercial Drivers License with proper endorsements is a condition of employment (except when the employee is on an approved leave of absence). Each operator shall be required to have in his possession, while on-duty, any licenses that may be required by law. It is the duty of the operator to keep these licenses current. It is the operator's responsibility to be aware of all federal and state regulations regarding the maintenance of valid driver's licenses as well as potential penalties for violations of motor vehicle codes that could result in suspensions of driving privileges. AMTRAN periodically checks to ensure that all operators have a valid CDL.

### **Language and Conduct**

All AMTRAN employees should be positive, polite, and helpful with fellow employees, customers, motorists, pedestrians, and other members of the public. Since bus operators are the front-line in interacting with our customers and with the public, they must remember that their conduct reflects on the organization. Therefore, operators should conduct themselves in a respectful and civil manner.

Boisterous actions, profane language or conversation may be construed as harassment. See AMTRAN's Unlawful Harassment Policy. Conversation that is critical of AMTRAN or employees of AMTRAN is not permitted and will not be tolerated especially in the presence of customers.

### **Personal Appearance**

As uniformed employees, your high public visibility requires that you present a neat, well groomed professional appearance. Transportation Supervisors will insure that operators meet the uniform and appearance code. Please read the uniform and appearance requirements carefully to avoid any misunderstanding. Compliance is mandatory.

A complete uniform is required at all times when on duty in any capacity. Uniforms must be clean and in good condition. Uniforms should not be worn when off-duty, except when an employee is on their way to or from work. Uniforms may never be worn when an operator is in an establishment that serves alcoholic beverages.

AMTRAN has a formal Uniform Committee. This committee is responsible for developing uniform guidelines. These guidelines are subject to change. It is the operator's responsibility to be aware of any changes to the guidelines.

Uniforms may be ordered from an approved catalog company or, approved local uniform supplier. Order forms are available from AMTRAN's Administrative Assistant. Operators who have problems with or questions about uniforms should contact the Administrative Assistant.

AMTRAN will provide a uniform allowance to all operators and maintenance employees that will be consistent with the current Collective Bargaining Agreement. The cost of items ordered over the annual uniform allowance will be deducted from employee paychecks when AMTRAN is billed.

Operators must be in full and complete uniform before pulling out of the AMTRAN garage parking lot, either in a bus or to report for relief off-site.

Operators who have not yet received their uniforms or are in the probationary period must also present a neat appearance. Transportation Supervisors will make the final determination on the acceptability of the presented appearance. Generally, blue jeans, decorated T-shirts, caps or hats are not permitted.

The general appearance of all operators must be neat and clean. Hands and fingernails must be kept in good condition. Hair, sideburns, mustaches, and beards must be kept clean and trimmed, and the length must not be excessive or extreme. Operators should not have excessive visible tattoos or excessive visible piercing.

### **Arrest of Operators**

An operator, who, for any reason, is arrested for a felony or a misdemeanor, whether the arrest occurred on or off duty, must report the matter within 24 hours to the Director of Transportation or the Transportation Supervisor on-duty. Failure to report an arrest to AMTRAN may result in discipline. Upon evidence submitted to AMTRAN of a conviction or guilty plea resulting from such arrest, the employee may be subject to disciplinary action.

### **Watch**

Operators must have an accurate watch in their possession at all times while on duty, and will show this watch to a Transportation Supervisor or Dispatcher on-duty if so requested. It is the operator's responsibility to follow the schedules as per AMTRAN's official time.

AMTRAN's official time is based on the "atomic clock" and is displayed at the Operations Center, the Transit Center, and on each bus's mobile data terminal.

## **Part 2 – General Operations & Customer Service**

### **Reporting to Work**

The report time(s) listed on the assignment sheet is the time in which the bus leaves either the garage or a relief point. Subject to the Collective Bargaining Agreement, an operator must report to work at least ten (10) minutes prior to the time listed on the assignment board to avoid a miss-out, regardless of whether the run starts at the AMTRAN garage or some other relief point. This time period of at least ten minutes is provided:

1. to ensure adequate time to do a thorough pre-trip vehicle inspection as required by the Federal and State Vehicle Codes for Commercial Drivers.
2. to receive route paperwork, transfers and instructions from dispatch or the operator that is being relieved.

### **Insubordination**

Employees must follow the instruction of, and cooperate with, their Supervisors and Dispatchers at all times. Insubordination is a willful refusal or failure to carry out a direct order, instruction, or AMTRAN rule. Further, insubordination includes the use of abusive or derogatory language towards a dispatcher, supervisor, or manager.

### **Personal Telephone Calls**

Only incoming personal calls of an emergency nature will be forwarded to employees.

### **Parking**

All Operators will park only in areas so designated for their use when on AMTRAN property.

### **Smoking on the Bus**

Smoking is prohibited on AMTRAN buses by City ordinance as well as AMTRAN rules. Operators are to politely ask customers to extinguish cigarettes, cigars or pipes prior to boarding the bus and also request customers to refrain from smoking while on the bus. Operators are not to smoke on any bus at any time.

### **Knowledge of System**

A detailed knowledge of schedules, street locations, transfer points, important public and private business establishments and other places of interest on the routes served by the authority is indispensable in order for all employees to be able to give intelligent answers to customer and customer questions.

## **Conditions of Service**

AMTRAN may refuse to serve customers;

- Who do or threaten violence;
- Whose conduct is objectionable, including but not limited to people under the influence of alcohol or illegal drugs;
- Whose personal hygiene is offensive;
- Who do not follow AMTRAN policies.

In any of these situations, the operator should contact the Dispatcher on-duty before taking action.

If a person who is noticeably under the influence of alcohol or illegal drugs succeeds in boarding the bus without having been noticed as such by the operator, and is able to maintain proper behavior and not annoy other customers, the customer shall be permitted to ride. If the intoxicated person does cause a disturbance of any kind, the operator shall inform the dispatcher on-duty to seek the assistance of law enforcement personnel. Under no circumstances is an intoxicated customer to be put off the bus unless turned over to law enforcement personnel.

An operator must never engage in a physical encounter with anyone except to defend him or herself or a customer in the unusual event of a direct physical attack. In this event, the operator must have good cause to believe that physical harm, serious injury or even death could result without defensive action. The operator is considered an agent of AMTRAN and in exercising his best judgment in such a situation may only use that degree of force necessary to prevent the attack and restore order.

Operators should fill out an Incident Report any time there is an altercation with a customer or member of the general public. The report should include the names and phone numbers of witnesses.

## **Unauthorized Personnel**

Individuals who are not employees of AMTRAN are only permitted in designated customer areas while on AMTRAN property unless they have approval of Management. Employees may not knowingly escort or allow unauthorized personnel on AMTRAN property.

## **Robbery**

Operators are not to resist a perpetrator in the case of a robbery and should instead focus on obtaining a good description of the perpetrator. A good description - an approximation of height, weight, clothing or other identifying features - of the perpetrator should be obtained and the Transportation Supervisor or dispatcher on-duty should be notified as soon as possible after the perpetrator has left. Witnesses must be obtained if available and a complete report must be filed within 24 hours of the incident.

## **School Students**

Elementary, Middle, and High School Students utilize AMTRAN service and deserve special mention.

These students are customers and should be treated with the same respect we give the rest of our customers. Drivers are expected to establish and maintain a professional relationship with the passengers they transport.

AMTRAN will provide students with a safe, hassle free ride to and from school.

Amtran operators will not at any time:

- Refuse a student a ride for lack of ID or payment;
- Eject a student from the bus;
- Get in a yelling match;
- Swear or threaten riders in an attempt to get them to comply;
- Put hands on a student;
- Drivers shall not arrange “Off Duty” activities with students that are passengers on any AMTRAN service.

All matters of discipline will be dealt with through Altoona Area School District (AASD) through the proper written format. Do not ignore bad behavior. It is your responsibility to deal with on board behavior. Be consistent in your expectations. Pay attention to what is happening on the bus. Operators must be aware of and on the lookout for signs of bullying and harassment. Operators shall assign seats when necessary.

All AMTRAN employees are expected to be courteous to all school district officials, teachers, monitors, crossing guards, and parents. Do not publicly criticize AASD policies or representatives in any manner while acting in the course of your employment at AMTRAN.

Drivers are responsible for educating the passengers about their responsibilities. Drivers will explain these responsibilities at the beginning of the school year. As a professional transit operator you are expected to explain the rules in a friendly and firm manner using a positive approach. You should repeat and reinforce the rules as required.

All drivers will enforce the student ID, cash fare or punch card requirement to ride the bus.

The following rules will be followed by all Altoona Area School District students:

- Be on time to the bus stop in the morning;
- Prompt to the bus in the afternoon;
- Have your student ID, cash fare or punch card ready;
- No swearing or offensive conversations;
- Keep your hands to yourself. No pushing, shoving or fighting;
- Smoking and the use of tobacco products is prohibited;
- Keep your book bags off unoccupied seats;
- Do not stand in the stairwell of the back door.

Employees are responsible for strict adherence to the requirements of this policy. Transporting school students is an important responsibility and must be conducted with the highest levels of professionalism.

## Part 3 – Safety

### Accident and Safety Policy

The safety of customers, employees, pedestrians and other drivers should be the operator's main concern while performing his or her duties. The exercise of good judgment, avoiding risks and strict compliance with operating rules and guidance will in almost all instances prevent accidents. Any act of carelessness, indifference or recklessness will be regarded by supervisors as evidence of unfitness for duty.

In addition to this section, operators should familiarize themselves with Part I of AMTRAN's Safety Program document. That section details AMTRAN's Bus and Service Vehicle Accident Prevention Plan – including safe operating incentives and disciplinary measures. The policies and procedures described in that document supplement these work rules.

### Defensive Driving

The principles of defensive driving require all operators to anticipate dangerous or accident-causing situation and take steps to minimize the danger of these situations. These principles call for drivers to assume the worst will happen in any given situation. Following the letter of applicable State or local vehicle codes is not sufficient performance. Operators driving skills will be evaluated according to the higher standards of safety and skill called for by defensive driving principles.

The National Safety Council (NSC) defines defensive driving as follows:

*A defensive driver is one who makes allowances for the lack of skill and lack of knowledge on the part of the other driver who recognizes that he has no control over the unpredictable actions of other drivers and pedestrians, nor over conditions of weather and road, and who, therefore, develops a defense against all these hazards. He concedes his right of way and makes other concessions to avoid a collision; he is defensively alert to avoid the accident traps and hazards created by weather, roads, pedestrians and other drivers.*

*Neither icy road, curves, hills, narrow roads, the absence of signs or signals, signals out of order, nor carelessness, recklessness or ignorance on the part of others, relieves the driver in the slightest degree of his responsibility for driving without accident. These are situations likely to be encountered at any time, and we must drive accordingly.*

## **Part 4 – Bus Operations**

### **Seat Belt**

Seat belts insure proper driving posture and more alert, aware driving. Subject to Federal and State Motor Vehicle Code regulations, seat belts must always be worn when operating an AMTRAN vehicle. It is the law.

### **Radios**

Radios are provided in vehicles for business use only. Proper uses of radios include, but are not limited to: calling transfers, reporting mechanical problems, reporting accidents, or asking supervisors for operating instructions.

Use of radios to conduct personal business or non-company related business is prohibited. The use of profane language is strictly prohibited. Transferring customers are not to be described by race, color, weight, or other physical appearance. Comments like “You owe me one” are inappropriate. The radio is not to be used to warn other operators of police speed enforcement areas.

Language used on radios is to be concise and well thought out. Operators should avoid using names on the radio. Refer instead to the unit # or position.

Operators may not make negative comments on the radio or in public regarding other people or organizations. “People” includes AMTRAN customers and employees, motorists, pedestrians, and other members of the general public. “Organizations” include AMTRAN, ATU, PennDOT, the City Authority, municipal departments (police, fire, highway), as well as other business and organizations.

Any radio communications engaged in by the Operator or other employee in violation of this policy will subject the employee to discipline as appropriate, up to and including termination.

### **Ride Around Policy**

Customers are entitled to one complete circuit of the route, whether they use cash, transfer, punch card, Reduced Fare Card, etc. After one complete circuit, the operator should ask the customer for an additional fare, following the policy of challenging fares only once.

Customers using a Senior Card, an All Day Pass, or a Monthly Pass may ride more than one complete circuit, and should be counted again on the farebox at the beginning of each new circuit.

An operator’s friends and family are entitled to one complete circuit of the route if the proper fare has been paid. They should not ride around with the operator.

# **Maintenance Employee Policies**

## **Part 1 – Introduction**

As a maintenance employee for AMTRAN, you hold a very responsible position. You are not only a mechanic or service person responsible for the continuing maintenance and condition of AMTRAN's vehicles and other capital assets; you are also a public relations person. Without good equipment, AMTRAN cannot sell its primary product – SERVICE. Your work goes a long way in creating AMTRAN's public image. Public relations, good or bad do not come from what we SAY about ourselves, but what we DO. If the buses don't run there is no product.

The public depends on you for safe, clean and well maintained buses and facilities. AMTRAN depends on you to properly handle its interests. Friends will be created – and customers will be retained – by your KNOWLEDGE of your work, your APPEARANCE and your CONDUCT on the job. All employees of AMTRAN – whether in the driver's seat or in the office – are dependent upon you to represent their interests.

Keep in mind that at AMTRAN, we carry a unique cargo, human beings, and they are easily injured. Transit buses are equipped with many safety features to help ensure that injuries do not occur. Each bus should be well maintained so that those features function properly when they are needed. In addition, many of AMTRAN's customers have special needs due to mobility limitations. Maintenance of the bus equipment provided for those with special needs is particularly important.

Providing a safe and comfortable ride for all our customers is what AMTRAN is about. That mission starts with our maintenance personnel.

## **Part 2 – Personal**

### **Maintenance of Address and Phone Number**

Each maintenance employee must supply AMTRAN with appropriate telephone numbers and an address at which he or she can be contacted. The Director of Maintenance must be notified of any change of address or telephone number within 24 hours of when the new address is official or new number is in order. Failure to provide up-to-date addresses and phone numbers will be subject to discipline up to and including termination.

### **Personal Appearance**

The general appearance of all maintenance employees must be neat and clean. Hair, sideburns, mustaches, and beards must be kept clean and trimmed, and the length must not be excessive or extreme, or must be tucked safely under a cap. Maintenance employees should not wear jewelry (including piercings) because it can interfere with safe working conditions. The exception is a wedding band worn on the appropriate finger. Maintenance employees should not have excessive visible tattoos.

Personal Protection Equipment should be used as outlined in the Safety Program. Goggles or safety glasses are required when grinding, sawing, or chipping, or in any action which may cause flying debris or articles. Goggles or safety glasses are also required when working under a bus doing repairs or inspections. Steel-toed boots or steel toe caps are required for all maintenance employees except Bus Cleaners.

A complete uniform is required at all times when on duty in any capacity. Uniforms must be clean and in good condition. Uniforms should not be worn when off-duty, except when an employee is on their way to or from work. Uniforms may never be worn when an employee is in an establishment that serves alcoholic beverages.

AMTRAN has a formal Uniform Committee. This committee is responsible for developing uniform guidelines. These guidelines are subject to change. It is the employee's responsibility to be aware of any changes to the guidelines.

Uniforms may be ordered from an approved catalog company or, approved local uniform supplier. Order forms are available from AMTRAN's Administrative Assistant. Employees who have problems with or questions about uniforms should contact the Administrative Assistant.

As uniformed employees, your public visibility requires that you present a neat, well groomed professional appearance. Supervisors will insure that employees meet the uniform and appearance code. Please read the uniform and appearance requirements carefully to avoid any misunderstanding. Compliance is mandatory.

AMTRAN will provide a uniform allowance to maintenance employees that will be consistent with the current Collective Bargaining Agreement. The cost of items ordered above the annual uniform allowance will be deducted from employee paychecks or uniform allowance when AMTRAN is billed.

Employees who have not yet received their uniforms or are in the probationary period must also present a neat appearance. Supervisors will make the final determination on the acceptability of the presented appearance. Generally, blue jeans and decorated T-shirts are not permitted.

### **Watch**

Maintenance employees are not required to wear watches, and should be conscious of personal safety if they choose to do so.

### **Smoking**

Smoking is permitted by Maintenance personnel to the extent that it does not interfere with the safe and efficient performance of their job. The Director of Maintenance shall have discretion to prohibit smoking in any situation in which he finds it unsafe. Smoking is not permitted in any area where flammable liquids are stored or dispensed. Smoking is also prohibited inside AMTRAN buildings, service vehicles or revenue vehicles *except where posted*.

## **Part 3 – General Operations**

### **Unauthorized Personnel**

Unauthorized individuals provide a serious security risk to AMTRAN, its employees, visitors, and clients. Individuals who are not employees of AMTRAN, are only permitted in designated customer areas while on AMTRAN property unless they have approval of Management. Employees may not knowingly escort or allow unauthorized personnel on AMTRAN property.

### **Arrest of Employees**

An operator, who, for any reason, is arrested for a felony or a misdemeanor, whether the arrest occurred on or off duty, must report the matter within 24 hours to the Director of Maintenance. Failure to report an arrest to AMTRAN may result in discipline. Upon evidence submitted to AMTRAN of a conviction or guilty plea resulting from such arrest, the employee may be subject to disciplinary action.

### **Insubordination**

Maintenance employees must follow the instruction of and cooperate with the Director of Maintenance or Shift Foreman at all times. Insubordination is a willful refusal or failure to carry out a direct order, instruction, or AMTRAN rule. Further, insubordination includes the use of abusive or derogatory language towards a dispatcher, supervisor, or manager.