



MARICOPATM
A M B U L A N C E

2024-2027

Collective Bargaining Agreement

United Emergency Medical Professionals of Arizona
International Association of Fire Fighters, Local I-60

Ratified November 25, 2024

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Preamble

This Agreement is entered into by and between Maricopa Ambulance, LLC hereinafter referred to as the Employer and the United Emergency Medical Professionals d/b/a International Association of Fire Fighters, Local I-60, hereinafter referred to as the Union.

It is the purpose of this Agreement to achieve and maintain harmonious relations between the Employer and the Union; to provide for equitable and peaceful adjustment of differences which may arise, and to establish proper standards of wages, hours, and other conditions of employment.

Prevailing Rights

This Agreement represents the entire understanding between the parties and there are no agreements, conditions, or understandings, either oral or written, other than as set forth herein. This Agreement, upon ratification, shall supersede and replace any and all prior agreements between the parties, including, without limitation, the prior collective bargaining agreement and any memoranda of understanding entered into during the term of that agreement. It is further agreed that no amendment, change, modification or addition to this Agreement shall be binding upon either party hereto, unless reduced to writing and signed by both of the parties.

The terms of this Agreement shall prevail in any claim of past practice by either party. Should there arise a claim of past practice not addressed in the terms of this Agreement, the parties agree to bargain in good faith the terms of such practice to Agreement or lawful impasse.

Article 1. Union Recognition

Section 1.01 Exclusive Bargaining Representative

MARICOPA AMBULANCE, LLC, a subsidiary of PRIORITY AMBULANCE, LLC ("EMPLOYER") recognizes the UNITED EMERGENCY MEDICAL PROFESSIONALS OF ARIZONA D/B/A INTERNATIONAL ASSOCIATION OF FIREFIGHTERS, LOCAL I-60 ("UNION") as the sole and exclusive representative for the purposes of collective bargaining with respect to wages, hours, and terms and conditions of employment for all employees in the bargaining unit.

Section 1.02 Bargaining Unit

The bargaining unit for which this recognition is accorded includes all full-time and regular part-time personnel in the classifications of Emergency Medical Technician, Advanced Emergency Medical Technician, Paramedic, Registered Nurse, Dispatcher/Call-Taker, Vehicle Service Technician (VST), and Emergency Medical Responder. Excluded from the bargaining unit are all other employees including "PRN" employees, office clerical employees, marketing employees, guards and supervisors as defined in the National Labor Relations Act.

Section 1.03 Growth and Accretion

Consistent with the certified bargaining unit definition, the Employer agrees to accrete any future operations in the state of Arizona of PRIORITY AMBULANCE, LLC and its subsidiaries, into this collective bargaining Agreement provided that such accretion is supported by an appropriate community of interest among proposed bargaining unit personnel. The Employer and the Union must both agree that an appropriate community of interest among proposed bargaining unit personnel exists in order to extend this Agreement to cover such operations.

In the event the Employer starts or acquires an Arizona business after January 1, 2024, and during the term of this contract, which includes employees listed as "included" in Section 1.02, either party may reopen any applicable section of this contract for purposes of collective bargaining for the newly acquired business.

Article 2. Term of Agreement

Section 2.01 Ratification of Agreement

This Agreement shall become effective only upon ratification by the recognized bargaining unit members. The Union shall be solely responsible for the ratification of the Agreement and shall attest to the Employer the results of any ratification vote results upon execution of the Agreement.

Section 2.02 Effective Dates of Agreement

This Agreement shall be effective November 30th, 2024, and will continue for a period of three years ending on November 30th, 2027.

Section 2.03 Renewal of Agreement

This Agreement shall automatically be renewed from month to month thereafter, unless either party shall have notified the other in writing, at least sixty (60) days prior to the expiration date

that it desires to modify the Agreement. Such notification must be compliant with Article 6 (Correspondence and Notification) and other applicable provisions of this Agreement.

Section 2.04 Evergreen Clause

In the event that either party serves a timely notice to modify the provisions of this Agreement, but the parties have not negotiated a successor contract as of the expiration date of this Agreement, it is hereby agreed that unless otherwise expressed in this Agreement all of the provisions of this Agreement shall remain in full force and effect until a successor Agreement is achieved through collective bargaining or lawful impasse. Any wage increases which are outside the term of this Agreement are excluded from this Section.

Section 2.05 Savings Clause

If any provision of this Agreement, or the application of such provision, should be rendered or declared invalid by any court action or by reason of any existing or subsequently enacted legislation, the remaining parts or portions of this Agreement shall remain in full force and effect.

Section 2.06 Successor Agreements

This Agreement shall be binding upon the successors and assigns of the parties hereto, and no provisions, terms, or obligations herein, contained shall be affected, modified, altered, or changed in any respect whatsoever by the consolidation, merger, annexation, transfer or assignment of either party hereto, or by any change geographically or otherwise in the location or place of business of either party.

Article 3. Strike and Lockout Prohibition

Section 3.01 No Strike

The Parties understand that the duties performed by employees covered by this Agreement involve potential life and death situations, and that any delay in treating patients or transporting them to hospitals or other medical facilities, or in responding to calls, can exacerbate the problems of patients who are already ill and/or injured. To that end, the Union agrees that, during the term of this Agreement, neither the Union nor any of its agents or members will collectively, concertedly, or in any manner whatsoever, incite, ratify, encourage, sanction or participate in any picketing, strike, sit-down, stay-in, slowdown, boycott, work stoppage, paper strike (e.g. deliberate failure to submit timely, quality, accurate, and complete medical reports and billing information), or sympathy strike against the Employer. The Union

further agrees that no member while on duty or in uniform will honor the picket line of any other bargaining unit not covered by this Agreement.

The union further agrees that this clause shall specifically prohibit any of the aforementioned conduct for protest of alleged unfair labor practices and that any such alleged unfair labor practices shall be handled under the National Labor Relations Act.

Section 3.02 Violations

Employees who violate this Article may be subject to disciplinary action up to and including discharge from employment. Any such discharge may be grieved under the Grievance Procedure set forth in this Agreement; however, the Parties agree that the sole issue for determination in any such grievance proceeding shall be whether the grievant directly or indirectly called, sanctioned, encouraged or participated in such conduct prohibited by this Article.

Section 3.03 Union Responsibility

In addition to any other liability, remedy or right provided by statute, the Union agrees that, should there be any work stoppage, strike (including sympathy strike), sit down, sit in, slow down, boycott, picketing, sick out, sick in, paper strike, withholding of services, or any other economic action or interference with the operations of the Employer, the Union shall immediately upon receiving notification from the Employer:

- (a) Advise the Employer in writing that the Union did not call for or sanction the action;
- (b) Notify each involved employee of the requirements of this Article and instruct them to cease such action and to return to work immediately if this has not been done. If requested by the Union to help in the delivery of such notification to the employees, the Employer agrees to facilitate the same.
- (c) Post notices on Union bulletin boards publicly disavowing such action and instructing employees to cease such action and return to work immediately if this has not yet been done.

Section 3.04 No Lockout

The Employer agrees that it will not lock out any bargaining unit members during the term of this agreement.

Article 4. Discrimination

Section 4.01 Non-Discrimination

The parties to this Agreement agree not to discriminate against any employee because of age, religion, race, color, creed, sex, gender, gender identity, ethnicity, national origin, family status, marital status, or sexual orientation.

Section 4.02 Workplace Diversity

The parties to this Agreement shall endeavor to jointly recruit and promote a qualified diverse workforce which is representative of the communities served.

Section 4.03 Union Activities and Participation

Employees shall have certain inherent rights as individuals which shall include, among other things, the right to form, join and participate in the activities of the Union of their own choosing. Employees shall also have the right to refuse to join or participate in activities of any Union. It is the right of an employee to seek relief to any problem as specified in the grievance procedure and the filing of a grievance shall not adversely affect the employee filing the grievance.

No manager, supervisor or representative of the Employer shall discriminate against any employee because he or she has formed, joined or chosen to be represented by the Union or because he or she has given testimony or taken part in any grievance procedure or other hearings, negotiations or conferences as part of the Union recognized under the terms of this Agreement.

Article 5. Legal Indemnification

The Employer agrees to indemnify bargaining unit members in respect to any claim made against any such employee arising out of or related to alleged negligent acts or omissions within the course and scope of his/her employment, except where and to the extent it is established that such claim arose out of an employee's willful and/or wanton violation of applicable laws, Employer Rules, Standard Operating Procedures or Policies following just cause standards. The Employer's indemnification obligation shall in no event be greater than its liability insurance coverage for such claim, and, if the Employer's liability insurer determines that the employee's conduct constituted such a gross deviation from normal employment duties and/or industry customary practices that there is no insurance coverage under the applicable policy, the

Employer shall have no indemnification obligation to the employee. For situations in which an indemnification obligation exists, the indemnification shall include the amount of any court judgment entered against the bargaining unit member, as well as the costs of defense incurred in the legal proceeding.

Article 6. Correspondence and Notification

Section 6.01 Notification Requirements

Correspondence concerning any modifications to this Agreement, or policies and procedures which affect hours, wages, or working conditions will be communicated via email and mail, on the same day, to the Union President and Chapter Vice President. The postmark date of the letter shall be the notification date.

The Employer agrees to copy the Union's Secretary on all the correspondence.

Section 6.02 Designated Representatives

The Union agrees to provide the Employer with an accurate and updated list of all Union Officers, a minimum of once per year or upon any change. This will include mailing addresses, email addresses, and contact phone numbers, as well as a designation of their primary bargaining unit in which they are employed.

Any changes to the required contact information shall be provided to the Director of Operations or his/her designee within seven (7) days.

Any notifications sent to incorrect locations shall constitute proper notice as required by this Article or any other Article requiring the Employer to notify the Union, provided the incorrect information was the last information provided to the Employer.

Article 7. Bulletin Board Space

The Employer will provide a bulletin board for the sole and exclusive use of the Union, provided that such bulletin board be approximately 4' x 3' absent prior authorization. The Employer shall provide a location for such bulletin board in an Employer owned or leased facility at convenient

locations within the facility which are accessible and easily visible to employees but not in plain sight of the general public.

The Employer will advise the Union of any “inappropriate” material placed on the bulletin board and work with the Union to address the material.

Article 8. Subcontracting of Work

Section 8.01 Prohibition

There will be no subcontracting of bargaining unit work for the purpose of displacing bargaining unit employees.

Section 8.02 Exceptions

The Employer agrees to notify the Union of any instances that the Employer wishes to sub-contract work performed by bargaining unit employees.

The Employer agrees to negotiate in good faith with the Union any sub-contracting that the Company may wish to engage in. The Employer agrees to limit the use of sub-contracted labor to (1) units/events which the Employer is unable to fill with bargaining unit employees, including, without limitation, to meet the service level requirements of customer contracts, or to (2) units/events that are required to be staffed by contracted labor as a condition of a service contract between the Company and a customer.

Sub-contracting shall not result in the layoff of bargaining unit employees, nor should it result in a substantial, negative financial impact to bargaining unit employees.

Nothing in this Agreement shall limit the Employer from using Advanced Contract Labor (i.e. third-party agencies providers whose employers are compensated for acting as an additional provider during a transport).

Article 9. Personnel Reduction, Furloughs, Layoffs, and Recalls

Section 9.01 Personnel Reduction

In the case of a personnel reduction the employee with the least Employer seniority in the affected job position shall be laid off first. Employees shall be recalled in the order of their Employer seniority. No new employee shall be hired until all laid-off employees have been given ample opportunity to return to work.

The Employer shall notify the Union of the need to reduce the number of employees who are on payroll within the bargaining unit at least fourteen (14) days before the effective date of a layoff. Such notice shall be given in writing addressed to the Union by certified mail. The notice shall disclose the number of positions affected, the rank or classification of each position so affected, and the unit or units, if any, which are to be disbanded. Immediately after issuing the notice, the Employer shall give the Union a reasonable period of time, of no less than seven (7) days, within which it shall meet to bargain the action and its impacts or effects on the bargaining unit. The Employer shall respond to any proposals which the Union may make in response to the subject matter of notice.

There shall be no preference granted for subjective evaluation of performance, skill or ability when determining who to reduce from each job classification, or who to layoff.

For the sole purpose of addressing layoffs, reductions, and recalls, Union officers shall have super-seniority consistent with their rank/position in the Union.

Section 9.02 Employee Furlough

In the event that the Employer's market suffers an unforeseen dramatic and significant reduction in volume and/or revenue, and the reduction is expected to be temporary in nature such that a reduction in force or layoff is not appropriate, the parties agree to implement the following furlough process.

The parties agree to maintain a furlough recall list of impacted (e.g., out of work employees) for a minimum of twelve (12) months during which time no new hires may be hired in the respective job classifications.

Employees who are on furlough leave and obtain gainful employment on a full-time permanent basis elsewhere, shall report their change in status to the Employer and be removed from the furlough list.

The Employer agrees to provide data to the Union on unit hours, call volumes, unit hour utilization, employees on leave, terminations, and other metrics at least once weekly while any bargaining unit members are on furlough. Should either party desire to meet regarding the data, such a meeting will occur as soon as possible but no later than three (3) business days unless mutual agreement to delay exists.

The Parties agree that the bargaining unit personnel impacted by the extended furloughs shall have the job classifications of either Emergency Medical Technician, Paramedic, and/or Dispatcher and shall be the most recently hired (i.e., least senior) personnel. Such a process shall begin with offering the most senior employee his/her choice of schedule until all needed positions are filled, at which time the remaining personnel shall be placed on an extended furlough status.

Impacted bargaining unit personnel shall continue to receive coverage of all benefits (e.g., medical, dental, vision, disability, EAP) during their furlough, however the employer and employee shall be responsible for continuing to pay their respective share of any applicable premiums. The employee may, at his/her discretion, convert any accrued vacation or sick time to pay for benefit premiums.

Employees on furlough shall not have their accrued benefits (i.e., sick time, vacation) cashed out or otherwise used except when such an employee terminates his/her employment or when used to pay benefit premiums as addressed above. A furloughed employee shall not accrue sick time and vacation while on an out-of-work status.

Furloughed bargaining unit personnel shall not suffer any loss in seniority or other related benefits (e.g., annual raises) to which he/she would be entitled had they not been on furlough.

In the event non-furloughed bargaining members are unable to perform their job duties, either by termination of employment or an approved leave status (e.g., ICA, FLMA, LOA), a furloughed employee shall be used to replace him/her by order of seniority. Short-term leaves (i.e., less than two weeks) shall be covered by rovers and/or unscheduled overtime, whereas leaves greater than two weeks shall be filled by recalling a furloughed employee.

Furloughed employees must be able to return to full-time work within three (3) business days (i.e., Monday – Friday) from the date they are notified to return. For the purposes of this provision, notification shall mean a verbal conversation with the employee (e.g., phone) with documentation of the notification to the Union. Those unable to return shall be placed into a hold status for fourteen (14) days, after which they will be returned to their respective position on the active furlough recall list. Absent mitigating circumstances, furloughed employees shall only be permitted to pass (i.e., unable to return) a maximum of three (3) times.

In the event all furloughed employees of a classification are unable to return following the process above and a need or vacancy remains, the Employer shall require the least senior

furloughed employee to return to work within three (3) days or be considered voluntarily resigned.

The Employer agrees that any reinstatement of management wages, positions, bonuses, or other similar impacts related to the reduction in revenue/volume shall only be in proportion to the reinstatement of furloughed bargaining unit personnel.

Section 9.03 Employee Notification of Layoff

Each employee who is to be reduced in rank or laid off as a consequence of a reduction in force or the disbandment of any unit shall be given written notice, at least five (5) days before such action is to occur of the effective date, purpose and nature of the action that is to be taken with regard to him or her. The notice shall state the reasons for the action, and any rights which the employee may have within this Agreement and/or supplemental income benefits (e.g., unemployment income, COBRA benefits, etc.). The Employer and the Union shall make every attempt to assist the affected employee with completion and submission of public assistance documents. A copy of the notice shall also be simultaneously delivered to the Union.

Section 9.04 Earned and Accrued Benefits

An employee who is laid off shall be paid for all earned and accrued vacation time, based on the employee's annual or hourly compensation as of the date of layoff.

All employees who are reduced in rank or laid off shall not suffer any loss in benefit or entitlement accrued prior to the date of the action.

Section 9.05 Recall of Employment

The Employer shall prepare and maintain a list, known as a "Recall List", of all persons who are reduced in rank or laid off, by rank or classification. In the event that vacancies occur while bargaining unit members remain on the Recall List, the order of recall shall be determined by reference to the Recall List.

The Recall List(s) shall remain in effect for twelve (12) months after the date of a layoff, unless extended by mutual Agreement, and shall be used to offer employment opportunities that may become available by seniority to all qualified persons who have been reduced or laid off, before any employees are promoted from one rank to another, in the classification of the opening, or any persons are hired or transferred (from other operations) to become new bargaining unit members in the classification of the opening.

No person may be hired, nor may any person be transferred from another operation, while any person in that rank or classification remains in a reduced rank or on the Recall List. Any persons who are returned to their former positions shall be placed in the pay grade of their former rank,

restored to the level of total hourly compensation that they would currently receive had they not been reduced in rank or placed on the Recall List.

Section 9.06 Employee Notification of Recall

Notice of recall to the employee's former position shall be given to the employee in writing at his or her last known post office address, it being the employee's obligation to notify the Human Resources department, or other designated agent of the Employer, of any change in address while laid off or reduced in rank. The notice shall be sent by certified mail, return receipt requested.

The employee shall be given three (3) calendar days to accept an offer of reinstatement, in which case written acceptance shall be sufficient if filed in any form with the Human Resources department. If the employee does not respond within the three (3) calendar days, barring exceptional circumstances, the employee will be removed from the recall list and all rights of the recall procedure will be waived.

Section 9.07 Continued Training and Education

Employees who are awaiting recall or on furlough, and are not otherwise actively employed in emergency services elsewhere, shall be permitted to attend any continuing education courses, free of charge, offered by the employer, including but not limited to state refresher courses, Advanced Cardiac Life Support, Pediatric Advanced Life Support, Basic Life Support, etc.

Article 10. Probationary Period

During the first (6) six months of their employment, all employees are considered probationary, meaning in part that they are subject to discipline, with or without cause, up to and including dismissal, without recourse to the grievance and arbitration process.

The Employer may extend the probationary period of an employee for a period not to exceed an additional ninety (90) days if it is determined that performance is not acceptable, but termination is not an alternative pursued by the Employer. The Union President or his designee shall be notified in writing prior to the extension.

Employees shall be provided a performance improvement plan for the duration of their extended probationary plan that clearly details their deficiencies and what tasks/objectives will improve those deficiencies to a satisfactory level, provided, however, that the Employer shall

retain sole discretion to determine whether the probationary employee has met the requirements of the plan and nothing herein shall change the employee's at-will employment status during the probationary period or extended probationary period.

Extensions of probationary time, and the terms and conditions of such extension, shall be discussed with the Union and any such impacts or effects shall be bargained.

The Employer agrees to meet with the Union and discuss, in an informal manner, any disciplinary concerns surrounding probationary employees.

Article 11. Union Dues Check-Off

The Employer shall deduct, from bi-weekly payroll, an amount specified by the Union's President, Secretary, or Treasurer which shall be remitted to the Union within ten (10) calendar days of the regular pay date, either by check or direct deposit at the Employer's discretion.

The Union agrees to indemnify the Employer and hold it harmless for any and all claims, liabilities, and costs incurred by the Employer as a result of the Employer's compliance with this Article, provided that this indemnification by the Union shall not apply in the event of the Employer's noncompliance with this Article.

The Employer agrees to provide an electronic report (e.g., Excel Spreadsheet) to the Union President and/or designee indicating all Union sponsored deductions, amounts, and employees for each pay period within ten calendar (10) days of the regular pay date. The Employer also agrees to provide the Union with an electronic spreadsheet of all active and recently terminated bargaining unit employees monthly or as needed for administrative purposes.

Article 12. Corrective Action

Section 12.01 Corrective Action

It is agreed that the Employer has the right to discipline or discharge employees for just cause. Corrective action of non-probationary employees shall be subject to the grievance procedure, including binding arbitration.

Under no circumstances will any employee be required to sign any document that waives their right to just cause for discipline and/or the right to voice a complaint through the established grievance procedure. Any agreement signed by any employee that waives these rights shall be deemed invalid to the extent the document purports to waive these rights.

Failure to conform with the requirements of this clause may be grieved in accordance with the grievance process.

The employee shall have the right to be accompanied and represented by the Union during any investigatory or disciplinary meeting; however, such meetings shall be held in a timely manner.

Employees seeking Union representation are responsible for contacting a Union representative as soon as possible but no later than twelve (12) hours after management has informed the employee of a pending investigation. The Employer and the Union shall work to facilitate the investigatory meeting at their earliest possible opportunity. All parties shall strive to facilitate meeting within seventy-two (72) hours; however, such timeframe may be extended upon request where reasonable.

The Employer agrees to provide the Union with a copy of any and all corrective action given to employees, and upon request, provide the Union with any and all documents used that are relevant and within reason, in the investigation or disciplinary process.

Discipline shall be accomplished in a constructive, progressive manner, so as to rehabilitate and correct an offender, if at all possible. Selective employee coaching, in lieu of progressive discipline, will not be construed as a violation of just cause.

The types of disciplinary actions that may be taken will include:

1. Documented verbal counseling
2. Written reprimand
3. Suspension without pay for one (1) week up to a maximum of thirty-six (36) hours during which time the employee shall be on overtime restriction and probation.
4. Final Written
5. Termination

Additionally, the Employer may choose to bind an employee to a last chance agreement in lieu of termination. The terms of the agreement will be negotiated with the Union and not subject to the grievance process.

Any discipline shall be expunged from the employee's personnel file upon completion of his/her probationary period.

As a general rule, initial corrective action begins at a documented verbal counseling at the employer's discretion. However, in circumstances of gross misconduct and/or gross negligence, the Employer may, in its discretion, go directly to an appropriate level of corrective action

beyond verbal counseling that is commensurate with the nature and severity of the offense. Prior to issuing initial corrective action above the documented verbal counseling level, the Employer agrees to discuss with the Union the unique circumstances surrounding the Employer's desire to issue an escalated level of corrective action.

Examples of conduct that may result in an employee being discharged after a single, investigated incident include, but are not limited to following:

- a. Violation of the Company's General Harassment Policy
- b. Documented violation of Substance Abuse policy.
- c. Falsification of personnel or other Company records.
- d. Intentional actions resulting in substantial damage to Company equipment or property.
- e. Violation of the Company's Violence in the Workplace Policy
- f. Violation of the Company's Sexual Harassment Policy
- g. Egregious OR willful and wanton violation of the company's safety protocols. For purposes of this provision, a violation of safety protocols shall be deemed egregious if it may result in serious injury or death.
- h. Egregious OR willful and wanton violation of the Company's clinical protocols. For purposes of this provision, a violation of clinical protocols shall be deemed egregious if it may result in serious injury or death or if it results in the Company's medical director limiting the employee's ability to practice under his/her medical license.
- i. Theft of Company or customer property

Records of corrective action shall generally not be considered for purposes of future corrective action, provided there are no further corrective actions for the same conduct or a pattern of misconduct during the applicable retention period. Prior to relying on a pattern of misconduct for escalated disciplinary action, the Employer will negotiate with the Union.

Corrective action, other than specific terms within a last chance agreement, shall remain active for the following:

- Six (6) months for documented verbal counseling and written reprimand
- Twelve (12) months for suspensions and above.

All discipline will remain in the employee file to maintain legal compliance.

For the purposes of promotions, evaluations, transfer opportunities, or other actions of employment, discipline issued at the verbal or written reprimand level shall not be considered after six (6) months, and suspensions after eighteen (18) months.

For the purposes of progressive discipline, attendance issues shall be considered separate from other operational disciplinary issues.

All disciplinary action must be issued to the employee within a reasonable time frame following the completion of the investigation. The Employer agrees to resolve discipline within 14 days of becoming aware of the infraction. However, the Union recognizes that in certain cases, the Employer may require more time to properly investigate an infraction. Extensions for issuing discipline will not be unreasonably denied by the Union for situations the Employer could not foresee including a delay caused by the unavailability of the Union Representative.

If, while investigating an employee for potential disciplinary action, the employer becomes aware of additional infractions, disciplinary timeliness may be extended.

Section 12.02 Attendance Requirements & Time Keeping

Due to the nature of providing emergency medical services, employee attendance is critical, as it benefits our patients as well as our coworkers. This procedure has been established to enable the Employer and field employees to maintain our level of excellence and consistent staffing for all field assignments.

Clocking In & Out

It is each employee's responsibility to accurately record all hours worked.

Employees may clock in up to 30 minutes prior to their scheduled start time. All punches that occur after 7 minutes after the scheduled start of the employee's shift, are considered tardy and must include a detailed reason for the late punch.

Employees must clock out at the end of their scheduled shift. All punches created after end of shift must include a detailed reason for the late punch. Late out punches due to a late call must include a run number where applicable.

Employees may clock in/out on a company computer, timeclock, or personal cell phone so long as they are on company property or at an employer designated clock in area at the time of the punch. The only exception to this is Employer approved assignments that occur off site, for which employees may punch in upon arrival at the designated work area. Employees must be ready to work and in uniform prior to clocking in.

If the timekeeping software is down, the employee should report their inability to clock-in to their supervisor via email within two (2) hours of the start of their shift. It is the employee's responsibility to correct the punch at the end of their shift after punching out. If the employee fails to clock in AND out for their shift, any missed punches shall be corrected via an email to their supervisor at the end of their shift. The email must include employee's name as it appears on their paycheck, employee id, date of the error and error details. Missed punches as the result of the timekeeping software being unavailable/inaccessible shall not be grounds for corrective action. However, missed punches as the result of the timekeeping software being unavailable/inaccessible but are not corrected may be grounds for corrective action.

Employees must maintain accurate punches and review their timecard each week. Employees who demonstrate a pattern (2 or more in a rolling 90-day period) of failing to maintain accurate punches shall be subject to corrective action when such inaccuracies are the result of the employee's action/in-action and result in a manual payroll correction.

Absences, Call Outs, And Tardies

When calling out for a shift, employees are required to call in directly to the crew line and leave a message a minimum of two (2) hours prior to the start of the assigned shift. Failure to give a minimum of 2-Hour notice shall result in 2 occurrences, absent a bona fide extenuating circumstance outside of the employee's control. Such exceptions shall be reviewed by the Director of Operations for approval or denial.

Any employee who will not be ready for their shift when the shift begins will be considered tardy and must notify the Operations Supervisor. If an unexpected emergency causes an employee to be late for work or leave a shift early, the employee must contact their Operations Supervisor to notify them of the need to be late or leave the shift. The employee will advise the nature of the emergency and the estimated time of their arrival or when they need to leave the shift. Absent any other legal requirements, this will not excuse the tardy or call out but will ensure that Employer operations are not interrupted. For the purposes of corrective action, a tardy under 30 minutes shall count as one-half (1/2) of an occurrence. Any tardy greater than 30 minutes shall be considered (1) occurrence.

On a case-by-case basis a tardy may be excused by the appropriate Director or designee.

It is the expectation of the Employer that all employees will be on time and present for their shift.

For shifts which are twenty-four (24) hours, call outs must be for either the entire shift or for twelve (12) hours (e.g., top, bottom). Call outs for shifts of less than twenty-four (24) hours must be for the entire shift or remainder of the shift if the callout is on-duty.

Accrued Sick Leave shall be used when an employee is absent from an assigned shift not addressed by another leave type (e.g., bereavement, etc.). Should the employee not have accrued sick leave, accrued Paid Time Off (PTO) may be used in its place at the employee's sole discretion.

Absences using accrued sick leave shall not incur any occurrence points, provided the employee has an amount sufficient to cover all hours of the shift for which the employee is absent.

Three Occurrences in a one hundred twenty (120) day window will trigger progressive disciplinary action. The Employer agrees to consider extenuating circumstances on a case-by-case basis.

Employees shall be subject to corrective action after three (3) occurrences in a rolling one-hundred twenty (120) day period beginning on the date of the first occurrence. Once Corrective Action begins, progressive discipline will be issued as follows:

3 Occurrences in a rolling 120 days	Verbal Warning
4th Occurrence	Written Warning
5th Occurrence	Last and Final Written
6th Occurrence	Termination

Consecutive Callouts

Callouts for consecutive shifts within a four (4) calendar day period will count as one occurrence. Employees are required to call out each shift they are absent. The Employer may excuse consecutive shift call outs on a case-by-case basis at the Employers' sole discretion. In the event an employee is absent from work for more than four (4) calendar days as the result of an illness or injury, the Employer may require the employee to submit a return to work note from a healthcare provider prior to be resuming his/her work duties. The employees may use the Employer's free telehealth plan for return-to-work clearance. Employees must submit a return to work note within two (2) weeks from day 4. A pattern of calling out in more than 2 two, 3 calendar day blocks, in a 120-day period, may be subject to an immediate last and final written reprimand on the third occurrence following a complete investigation.

Company Holidays

Employees calling out on a Company recognized holiday will accrue 2 occurrences per call out. The following are considered Company recognized holidays:

Christmas Eve
 Christmas
 New Year's Eve
 New Year's Day
 Thanksgiving Day
 4th of July
 Memorial Day
 Martin Luther King Jr. Day
 Labor Day

Two-Point callouts may be reversed and deemed a normal callout on a case-by-case basis with approval from the employee's director and may require verifiable documentation.

Shift Abandonment

All employees are required to remain on duty during their scheduled times. If an emergency occurs during that time, the On-Duty Operations Supervisor must be notified immediately.

Any employee leaving an assignment, absent a reason regulated by law (e.g., AZ Sick Law), without proper notice to and permission from the Supervisor, will be considered to have abandoned their assignment. Shift abandonment may be grounds for termination.

No Call/No Show

Any absence not reported to the crew line within the first 2 hours of the start of an assigned shift, may be considered a no call/no show.

The Employer will make a reasonable effort to make contact with the employee during the first two (2) hours of the scheduled shift. Employees who report to shift following contact with the Employer may be placed on a different shift for the day, based on company needs, if the employees' regular shift was covered already by the employer. Late arrival to shift following contact by the Employer and callouts following contact will be addressed following the "Absences, Call Outs and Tardies" section above.

Management agrees to consider extenuating circumstances for unforeseen emergencies while investigating the No Call No Show. The employee will be required to submit proof of the emergency to justify the no call/no show. Approval shall be solely at Management discretion.

Absent a mitigating reason, no call/no show events and shift abandonment shall be addressed with corrective action in the following manner:

- (a) 1st Offense (1 shift) = Last and Final Written Reprimand
- (b) 2nd Offense (1 shift) = Termination

Absence from work for three (3) consecutive scheduled shifts without notifying management or the Human Resources Department will be considered a voluntary resignation.

Section 12.03 Resignation

Employees are expected to give a minimum of two (2) week written notice of a resignation and work the entire two (2) week notice period unless the Employer elects to accept the resignation at an earlier date. Failure to do so may result in the employee being ineligible for rehire.

As a general rule, the Employer will permit the employee to work their remaining time (e.g., two weeks) unless the employee is subject to a current investigation which may reasonably lead to corrective action, in the corrective action process at or above a written, or if it is known that the employee is separating employment to work for a competitor.

Any Employer information, property and/or equipment issued to or obtained by employees must be returned within three (3) business days from the date of separation. Uniform items must be returned in accordance with Article 23.

Article 13. Grievance Procedure

A grievance is a complaint, dispute, or controversy in which it is claimed that the Employer has failed in an obligation under this Agreement, and which involves the meaning, interpretation, or application of this Agreement.

Both parties agree that all grievances should be dealt with promptly and every effort should be made to settle grievances as close to the source as possible. Should the Employer fail to comply with the time limits herein, the Union may appeal immediately to the next step. Should the Union fail to comply with the time limits herein, the grievance shall be considered abandoned. Time limits may be extended by mutual consent.

Grievances shall be filed within fifteen (15) calendar days of when the grievant knew, or in the exercise of reasonable diligence, should have known, of the circumstances that lead to the grievance. Any delay in providing requested and/or required documentation necessary and relevant for the filing of any such grievance shall extend the fifteen (15) daytime limit for the number of days taken by the Employer to fulfill the information request. Upon receipt of any such grievance, the respective employer representative shall file a response with the grievant and union within fifteen (15) calendar days. Should the Union deem that an additional step be necessary, such re-filing shall be within fifteen (15) calendar days from the date the prior step's decision was received.

The parties agree that all grievances should be resolved at the lowest possible level following the steps below. However, should a grievance arise that stems from the actions of an Employer representative in one of the following steps, the Union shall be permitted to initiate the grievance at the step immediately above the involved employer representative.

- Step 1. Director (or designee)
- Step 2. Vice-President of Operations (or designee)
- Step 3. Regional President (or designee)
- Step 4. Binding Arbitration

All grievances and grievance responses shall be submitted in writing via electronic mail with a copy to Human Resources.

Article 14. Arbitration Procedure

This Article expressly expires with the expiration of this Agreement on 11/30/2027.

Any dispute, claim, or grievance arising from or relating to the interpretation or application of this Agreement which is not resolved through the grievance procedure in Article 13 may be submitted to arbitration administered by the American Arbitration Association under its Labor Arbitration Rules. The parties further agree to accept the arbitrator's award as final and binding on them.

If a dispute arises from or relates to this contract or the breach thereof, and if the dispute cannot be settled through direct discussions, the parties agree to endeavor first to settle the dispute by mediation administered by the Federal Mediation and Conciliation Service (FMCS) following the American Arbitration Association's Labor Mediation Procedures before resorting to arbitration. The parties further agree that any unresolved controversy or claim arising out of or relating to this contract, or breach thereof, shall be settled by arbitration administered by the American Arbitration Association in accordance with its Labor Arbitration Rules and judgment on the award rendered by the arbitrator(s) may be entered in any court having jurisdiction thereof.

Claims shall be heard by a single arbitrator. The arbitrator(s) shall be experienced in labor disputes regarding collective bargaining issues and shall, if possible, have experience in Emergency Services. The place of arbitration shall be in the Phoenix, Arizona metropolitan area.

The arbitration shall be governed by the laws of the State of Arizona.

Hearings will take place pursuant to the standard procedures of the Labor Arbitration Rules that contemplate in person hearings. Both parties shall make reasonable efforts to schedule the hearing within (30) thirty days of the notice of arbitration. The hearing shall be conducted within ninety (90) days from the notice of arbitration, unless agreed to by both parties.

The award shall be made within (45) forty-five days of the filing of the notice of intention to arbitrate (demand), and the arbitrator(s) shall agree to comply with this schedule before accepting appointment. However, this time limit may be extended by the arbitrator for good cause shown, or by mutual Agreement of the parties.

Each party shall bear its own costs and expenses and an equal share of the arbitrators' and administrative fees of arbitration. The Optional Rules for Emergency Measures of Protection are incorporated by the parties.

The standard provisions of the Labor Arbitration Rules shall apply. The award shall be accompanied by a reasoned opinion pursuant to the terms and conditions of this Agreement.

Article 15. Personnel Records (and review of)

Section 15.01 Maintenance of Personnel Records

The Human Resources Manager or designee shall maintain one official personnel file, in either electronic or paper format, for each employee separate from the employee medical file.

Employees may cause to be placed in their official personnel file all such responses as they deem appropriate to adverse material inserted therein.

Employees may also request to be placed in their official personnel file a reasonable amount of citations and/or awards as determined by Human Resources originating from other sources directly related to their job performance.

Section 15.02 Employee View of Records

Any employee covered under this Agreement shall have the right to view his/her personnel file, in the presence of the Employer, by scheduling a meeting with Human Resources, or a person designated by a Human Resources manager. The file will be made available as soon as possible but within seven (7) calendar days during normal business hours. If the Human Resources manager determines that access to the file will create a "risk of harm" to the employee or others, the offending information may be redacted or withheld. If information is redacted or withheld only the Union's President may view the redacted materials. If the President is a party to the redaction, the Bargaining Unit Chapter Vice President may view the materials, provided that he/she is not also a party to the redacted materials. If both Union representatives are parties to the redacted materials, a mutually agreed upon representative shall be authorized to view the materials.

Section 15.03 Union View of Records

A union representative, authorized by the Union's President and/or Chapter Vice President shall have the right to view specific personnel files in order to conduct investigations and defend employees in disciplinary matters, provided that written authorization of the employee was obtained. The file will be made available as soon as possible but within seven (7) calendar days during normal business hours.

The Human Resources Manager or designee shall be present when employee personnel files are reviewed. The Union shall have the ability to caucus for discussion of the contents during the file review, however, the union representative may not be left unattended with the personnel file.

Article 16. Seniority

Section 16.01 Employer Seniority

Employer seniority shall be defined as the total consecutive time from an employee's most recent hire date within Maricopa Ambulance LLC, its parent company, subsidiaries, or affiliates. Employment voluntarily reinstated within sixty (60) days, or employment reinstated via the grievance or arbitration process, shall not be considered a break in service.

Employer seniority shall be used for the purposes of calculating accrued benefits (e.g., vacation) in accordance with the provisions of this Agreement and applicable benefit plan definitions.

Section 16.02 Bargaining Unit Seniority

Bargaining unit seniority shall be defined as the total time an employee is employed in a bargaining unit position, as defined in Section 1.02, provided that there is no separation of employment longer than sixty (60) days absent a grievance and/or arbitration for wrongful termination. In the event an employee is separated from employment longer than sixty (60) days (absent the grievance or arbitration process) their seniority shall restart from their most recent date of employment within the bargaining unit.

Full Time employees who transition to PRN status will have their seniority frozen beginning the date of the status change to PRN. Should the PRN employee return to a bargaining unit position, their seniority will continue from the date of the status change.

Full Time employees who transition to a non-bargaining unit position (not including PRN), e.g., Supervisor, and are gone for greater than six (6) months will have the bargaining unit seniority restart should they return to a bargaining unit position.

For the purposes of shift assignments, those personnel who promote to a higher level of certification and/or licensure after the effective date of this Agreement shall be credited seniority of one-half (1/2) their bargaining unit seniority in the lower certification/licensure at the time of promotion (e.g., an EMT with two years who promotes to Paramedic shall have one year of seniority in the Paramedic classification).

Bargaining unit seniority shall be for the purpose of calculating lay off seniority and shift bid seniority.

Article 17. Union Business

Section 17.01 Union Release Time

The Employer agrees to release from work, with pay as hours worked, employees elected or appointed to represent the Union in order to discharge his/her duties. This includes, but is not limited to, bargaining sessions, membership meetings, executive board meetings, and other union duties at the request and sole discretion and/or approval of the President.

Paid Union release time shall be limited to one thousand (1,000) hours per calendar year.

Union release time may only be used for regularly scheduled shifts and may not be used for unscheduled overtime; however, such time shall be used for union related purposes.

Whenever possible, Union Officers should provide the Employer with notice seventy-two (72) hours prior to the applicable shift. Notice should be provided via email or Employer designated form. Within twenty-four (24) hours the Union President may release one (1) Union Officer from his or her shift, with pay, as Union release time for conducting Union business where advanced notice was not possible, provided that such release from schedule does not severely affect the operational needs of the Employer in a negative way for that specific day. Upon denial, the Employer must immediately submit, in writing, the reason to the Union and any steps or actions that may mitigate the reason of denial. In the event that the released union officer can provide his/her own shift coverage, the above time limits shall be reduced to twelve (12) hour notice.

Should the Union President be an employee within the represented bargaining unit, he/she shall be removed from shift for his/her regularly scheduled shifts and paid for forty-eight (48) hours per week.

Section 17.02 Access to Employer Facilities

Elected or appointed union representatives, who are employed within the bargaining unit, shall have access to Employer facilities to conduct representations, investigate grievances, interview employees, conduct safety inspections, and other Union related business, provided that such actions do not interfere with the normal duties of any employees involved.

Elected or appointed union representatives who are not employed within the bargaining unit must be escorted by another representative employed by the Employer or obtain authorization from the Employer at least forty-eight (48) hours prior to conducting business on Employer property and may only be during weekdays between the hours of 09:00 AM and 5:00 PM unless otherwise approved by management.

Section 17.03 New Hire Orientation and Recruitment

The Employer shall provide the Union with a reasonable amount of time (no less than thirty (30) minutes) during each new hire orientation process for the purpose of recruiting members and educating new hires about the Union. Notice of the time and place shall be provided to the Union at least seven (7) calendar days in advance. No member of management shall be permitted to observe or participate in the Union's presentation without express written consent from the Union's President in advance.

Article 18. Standing Committees

Section 18.01 Labor Management Committee

The Employer and the Union recognize that cooperation between labor and management is indispensable to the accomplishment of sound and harmonious labor relations and agree to jointly maintain and support a Labor-Management Committee.

There shall be a Labor Management Committee consisting of Management and Labor representatives. Representatives of the Union on the Committee shall be allowed to use available Union Release hours to cover regular hours missed as a result of a Labor Management meeting.

The Committee shall meet on request of either party, but no less than quarterly, to discuss all matters of mutual concern. The Committee shall be chaired by the Union President or his/her designee. Committee members shall submit to the chair any agenda items at least five (5) days prior to the scheduled committee meeting when possible.

The Committee shall have the authority to make recommendations to the Union and the Employer, and the Employer shall not unreasonably object or abstain from following the recommendations of the Committee.

As necessary, the Committee shall have the ability to establish sub-committees or working groups on an ad-hoc basis.

Section 18.03. Human Relations Committee

The Employer shall recognize the Union's Human Relations Committee whose purpose is to advocate and promote all dimensions of diversity and to make recommendations on ways to encourage mutual respect and understanding among people.

Article 19. Policies and Procedures

All existing policies and procedures not modified by, or in conflict with, this Agreement shall remain in effect during the duration of this Agreement unless modified pursuant to this Agreement.

Policies and procedures which impact permissive and/or mandatory subjects of bargaining shall be bargained in good faith pursuant to this Agreement. Either party may be the moving party for creating, modifying, or discarding policies and procedures. The Labor Management Committee shall be the preferred venue for policy development between the parties and all policies shall be aimed at industry best-practice.

In the event the Employer wishes to take adverse action against an employee based upon conduct or an incident for which there is no applicable specific policy and/or procedure, the Employer and Union agree to negotiate any corrective action, if warranted. Any corrective action issued in such situations should generally begin at the coaching level to ensure compliance with the principles of just cause. Exceptions to this may be based on willful and wanton disregard or negligence by the employee. When such adverse actions arise, the Employer and Union agree to work jointly to develop and implement a new policy and/or procedure to govern such situations on a going forward basis.

Current copies of all Standard Operating Procedures, Policies, Rules and Regulations, and Protocols shall be provided to the Union within seven (7) business days (i.e., Monday - Friday, non-holidays) upon request.

Article 20. Shift Allocation and Assignment

Section 20.01 Shift Bids and Allocations

Full-time permanent shifts will be awarded quarterly following a posted bid schedule. Changes to the posted bid schedule shall be mutually agreed upon during the Labor Management Committee.

Shift bids must be submitted electronically following the parties' agreed upon bid process prior to the close of the posted bid cycle.

Union has sole responsibility for conducting shift bids following the above frequency provided that such system is fair and non-discriminatory.

Management will provide the Union with both the list of shifts available for bid and the complete master schedule(s) at least five (5) business days prior to the scheduled bid cycle opening.

In the event of a bona fide staffing emergency, the Labor Management Committee may suspend this process and fill the necessary open shifts in a different manner in order to meet the immediate or urgent operational needs of the Employer. Such a staffing emergency shall be an event which is not reasonably predictable by the Employer. Suspension of the standard shift bid process shall be temporary and shall not significantly impact the standard shift bid process or schedule.

Section 20.02 Shift Laterals

Bargaining unit members may lateral between shifts provided that both employees are of equal qualifications, are hard-bid to their shift, and have been hard-bid for a minimum of sixty (60) days prior to the lateral taking effect. Upon mutual agreement of the Union and Employer the 60-day rule may be lessened or waived. Bargaining unit members may only lateral to/from another shift on the same unit. If either employee leaves their position within sixty (60) days following the effective date of the shift lateral (e.g., promotion, termination), the lateral may be cancelled, and the remaining employee returned to his/her original shift on a case-by-case basis. The Union shall facilitate all shift lateral requests which shall be approved by management.

Section 20.03 Shift Forfeits

Bargaining unit employees may forfeit up to forty-eight (48) hours per calendar month for personal reasons to an equally qualified employee, provided that any hours above twenty-four (24) shall be forfeited to another employee, which does not create additional unscheduled overtime (e.g., part-time employee). All shift forfeits need to be submitted to management a minimum of twelve (12) hours prior to the start of the forfeited shift. Failure to submit the forfeit twelve (12) hours in advance may result in denial of the forfeit. However, forfeits shall not be unreasonably denied if management can process the forfeit.

Employees may forfeit their shift(s) to attend internal training courses (e.g., Refreshers, ACLS, PALS, CPR) which are necessary for their continued certification. Forfeited work hours for continuing education purposes related to maintaining the employee's current employer required certification purposes shall not be bound to the above restriction for incurring unscheduled overtime but shall be limited to the provided forty-eight (48) hours per calendar month. The employee may be required to provide proof of the class taken.

Employees shall not be required to forfeit shifts to attend employer's mandatory training (e.g., pump/vent, drivers training, OSHA). The Union acknowledges the Company's right to remove employees from shifts, unpaid, if they do not maintain their Company required certifications including yearly online required training.

Bargaining unit members employed as a dispatcher/call-taker shall not have the unscheduled overtime restriction above.

Additional forfeits for pre-approved educational reasons will be approved by management on a case-by-case basis.

Section 20.04 Shift Trades

Bargaining unit members may trade their shift with another equally qualified employee provided such trades occur within the same pay period. All shift trades need to be submitted to management a minimum of twelve (12) hours prior to the start of the first shift traded. Failure to submit the trade twelve (12) hours in advance may result in denial of the trade. However, trades shall not be unreasonably denied if management can process the trade.

Traded shifts become the receiving employee's responsibility as a regular scheduled shift.

Article 21. Peer Support & Mental Health

Section 21.01 Critical Incident Stress Management

The Employer shall allocate a minimum of \$3,000.00 per calendar year of this Agreement for training and developing a Critical Incident Stress Management Team and Peer Support Program for Maricopa Ambulance employees. Allocated funds for this Agreement shall be prorated for calendar year 2024 from the effective date of this agreement (e.g., Sept-Dec: \$1,000). Funds not used in a given calendar year shall be forfeited.

Continued funding of the CISM/PSP training and development shall be contingent upon successful activities and function of the program by the Employer.

CISM/Peer Support team members who are requested to provide support outside of their scheduled working hours shall be compensated as hours worked for team activation, peer support services, training, meetings, so long as the request is agreed upon jointly between Management (Director or designee) and the Union.

The CISM/Peer Support program shall, at the discretion of the Employer, be overseen by a licensed behavioral health professional (e.g., clinical psychologist, licensed clinical social worker) for the purposes of continuing education and training of team members, and to provide quality control and improvement. The services of the behavioral health professional shall be ad hoc, and at the expense of the Employer, and the employer, with consideration from the CISM/Peer Support team, shall have the discretion in selecting such professional. The expense arising from the behavioral health professional shall be in addition to the amount specified above.

The Employer will appoint a CISM/Peer Support Management Liaison who will be responsible for approving hours worked and coordinating the development of policies and procedures with the team.

Both Parties agree to develop a mutually agreed upon set of policies and procedures for internal CISM/Peer Support Team members, team activations/notifications and education requirements within 120 days of the Execution of this Agreement.

Section 21.02 Employee Assistance Program

The Employer shall provide, free of charge, an Employee Assistance Program ("EAP") to all bargaining unit members which can be utilized a maximum of five (5) times per incident in person and unlimited telephonic sessions. However, should the EAP benefit require modification in the future, both parties agree to meet and bargain the effects of the changes.

The Employer shall have no right to obtain any clinical information without prior consent.

Article 22. Continuing Education & Training

The Employer shall provide Advanced Cardiac Life Support (ACLS) and Pediatric Advanced Life Support (PALS) a minimum of once per quarter and HealthCare Provider CPR classes every other month. Such courses shall be offered free of charge to bargaining unit members. In the event the employer is unable to provide a quarterly refresher course, impacted employees whose certifications are in danger of expiring shall be reimbursed the cost of an external refresher course.

In addition, the employer shall offer an approved and/or accredited EMT and Paramedic refresher course at a minimum of once per quarter.

These courses may be on site OR online.

Employees are encouraged to complete a quarterly refresher course a minimum of ninety (90) days prior to their certification expiration date. In the event the employer is unable to provide a quarterly refresher course, impacted employees whose certifications are in danger of expiring shall be reimbursed the cost of an external refresher course.

The employee will seek reimbursement, when applicable, through a Director of Operations following the successful completion of the course. The Employer will provide reimbursement within 45 days of approval by the Director.

Employees are expected to maintain all certifications in accordance with applicable, local, state and federal laws, even if it means taking a course from an outside entity at the employee's expense. Employees who fail to maintain required certifications may be subject to termination.

Any training that is deemed mandatory by either the Employer or the Employer's Medical Director will be paid as hours worked. In the event the Employer's mandatory internal training course(s) are only held during a unit member's assigned shift, the employee shall be removed from shift with pay or sent on duty to attend the required training at the employer's discretion. The employee may be returned to their shift following completion of the course where appropriate. Employees are encouraged to make every attempt to attend mandatory training such that attendance does not conflict with their regularly scheduled shift.

The Employer shall provide on-site or online / remote Emergency Medical Dispatch (EMD) training for both initial and continuing education at a minimum of once per year. If the Employer is unable to provide on-site training or online / remote training, with approval from the employer, the employer shall pay for initial and continuing education (including the one-day course) provided that the course is within 100 miles from the Maricopa Dispatch Center. Employees shall be reimbursed with standard mileage rates (IRS published rates) and up to two meals of less than \$15.00 each. Where appropriate, and with manager approval, the Employer agrees to reimburse employees for lodging in the event a multi-day course is outside a reasonable geographic area. Employees are encouraged to complete training online and via correspondence IAED and other credentialed providers.

Article 23. Uniform Appearance, Allowance and Allotment

Upon hire, all full-time bargaining unit members shall be issued five (5) uniform shirts, five (5) uniform pants, one (1) pull-over sweatshirt, one (1) hat, one (1) jacket (providing rain protection), one (1) belt, and one (1) pair of boots.

Regular Part time bargaining unit members shall be issued three (3) uniform shirts, three (3) uniform pants, one (1) pull-over sweatshirt, one (1) jacket (providing rain protection), one (1) hat, one (1) belt, and one (1) pair of boots.

Employees will be required to pay any cost above \$90 for boots provided by the Employer's vendor should the employee desire a boot different from the standard issued boot. Such cost may be deducted from the Employee's paycheck. A minimum of three different brands will be made available to employees (e.g., 5.11 Tactical, SWAT, Red Back).

Employees may exchange, one for one, any uniform items which are damaged or significantly worn. Employees are expected to maintain the cleanliness of their uniform. Employees may be permitted to launder their contaminated uniforms at work on the Employer's premises.

Employees may, at their own expense, purchase additional, approved uniform items (e.g., shirts, pants, shorts, hats, jackets, belts, sweatshirts) at the cost incurred to the Employer by the vendor.

Within two (2) weeks of separation from employment, employees are required to return all uniform items which bear the Employer's name or logo. Any used items returned shall not be redistributed to any other employees.

Article 24. Substance Abuse and Drug Testing

The Employer and Union agree that the workplace will be free of illicit drugs and alcohol. The Union recognizes the Employer's right to terminate employees found in possession of such items on Employer's property.

Prospective and Current Employees may be tested for drugs and/or alcohol pursuant to the provisions of the Employer's Drug Testing Policy in effect at the time of this Agreement. A copy of the current West Region Drug Testing Policy dated 12/16/22 is attached hereto (appendix B) and incorporated herein as part of this Agreement.

The Employer and Union agree that the Drug Testing Policy may require amendment(s) in order to comply with State and Federal laws as well as any special contract requirements. Any Amendment(s) to the policy must be agreed upon and approved in writing by Labor Management.

The Union recognizes that it is the employee's responsibility to immediately notify the Employer of any on-duty prescription medications that may interfere with the employee's ability to perform their duties safely and effectively. The Employer agrees that such notification, prior to any incident, is not grounds for discipline. The Employer agrees to refer employees self-

reporting drug or alcohol abuse problems to Employee Assistance Programs and provide reasonable, non-financial, accommodations for treatment and rehabilitation.

Employees who are off work as a result of any substance abuse may use their accrued vacation and sick time. While participating in an inpatient or outpatient program and on a no-work status, the Employer agrees to pay the employees share of enrolled benefit premiums (e.g., medical insurance) for up to ninety (90) days, provided that the employee provides documentation of enrollment into a program and reimburses the Employer for all employee premiums upon return. Any unpaid premiums shall be withheld from future earnings.

The employee may choose, at their sole discretion, to pay back the covered premiums via check, as a deduction on the following check, or set up a mutually agreed upon repayment plan.

Article 25. Facility Standards and Accommodations

Section 25.01 Minimum Standards

All workplace locations, as defined in Section 25.04 shall include, at minimum:

- a) A minimum of two (2) showers, in different stations, per municipal contracted city where the city has more than one station location housing a 24/7 crew, and a minimum of one (1) shower within ten (10) miles of any station location housing a 24/7 crew. Provided that the installation of such fixtures are permitted in the Employer's lease for the location and are pre-existing or can be installed for a reasonable cost.
- b) Functioning bathroom in building
- c) Employee break area with microwave, standard refrigerator, induction cooker, coffee maker, and sink separate from a bathroom facility
- d) Separate bedrooms or partitioned areas for beds
- e) Day room with adequate seating (as determined by the Labor/Management Committee)
- f) Cable, streaming or satellite TV with minimum expanded basic
- g) A minimum of one Washer and dryer per municipal contracted city where the city has more than one station location housing a 24/7 crew, and a minimum of one (1) washer and dryer within ten (10) miles of any station location. Provided that the installation of such fixtures are permitted in the Employer's lease for the location and are pre-existing or can be installed for a reasonable cost
- h) Lockers, able to be locked, for employees to secure personal items with the employee's lock, not to exceed six (6) lockers per twenty-four (24) hour unit. Lockers shall be a minimum of 15in wide by 24in deep by 34in high.
- i) Designated smoking area where permissible

- j) Hot (i.e., greater than 135 F) and cold running water
- k) Curtains, blinds, or shades covering windows, and/or appropriate privacy film
- l) Functioning air conditioning and heating
- m) Regular carpet cleaning by a professional carpet cleaning company, frequency will be determined by the Labor/Management Committee.

The Employer shall take reasonable steps to repair and replace damaged and unusable/unsafe equipment, furniture, etc., but shall make all repairs or replacements within thirty (30) days from official notice by the Union. However, if the vendor is unable to resolve the repair/replacement, the Employer shall not be accountable for exceeding the thirty (30) days.

Immediate health safety items shall be addressed as soon as possible upon notification to the Employer. Should the Employer not be able to make the necessary repairs, within 24 hours to comply with (b), (c), (j), or (l) in the above list, the Employer will take the appropriate steps to relocate the crew(s) to a temporary location meeting these requirements (e.g., extended stay hotel, another station, or fire station). Should minor issues exist with (b), (c), (j), or (l) which need repair, but which do not impact the general or safe operability of the items, an alternate timeline and/or solution may be mutually agreed upon by the parties while steps are taken to rectify any such issues.

Section 25.02 Parking, Safe Lighting

Wherever possible and reasonable, the Employer shall provide safe and secure parking in a gated area. The Employer shall also ensure that all parking areas are well lit and have the necessary spaces to accommodate employee parking.

Section 25.03 Climate Control

The Employer will provide a reasonably climate-controlled environment subject to the specific workplace but shall aim to be cooled/heated to seventy-two (72) degrees, during times of operation. Dispatch shall be able to be cooled to seventy (70) degrees.

Section 25.04 Station Maintenance

All bargaining unit members are responsible for ensuring a safe and clean workplace. The Employer shall provide all appropriate cleaning supplies and tools.

The term workplace includes, but is not limited to, the operations center, substations, and the crews assigned ambulance.

The Labor Management Committee shall establish a station duty schedule and standard.

Section 25.05 Internet Access

Bargaining unit members shall be provided with access to wireless (Wi-Fi) internet at Employer stations/locations if possible and reasonable. Such access shall be free of charge to employees. However, employees are expected to use such access responsibly. Any unlawful use (e.g., sharing or illegally downloading copyrighted material) or viewing explicit material shall be subject to termination.

In-Vehicle Mobile Gateways (e.g., MG-90) are not to be used for personal use. Such use may be subject to progressive discipline including and up to termination.

Article 26. Vehicle Standards and Safe Operations

Section 26.01 EVO Status / CEVO

All Emergency Medical Technicians and Emergency Medical Responders (EMCT/EMT/EMR) shall be required to maintain an acceptable thirty-nine (39) month motor vehicle record and successfully complete an Employer provided driver's training program (e.g., EVOC, EVADE, CEVO) as a condition of employment.

Paramedics and Registered Nurses shall be permitted to attend driver's training. However, such training shall not be a condition of employment but may be a condition imposed upon select positions (e.g., paramedic intercept vehicle). The Employer may limit the number of seats in each class for non-EMT participants based on the number of positions available in each class. Participation in driver's training shall be paid as hours worked provided drive time is completed on duty.

Section 26.02 Mechanical Standards

The Employer shall ensure that all vehicles meet and/or exceed state requirements pursuant to Arizona's Department of Transportation and Department of Health Services. Employees are expected to inspect their vehicle before and during their operation to ensure acceptable mechanical standards are met and immediately advise their on-duty supervisor of any discrepancies and/or vehicle or equipment malfunction or defect. Failure to do so may result in disciplinary action against the employee. Any employee who makes a false report of equipment defect or malfunction after an incident is likewise subject to disciplinary action. No employee may be disciplined for refusing to use or operate a vehicle which is unsafe/non-roadworthy and in violation of the aforementioned language.

Section 26.03 Safety Standards

The Employer shall strive to meet and/or exceed compliance with CAAS accreditation guidelines, recommendations, and requirements set forth as best practice.

Section 26.04 Extreme Temperatures

The Employer agrees to ensure all in-service vehicles have the capabilities to cool both the patient compartment and cab in accordance with the Arizona Department of Health Services ambulance standards. In addition, Labor Management shall explore the capability of installing air circulating devices in each vehicle's patient compartment within ninety (90) days of the Execution of this Agreement.

Article 27. Workplace Injury, Illness, and Exposure

Employees shall be insured in conformance with the Arizona Law.

Employees who become aware of any health-related issue(s) that would affect their ability to safely complete their job duties should notify their supervisor, and any sensitive details of their health status can be given to the human resources department.

The Company reserves the right to remove any employee from duty, based on reasonable cause or suspicion of any on health issue that would affect the employee's job duties or the well-being of other Company personnel, the Company's patients, or the public. Company also reserves the right to require any employee to undergo a fitness-for-duty examination at the Company's expense. While the employee's fitness for duty is being determined through this process, the employee shall be on leave with pay.

Employees who come to work sick/injured as the result of a non-work incident, and are unable to safely perform their job duties, may be sent home without pay. Employees will be allowed to use accrued sick time, and/or accrued vacation time at their discretion.

Employees suffering on-the-job injuries while on shift, who cannot complete their shift, shall be paid in full for the shift in which the injury occurs.

The Employer shall have the right to require physical and/or psychological examinations of employees, as it pertains to their job description, at the Employer's expense.

Employees who are on pandemic isolation or quarantine pursuant to a local, county, state, or federal order or regulation shall be permitted to utilize accrued sick time to cover any missed regularly scheduled shifts until they return to duty or test positive, up to a maximum of

fourteen days. Upon testing positive, the employee shall be placed on paid administrative leave until able to return to work, up to the CDC recommended quarantine time.

Employees who are placed on a quarantine as a result of a workplace exposure shall be compensated their regularly scheduled hours for the Centers for Disease Control recommended time frame.

Employees shall be compensated two (2) hours pay as hours worked for any doctor's visits, consultations, follow-ups, physical therapy, etc., related to an on-duty injury or illness in the statutory waiting period, provided that such visits are required and/or ordered by the treating medical provided on record for the claim. Such compensation shall be in addition to any light duty hours worked, not to exceed the employees' regular scheduled hours.

If an employee is injured and unable to work beyond the statutory waiting period, all missed work time compensation beyond the waiting period will be covered under the worker's compensation benefits and will not be eligible for other compensation.

Employees will be offered light duty to the extent it is available and within their work restrictions, provided the injury is work related and light duty is available. Should the employee not be able to complete light duty, or should light duty not be available, the employee shall be permitted to utilize accrued vacation and/or sick time to make whole any lost hours. Light duty hours shall be 8hr shifts Mon-Friday as per Priority Ambulance policy.

Article 28. Healthcare and Insurance Benefits

All bargaining unit members shall be entitled to receive the same medical, dental, vision, and other supplemental benefits as non-bargaining unit members in Arizona.

Prior to future plan changes or modifications, including adjustments in premiums, the parties agree to meet and review anticipated changes and priorities for benefit offerings, coverages, and costs.

Article 29. Employee and Family Transports

The Employer agrees to waive any patient incurred charges for emergent or non-repetitive transports for all bargaining unit members and their immediate family. Immediate family shall include the employee's children, parents, spouse/domestic partner, and siblings, whether biological, step, foster, adopted, or Employer insured dependents. Nothing in this provision shall prevent the Employer from billing and seeking reimbursement from any appropriate

insurance provider. Any waived patient incurred charges shall be in accordance with State and Federal Law.

Article 30. Hours of Work

Section 30.01 Employment Status (e.g., Full-Time, Part-Time, PRN)

Full-time bargaining unit employees are assigned a regular schedule which meets or exceeds an average of forty (40) hours per week.

Employees who do not maintain a forty (40) hour per week average over a 60 day period will be considered to have changed status to part-time, PRN employees, provided the absences are not covered by another type of leave (e.g., Sick Time, PTO, Bereavement, etc.)

Regular part-time bargaining unit employees are assigned a regular schedule which is eight (8) to thirty-six (36) hours on a weekly basis.

The part-time bargaining unit workforce (actively employed) shall be limited to no more than 15% of the total bargaining unit workforce in each respective classification. Additional part-time bargaining unit members exceeding the 15% shall be by mutual agreement on a case-by-case basis to meet the regulatory or contractual needs of the Employer.

“PRN” employees are non-bargaining unit employees and shall have no assigned schedule and work on an on-call basis regardless of the number of hours worked.

“PRN” employees shall not be assigned shifts more than an average of twenty-four (24) hours per week when bargaining unit personnel are willing and able to fill available shifts following the normal scheduling processes as defined in Article 31 (Vacant Shift and Overtime Assignments).

The combined total of “PRN” and regular part-time employees shall not consist of more than 15% of the daily active workforce in each respective job classification. In the event of a staffing shortage, upon notification to the Union, the Employer may increase part-time utilization to fill shifts which remain vacant twenty-four (24) hours prior to the start of the shift for same day shifts.

Section 30.02 Overstaffing of Shifts

Based on operational needs (i.e., overstaffing), the Employer will first seek volunteers to forego the remainder of their shift. If no volunteers exist, the Employer will then reduce staffing for that specific day as follows: “PRN” employees, regular part-time employees on overtime, regular full-time employees on overtime, regular part-time employees in that order, based on reverse rotating seniority in each employment category in a maximum of twelve (12) hour blocks per employee. Employee qualifications such as pump and vent training or other CON and/or cost center required training may be used when sending employees home.

If an employee is cancelled from their shift less than six (6) hours prior to the start of the shift, he/she shall be compensated for the greater of four (4) hours of pay or actual hours worked.

Impacted employees, at their sole discretion, may elect to use accrued vacation and/or sick time for the remainder of his/her shift.

The Employer shall notify an affected employee as soon as possible whenever it is known that involuntary overtime will be required including holdovers due to staffing issues (e.g., callouts).

Article 31. Vacant Shift & Overtime Assignments

Section 31.01 Vacant Shift Assignments

The Employer may use “rovers” to fill vacancies prior to using the following process:

Vacant shifts shall be posted online using the Employer’s online scheduling software and shall be awarded on a first-come first-serve basis provided that the pick-up request is made within fourteen (14) days of the shift date. Prior to fourteen (14) days, pick-up requests shall be limited to part-time personnel to obtain their minimum required hours.

All standby or special duty events shall be staffed on a first-come first-serve at all times and not follow the time restraints above.

If an open shift cannot be staffed through these means, the Employer reserves the right to “split” a crew from a staffed unit and temporarily assign those employees to a unit of need. The Employer will strive to give ample notification to employees prior to splitting them to a new assignment. Vacant positions created by “splitting” shall not be backfilled by anyone other than the effected employee.

No employee shall be approved or denied overtime based on that employee's hourly wage.

All vacant shifts shall be posted to employees using the Employer's online scheduling system.

Overtime must be approved or denied within forty-eight (48) hours from the request when possible.

Unscheduled overtime is not guaranteed.

Section 31.02 Mandatory Shift Hold-Over

Employees shall not leave their assigned duty station until properly relieved. Proper relief shall consist of relief by the oncoming employee or being released by the dispatch center or duty supervisor.

It is the responsibility of the Employer to make the arrangements in order to ensure customer service is not interrupted and employee workload is not unnecessarily increased due to inadequate staffing/coverage. In the event an employee is to be held over on a mandatory basis, the Employer will attempt to notify the employee as soon as possible.

The purpose of the mandatory shift hold-over is to address short-notice staffing (e.g. call-offs) and abrupt significant increase in call volume impacting service levels in a particular operation. The Employer will notify the employee as soon as feasible of the need to holdover.

Employees may be subject to a mandatory holdover for up to two (2) hours following the scheduled end of their shift. No employee will be held over longer than two (2) hours beyond the regularly scheduled end of a shift unless an active assignment takes them past the two (2) hour limit.

Absent a verifiable reason, an employee calling out after receiving notification of the need to hold over will receive 2 occurrences. Verifiable reasons must be approved by the employee's Director.

Employees working in remote locations may be held longer than two (2) hours in order to allow the replacement coverage to arrive at those locations. 'Remote' locations shall be addressed by the Labor Management Committee as needed.

Employees who receive a call for service that cannot be completed prior to the scheduled end of their shift are not on mandatory holdover while performing work related activities, including travel time back to the employee's deployment location, following the scheduled end of their shift.

Section 31.03 Emergency Staffing (e.g., Disaster)

Once the Employer has attempted to fill vacant shifts per Article 31.01, and critical vacancies remain, the Employer, upon notification to the Union, shall be permitted to enact emergency staffing.

During emergency staffing, the Employer shall select, or mandate employees as follows:

- Employees with the least amount of scheduled hours that week;
- Employees who have not worked more than forty-eight (48) consecutive hours; and
- Employees who have not already worked more than one (1) emergency staffing shift.

Employees who are required to work an emergency staffing shift shall be compensated at \$150.00 (gross pay) per emergency staffing shift up to twenty-four (24) hours per shift.

Employees may be excused or accommodated with verifiable reason; however, employees who refuse to work an emergency staffing shift may be disciplined up to and including termination.

Article 32. Compensation

Pay Periods and Pay Dates

For the purpose of compensation, the workweek shall consist of seven (7) consecutive days beginning at 00:00:00 Saturday and ending at 23:59:59 the following Friday. The pay period shall consist of two work weeks and payroll shall be issued bi-weekly via Pay Card or direct deposit at the employee's choosing.

The workday shall consist of twenty-four (24) hours beginning at 00:00:00 and ending at 23:59:59.

All compensation, including hourly wages, premium pay, bonuses, and differentials shall be paid in accordance with FLSA and all applicable laws and regulations.

New-Hire Wages

New hire wages will be set based off the applicant's certification and experience at the time of hire, to a maximum of Step 12. No newly hired employee outside of an I-60 Bargaining Unit will be paid more than an existing Employee with the same level of experience.

Newly hired employees from another I-60 Bargaining Unit will be placed at in a step at or above their previous rate of pay following verification by the Human Resources Department.

Hourly Compensation

Bargaining unit employees shall be paid hourly based upon their respective step in the wage scale (Appendix A) for all compensable hours (e.g., hours worked, vacation, sick, bereavement,

etc.). Employees are expected to maintain accurate records of all hours and any errors or corrections shall be addressed pursuant to Article 33 (Payroll Errors).

Annual Increases

Upon the bargaining unit employee's anniversary of their latest start date, the employee shall progress to the next step within that year's wage matrix in Appendix A. The wage increase shall be effective the next full pay period following the employee's latest start date.

Step-Up Supervisor Pay

Dispatchers, Paramedics and Registered Nurses, with a minimum of one-year experience in their respective job classification at Maricopa Ambulance (or its affiliates, subsidiaries, etc.) may serve in a position of Step-Up Supervisor to assist with administrative duties or fill supervisor vacancies on a limited basis. While acting as a step-up supervisor, the bargaining unit member shall not be permitted to conduct any investigations or issue corrective action to other bargaining unit personnel. Step-up supervisors may obtain reports of issues, accidents, etc. on behalf of a supervisor or manager.

While functioning as a step-up supervisor, bargaining unit members shall be compensated an additional \$2.00 per hour worked.

Promotion Pay

Upon promoting job classifications, bargaining unit personnel shall be given a minimum credit of 1 Step upon promotion to a new position. Employees with more than two completed years of service shall receive half-credit for completed years of service to a maximum of eight (8) years of service.

Example: an EMT with six complete years of service shall be placed on Step 3 of the paramedic wage scale.

Transfer Pay

Transfer wages for employees from another Priority operation will be set based off the applicant's certification and experience at the time of transfer.

Critical Care Paramedic

In the event the Employer initiates a CCEMT-P program, the employer agrees to bargain over wages for this position.

Wage Scale Implementation

Upon execution of this agreement, all existing bargaining unit personnel shall be assigned a Step on the wage scale based upon their wage step as of November 30, 2024, provided they receive at least a 10% increase in their hourly rate. Employees not receiving at least a 10% increase will be placed in the next step to provide them at least a 10% increase.

- The wage scale for Year One, in Appendix A., Shall commence on November 30, 2024, and shall be in effect until the first full pay period on, or after, November 30, 2025.
- The wage scale for Year Two will commence upon the expiration of the Year One scale and shall remain in effect until the first full pay period on, or after, November 30, 2026.
- The wage scale for Year Three will commence upon the expiration of the Year Two wage scale and shall remain in effect until the first full pay period on, or after, November 30, 2027, and will remain in effect until a successor contract is ratified.

Employees shall progress to the next step on the wage scale upon completed years of service the pay period following their anniversary date.

All employees active as of the ratification of this agreement will be entitled to retroactive pay, beginning the first full pay period after January 1, 2024, for all hours worked. Retroactive pay will be calculated using the total number of hours worked beginning the first full pay period after January 1st through the first pay period the new pay rates reflect on payroll following the ratification of this agreement. Total amount paid will be the total number of hours worked multiplied by the difference in the employee's old pay rate and the new pay rate at straight time pay. Retroactive pay will be dispersed to all applicable employees within 60 days following the execution of this agreement.

Article 33. Payroll Errors

Employees shall accurately document worked hours via the Employer's standard time clock process. Changes to the timekeeping process or procedure shall be mutually agreed upon via a Memorandum of Understanding between both parties. Upon any changes to the policy and/or procedure relating to Payroll Administration, they shall be communicated, in writing, to all affected personnel via electronic mail, intranet posting or other standard communication medium. Such notification to bargaining unit members shall be a minimum of fourteen days in advance of the proposed change. In addition, the Employer shall update all Policy Manuals.

Employees are encouraged to verify, correct, and approve their timecard each week following the conclusion of their work hours for that week. Absent unforeseen and mitigating circumstances, repeated failures to approve or correct timecards (i.e., twice in a ninety-day period) resulting in payroll errors may result in corrective action following progressive discipline.

The Employer shall take reasonable steps to send a weekly notification reminder to all bargaining unit personnel to review, correct, and approve his/her timecard.

Shortages in an employee's paycheck shall be corrected by a manual check or direct deposit as soon as possible but no later than five (5) business days after discovery or notification of such error, providing such shortage is more than \$200.00. Errors less than \$200.00 shall be corrected on the employee's next regularly scheduled paycheck.

Overpayments to employees shall be corrected first by a demand letter of payment by Payroll specifying the amount and reason for overpayment. The employee may choose, at their sole discretion, to pay back the entire overpayment via check, as a deduction on the following check, or set up a mutually agreed upon repayment plan.

The Employer will notify the affected employee when the manual check is ready for pick up at the employee's appropriate department or arrange for overnight delivery to the employee's residence at the employee's discretion.

Article 34. Holiday Pay

Bargaining unit members will be paid Holiday pay at a rate of double time their regular hourly rate for any hours worked on the holiday. However, at no time shall an employee's pay on a holiday exceed two (2x) times the employee's regular rate of pay.

The Employer and the Union agree to the following recognized holidays:

- New Year's Eve
- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Martin Luther King Day
- Thanksgiving
- Christmas Eve
- Christmas Day

Article 35. Premium Pay

Section 35.01 Performance Pay

For scheduled shifts of 12 hours or less, field crews shall be eligible for a bonus of \$50.00 per shift for completing more than five (5) transports. To be eligible for this bonus, the crew's transports for the shift must be properly charted in accordance with the company's CLEAR documentation policy (or such similar policy as might be in effect at the time), properly submitted with no open charts at end of shift, and without any patient care incidents or customer complaints for the shift. Disqualifying conduct by one crew member shall not prejudice the other crew member if he/she/they is otherwise eligible.

Section 35.02 Field & Communication Training Officer Differential Pay

The Employer and the Union recognize the position of Field Training Officer (FTO) and Communications Training Officer (CTO) is a full promotion within the bargaining unit.

Training Officers within the bargaining unit shall be compensated with an additional two dollars (\$2.00) an hour for all hours worked.

Additionally, the Employer agrees to maintain a reasonable employee to Field Training Officer (FTO) ratio and have one Communications Training Officer (CTO) per shift.

Ultimately, the amount of FTO's hired is at the Employers discretion. FTO's not meeting the requirements of the position shall be removed and the additional \$2.00 an hour pay revoked.

Section 35.03 Certification Differential Pay

Dispatchers who maintain an Emergency Medical Dispatcher (EMD) certification shall be compensated an additional \$1.00 per hour.

Section 35.04 Attendance Bonus

Bargaining unit personnel shall be eligible for a monthly attendance bonus of \$150.00 to be paid in the first full pay period following the end of the prior month when all of the following are met:

1. The employee has worked all of their assigned shifts for the month, not including Vacation pre-approved 2 weeks in advance
2. The employee has no call outs or tardies for the month.
3. Have approved their timecard for each week in the prior month.

Section 35.05 Professional Development Stipend

Registered Nurses shall be eligible for up \$500.00 in reimbursement of actual expenses incurred, per person, per contract year, during the term of this agreement for use in registration and attendance at an accredited academic or educational conference for the purposes of professional development. To avoid any dispute regarding the professional development value of a particular course, the RN wishing to attend a conference or course for which reimbursement will be sought should submit information regarding the course to his/her supervisor in advance. Employees may be requested to provide proof of actual attendance.

Section 35.06 Non-FTO Training Pay

Employees will be eligible for a training stipend when training a newly hired employee or student when an FTO is not available, or the student is assigned to them by the Clinical Department. Employees will receive thirty-five (\$35.00) per twelve (12) hour shift and seventy (\$70.00) per twenty-four (24) hour shift.

Article 36. Approved Leaves

Section 36.01 Vacation

All bargaining unit members are eligible to accrue and use vacation time.

Vacation time shall accrue per pay-period, pursuant to the following table:

Time In Service	Per Pay Period Accrual	Max. Annual Accrual	Max Rollover Allowed
0-35 Months	3.69 Hours	96 Hours	96
36-71 Months	5.54 Hours	144 Hours	144
72+ Months	7.39 Hours	192 Hours	192

Upon an Employee reaching a 3-year and 6-year anniversary date, vacation accrual shall be increased the next full pay period.

Ten percent (10%) of each job classification of the active workforce, per division (East, West, IF, dispatch), shall be permitted to be on Vacation time at any given time. If ten percent (10%) of the scheduled work force is already on approved vacation time and another employee has requested that day off, it is the employee’s responsibility to find their own coverage for the day(s) requested and provide that information to scheduling, no less than twelve (12) hours in advance, for approval.

Vacation time shall be approved on a first-come first-serve basis. In the event that more than one employee of equal qualification submits a request for vacation at the same time for the same date of vacation, seniority shall be used to award the approval to the employee with the most seniority.

Vacation time must be scheduled at least two (2) weeks in advance. Failure to do so may result in denial of the request, however, such late requests shall not be unreasonably denied. Requests may also be denied based on unforeseen bona fide operational and business demands. The Employer must respond within 48 hours of the Vacation Request to advise of approval or denial. Should the Employer fail to respond within 48 hours of the request the Vacation request may be elevated to the next level in the approval chain for approval or denial.

Employees requesting Vacation Time greater than ninety (90) days in advance will receive approval for all time requested and will not count towards the 10% above. 90-day advanced notice PTO will be approved, up to 25% of each job classification of the active workforce, per division (East, West, IF, dispatch). The Employer shall be allowed to offer these shifts to the part-time workforce immediately.

After an employee's vacation time has been approved, it may only be changed by mutual consent between the employee and the Employer.

The vacation pay for bargaining unit members is paid at their hourly pay rate in effect on the date the benefit is used.

Employees shall be allowed to maintain a maximum accrual as outlined in the above table of vacation time in their vacation bank. Once an employee's vacation bank reaches the maximum accrual, the employee's accrual shall cease until such time as the employee's balance drops below the maximum allowed.

Bargaining unit members may donate accrued vacation to other bargaining unit members to be a dollar-for-dollar value rather than hour-for-hour. Donations into and/or out of the bargaining unit members shall not be unreasonably denied.

Upon separation of employment, all vacation accrued but not taken will be paid out to the separating employee on their final check.

Section 36.02 Sick Time

Sick time may be used during an employee's own illness or for an illness in the employee's immediate family. Immediate family is defined as and limited to, the employee's spouse, child, or parent, whether biological, step, foster, adopted, or Employer insured dependents.

Sick time will be limited to 2.72 hours accrued per pay-period and may accumulate up to twelve (12) weeks of paid sick time. The Employer may request medical documentation to substantiate the need for paid sick time. Failure to provide acceptable documentation may result in disciplinary action and/or denial of the requested paid sick leave. Documentation may be required to release the employee back to full duty without restriction in the event that there is a reasonable basis for concern, or the sick leave exceeds four (4) calendar days.

Employees on another form of leave are not eligible to accrue sick time until after they have returned to work. Sick time may be used in four (4) hour increments. In the event of a documented hardship approved by the Human Resources Department, Employees may donate a maximum of two (2) weeks accrued sick leave time/Vacation time to other employees in a rolling twelve (12) months. Donated sick time shall not be used to avoid discipline for attendance. The appropriate Director must approve employees already in discipline for attendance to receive donated hours.

The provisions of this article are intended to supplant and supersede any provisions of the Arizona Paid Sick Leave Law to the contrary.

Section 36.03 Bereavement

Bargaining unit members are entitled to paid Bereavement Leave upon the death of an immediate family member up to forty-eight (48) hours. Any employee who is notified of a death in the immediate family while on duty will be relieved, at the employee's request, upon notification of the supervisor for the remainder of their shift with pay, these hours will not count towards the 48 hours of Bereavement Leave at the employee's request, or they may use PTO/Sick time to cover the remaining hours.

An immediate family member for the purposes of this section is defined as the employee's spouse, child (including still birth of the employee or employee's spouse, or significant other or domestic partner residing with the employee. For the purposes of this section still birth shall be defined under Arizona Revised Statutes (A.R.S.) § 36-330 for a fetus born/delivered dead after a gestational period of at least 20 completed weeks.), stepchild, parent, stepparent, in loco parentis, mother-in-law, father-in-law, sister, brother, stepsister, stepbrother, grandparent, grandchild, aunt, uncle, niece, nephew, domestic partner or significant other residing with the employee at the time of death.

The bereavement leave shall be at the Employee's discretion, provided such leave is taken within thirty (30) days of death and shifts do not need to be taken consecutively. Exceptions to this can be approved on a case-by-case basis by the Director of Operations.

All relationships are biological, adopted, step or in-law unless otherwise noted. Bereavement Leave for other relationships may be approved by management on a case-by-case basis.

Employees shall be entitled to paid Bereavement Leave to a maximum of forty-eight (48) hours per instance. Additional time off may be leave without pay or compensated from the employee's Sick Time or Vacation Time. Management, at its sole discretion, may approve additional time in special circumstances (e.g., out of town funeral services).

Paid Bereavement Leave shall be capped at ninety-six (96) hours per rolling calendar year. Any additional bereavement time shall be unpaid or shall be deducted from the employee's Sick or Vacation accruals at the employee's discretion. Exceptions to the 96-hour rule may be made at the employee's Director's discretion.

Management may require that employees provide reasonable documentation to support Bereavement Leave requests.

Section 36.04 Jury Duty

Employees must notify the Employer immediately upon receiving notification to serve jury duty whenever it may conflict with the employee's work schedule or duties. The employee must provide a copy of the jury summons to the Employer to serve as documentation.

If an employee's time off for jury duty would substantially affect business operations, the Employer should discuss with Human Resources the advisability of requesting a postponement of the duty. If postponement is rejected by the court, the Employer will honor the court's decision. If the employee agrees to the request for a postponement, it is the employee's responsibility to contact the Clerk of Courts with the request.

Employees will be paid for time off for jury duty at their regular base pay, for a maximum of two (2) calendar weeks. The employee will be granted appropriate paid leave for any shift or portion of a shift which immediately precedes jury duty obligations such that the employee will be well rested and able to attend to their juror duties. Employees will also retain any fee received from the court for jury service.

Section 36.05 Court Appearance

Any employee subpoenaed to appear in an administrative or legal proceeding or to give a deposition in connection with same shall be paid for time spent in connection with such activity provided such appearance is the result of performance of their job responsibilities at the Employer. Compensable time under this Section shall include time spent with attorneys or the Employer's representative in preparation for the proceeding. The employee shall submit to the Employer any and all witness fees received for complying with any subpoena. While reporting for subpoenaed hearing/meetings, employees must dress in appropriate attire.

When an employee is called to be a witness in his/her employment capacity for the Employer, time off for this purpose will be compensated at their regular base pay.

Any employee subpoenaed to appear in an administrative or legal proceeding or to give a deposition for activities not relating to his or her work duties (e.g., individual civil or criminal proceedings) shall be removed from shift without pay upon advance notice to the Employer of such activities. Employees may use accrued vacation or sick leave for lost hours of work.

Employees must provide a copy of the subpoena to the Employer at their earliest opportunity, but no later than forty-eight (48) hours upon receipt. A copy of the summons or subpoena is to be presented to their Employer. Unused, accrued time off may be used for this situation.

Section 36.06 Educational Leave

At the Employer's sole discretion, employees may be granted leave, with or without pay, for education purposes to attend conferences, seminars, briefing sessions, or other functions of a similar nature that are intended to improve, maintain or upgrade the individual's certifications, skills, and professional ability.

Section 36.07 Voting Leave

The Employer recognizes an employee's civic responsibility for voting in local, state, and federal general elections. Due to the nature of the business, we are in, it is highly recommended that all employees sign up for early ballot voting. Employees may request time off when their work schedule prohibits the employee from voting. In such events, voting time off will be provided in accordance with local, state, and federal guidelines. Requests for time off shall be made with a minimum of forty-eight (48) hours' advance notice to the Employer.

Section 36.08 Military Leave

Employees who enter active-duty military service, including the National Guard, Enlisted Reserves and the National Disaster Medical Systems (NDMS) service, will be granted leave of absence in accordance with the terms of all applicable federal laws including the Uniformed Service Employment and Re-Employment Act of 1994 (USERRA) and any applicable state laws, in effect on the date of which such employee makes his/her request for a military leave.

Article 37. Retirement Funding (401k)

Bargaining unit members shall be eligible to participate in the Employer's 401k retirement savings plan beginning the first day of the month following their first thirty (30) days of employment.

Effective January 1, 2026, the Employer will provide a 401K match for Employees who chose to participate in the Company's 401K plan:

- Employees with at least (2) years of service as of January 1, 2026, will receive a match of 50% up to 3% of the Employee's contribution.
- Employees with at least three (3) years of service as of January 1, 2026, will receive a match of 50% up to 4% of the Employee's contribution.
- Employees with at least five (5) years of service with the Company as of January 1, 2026, will receive a match of 50% up to 8% of the Employee's contribution.

Article 38. Tuition Assistance Program

The Employer and the Union believe education leads to self-improvement and recognizes that the skills and knowledge of the bargaining unit is critical to the success of the operation.

The Employer agrees to maintain the Tuition Assistance Program Policy for all bargaining unit members as outlined in the current policy adopted January 14, 2020 (see Appendix C) through the duration of this Agreement.

Article 39. Printing & Supplying of Agreement

The Employer will ensure that a copy of this Agreement is available online. Employees are permitted to print a copy at work if needed, at no cost to the employee.

Article 40. Management Rights

The parties agree that it is the exclusive right of the Employer, subject to, and in accordance with, the terms of this Agreement and applicable laws and not inconsistent therewith to:

- A. Maintain order, discipline, and efficiency pursuant to this Agreement;

- B. Hire, direct, transfer, promote, discharge, suspend or otherwise discipline employees for just and proper cause;
- C. Install and require the operation of any equipment or supplies for the efficient and economical carrying out of the operations and undertakings of the Employer;
- D. Sell, lease, transfer, discontinue, or relocate any or all portions of the operations now or hereinafter covered or carried out at the premises covered by this Agreement, provided the Union is given the maximum notice of such change(s) and the opportunity to bargain the effects and impacts;
- E. Obtain written statements immediately from employees when an accident, incident, or injury occurs, provided such statements are on standardized forms which are mutually agreed upon by the Union and the Employer, and shall not waive or infringe upon an employee's Weingarten rights.
- F. Place an employee on paid administrative leave pending the results of an investigation if there is reason to believe the employee's actions may cause further harm to the Employer, its employees, or customers.
- G. Place an employee on unpaid leave, consistent with the terms of this agreement.
- H. At the Employer's sole expense, require an employee to submit to medical, physical, and/or psychological examination or fitness for duty test for all post incident, accident and/or workers' compensation injuries, controlled substance diversion investigation, patient injury, or reasonable suspicion that the employee is unable to safely perform their duties; poses a threat to co-workers or the public or displays an appearance of impropriety or irrational behavior.
- I. Remove an employee from shift, unpaid, for non-work-related illness or injury which affect their job performance while awaiting clearance from a healthcare provider.
- J. Pay additional compensation and determine the amount thereof to the employees over and above the hourly rate agreed to herein;
- K. Give additional benefits to bargaining unit members over and above the benefits established herein;
- L. Upon negotiation with the Union, determine and, from time to time, re-determine the necessary credentials or certifications of the employees, at the Employer's sole expense, and as hours worked to compensate any employees for meeting re-determined qualifications;
- M. Determine and, from time to time, re-determine, the locations from which employees change shifts and/or report to work, upon consultation with the Union
- N. Determine and, from time to time, re-determine posting locations and posting plans for ambulance deployment in both interfacility and 911 markets, upon consultation with the Union.
- O. In the event of an unforeseen bona fide contractual, regulatory, or compliance need, the employer may make an immediate temporary change to both posting locations and the associated posting plan. Upon exercising this right, the Employer shall immediately notify of the Union of such need and provide all necessary and relevant documentation supporting such need, including the changes to the posting plan(s). The Employer shall bargain the impacts and effects of such temporary change upon request of the Union

within seven (7) days of the change. All other changes to the posting plan or posting locations will be negotiated through the terms herein.

- P. The Union recognizes and agrees that, except limited by the express provisions of this agreement, the Employer maintains sole and exclusive rights to manage its business in such a manner as the Employer shall determine to be in its best interest.

Such negotiation(s) for changes to hours, wages, and working conditions (e.g., J, K, L) shall commence at reasonable times and the Union shall be provided adequate notice to allow the parties to successfully negotiate any proposed changes prior to any planned implementation date.

The exercise of any Management rights shall be consistent with the terms of this Agreement and shall not conflict with any specific provision of this Agreement.

The Employer has the right to require employees to obey orders, even though deemed by such employee(s), or the Union, to be in violation of the contract, unless it is established that such order(s) are in violation of the law, or the contract, according to the procedure provided herein, unless the order places the employee at an immediate and foreseeable risk of personal harm.

Should either party wish to change or modify any topic or matter which is not addressed in this Agreement, the parties agree to meet to bargain in good faith over any such proposed topics or changes to mandatory subjects of bargaining. Should any proposed changes conflict with any other terms or provisions of this Agreement, the terms of this Agreement shall prevail.

Upon mutual consent, changes or modifications to permissive subjects of bargaining related to topics not addressed in this Agreement shall be negotiated in good faith to mutual Agreement.

Article 41. Emergency Situations

In the event of a local, state, or federal disaster/emergency, as defined and implemented by the governmental authorities, the Employer is permitted to modify work schedules, work times and other daily working conditions to adjust to the ever-changing needs of patients and communities during the state of emergency.

Prior to enacting the above, the Employer and Union will, at the earliest opportunity, meet and confer regarding any temporary changes which arise from the declared emergency situation that are at odds with this Agreement. Both parties shall work collectively to implement temporary changes as needed, and both parties shall make a good faith attempt to adhere to the terms and conditions of this Agreement wherever possible to minimize any impacts on the workforce.

During such an emergency state, neither party shall be bound to timelines set forth in this Agreement.

Article 42. Harassment and Violence in the Workplace

Sexual Harassment

The Company does not tolerate sexual harassment. Sexual harassment may include unwelcome sexual advances, requests for sexual favors, or other unwelcome verbal or physical contact of a sexual nature when such conduct creates an offensive, hostile, and intimidating working environment and prevents an individual from effectively performing the duties of their position.

Employees are expected to report any deviation from these standards to their immediate supervisor or manager. We believe that the best way to handle complaints and reports of behavior deviating from Company policies is with your direct supervisor. However, in the event you do not feel comfortable reporting the issue to your supervisor or manager, you may alternatively report any deviation or complaint to your local HR representative to the extent necessary.

As a final option reserved for only extreme cases that are unable to be handled by on-site managers or HR representatives, we have established a confidential hotline that can be used to report alleged deviations from our Compliance, HIPAA, Ethics and Business Conduct, or Human Resource standards. To utilize the hotline services after exhausting all other options such as local managers or HR representatives, either call 1-(855) 400-6002 [1-800-216-1288 for Spanish] or utilize the hotline website: <https://www.lighthouse-services.com/priorityambulance>

Violence in the Workplace

The Company has adopted a policy prohibiting workplace violence. Consistent with this policy, acts or threats of physical violence, including intimidation, harassment, and/or coercion, which involve or affect the Company, or which occur on Company or client property, will not be tolerated. Employees are expected to report any deviation from these standards to their immediate supervisor or manager.

We believe that the best way to handle complaints and reports of behavior deviating from Company policies is with your direct supervisor. However, in the event you do not feel comfortable reporting the issue to your supervisor or manager, you may alternatively report any deviation or complaint to your local HR representative to the extent necessary.

As a final option reserved for only extreme cases that are unable to be handled by on-site managers or HR representatives, we have established a confidential hotline that can be used to report alleged deviations from our Compliance, HIPAA, Ethics and Business Conduct, or Human Resource standards. To utilize the hotline services after exhausting all other options such as local managers or HR representatives, either call 1-(855) 400-6002 [1-800-216-1288 for Spanish] or utilize the hotline website: <https://www.lighthouse-services.com/priorityambulance>.

Concealed Weapons

Employees may not, at any time while on any property owned, leased or controlled by the Company, including anywhere that Company business is conducted, such as customer locations, client/patient locations, trade shows, Company event venues, and so forth, possess or use any weapon while representing the Company.

Weapons include, but are not limited to, guns, knives or swords with blades over four inches in length, explosives, and any chemical whose purpose is to cause harm to another person. Employees are permitted to carry utility tools (e.g. shears) used in the normal course of business.

Employees who possess a concealed weapons permit (CCW) or where it is permissible by law, pursuant to all local, state, and federal laws to possess a weapon, must leave their weapon within their personal vehicle while on company property.

Exceptions to this article can be authorized only by the CEO, HR VP, General Counsel, or a Regional President. Employees who violate this policy will be subject to disciplinary action, up to and including employment termination and pursuant to the progressive discipline policy.

Appendix A. Wage Scales

Effective November 30th, 2024 – November 30th, 2025

Step	VST	EMR/Driver	EMT	Paramedic	Registered Nurse	Dispatcher	Dispatcher + EMD
0	\$16.16	\$17.11	\$19.01	\$26.42	\$37.18	\$23.77	\$24.77
1	\$ 16.40	\$17.37	\$19.29	\$26.81	\$38.11	\$24.13	\$25.13
2	\$ 16.65	\$17.63	\$19.58	\$27.22	\$39.06	\$24.49	\$25.49
3	\$ 16.90	\$17.89	\$19.87	\$27.62	\$40.04	\$24.86	\$25.86
4	\$ 17.15	\$18.16	\$20.17	\$28.04	\$41.04	\$25.23	\$26.23
5	\$ 17.41	\$18.43	\$20.48	\$28.46	\$42.07	\$25.61	\$26.61
6	\$ 17.67	\$18.71	\$20.78	\$28.89	\$43.12	\$25.99	\$26.99
7	\$ 17.94	\$18.99	\$21.09	\$29.32	\$44.20	\$26.38	\$27.38
8	\$ 18.21	\$19.27	\$21.41	\$29.76	\$45.30	\$26.78	\$27.78
9	\$ 18.48	\$19.56	\$21.73	\$30.21	\$46.43	\$27.18	\$28.18
10	\$ 18.76	\$19.85	\$22.17	\$30.66	\$47.59	\$27.59	\$28.59
11	\$ 19.04	\$20.15	\$22.61	\$31.12	\$48.78	\$28.00	\$29.00
12	\$ 19.33	\$20.45	\$23.06	\$31.59	\$50.00	\$28.42	\$29.42
13	\$ 19.62	\$20.76	\$23.52	\$32.06	\$51.25	\$28.85	\$29.85
14	\$ 19.91	\$21.07	\$23.99	\$32.54	\$52.54	\$29.28	\$30.28
15	\$ 20.21	\$21.39	\$24.59	\$33.03	\$53.85	\$29.72	\$30.72
16	\$ 20.51	\$21.71	\$25.21	\$33.52	\$55.19	\$30.17	\$31.17
17	\$ 20.82	\$22.04	\$25.84	\$34.03	\$56.57	\$30.62	\$31.62
18	\$ 21.13	\$22.37	\$26.48	\$34.54	\$57.98	\$ 31.08	\$32.08
19	\$ 21.45	\$22.71	\$27.15	\$35.05	\$59.43	\$ 31.55	\$32.55
20	\$ 21.77	\$23.05	\$27.83	\$35.58	\$60.92	\$32.02	\$33.02

Effective November 30th, 2025 – November 30th, 2026

Step	VST	EMR/Driver	EMT	Paramedic	Registered Nurse	Dispatcher	Dispatcher + EMD
0	\$ 16.40	\$17.37	\$19.30	\$26.95	\$37.74	\$24.13	\$25.14
1	\$16.64	\$17.62	\$19.58	\$27.34	\$38.30	\$24.48	\$25.51
2	\$16.89	\$17.89	\$19.87	\$27.75	\$39.25	\$24.85	\$25.88
3	\$17.15	\$18.16	\$20.17	\$28.17	\$40.23	\$25.22	\$26.25
4	\$17.41	\$18.43	\$20.47	\$28.59	\$41.24	\$25.61	\$26.64
5	\$17.66	\$18.70	\$20.78	\$29.02	\$42.27	\$25.99	\$27.02
6	\$17.93	\$18.98	\$21.09	\$29.46	\$43.33	\$26.38	\$27.41
7	\$18.20	\$19.27	\$21.40	\$29.90	\$44.41	\$26.77	\$27.80
8	\$18.48	\$19.56	\$21.72	\$30.35	\$45.53	\$27.17	\$28.20
9	\$18.76	\$19.85	\$22.05	\$30.80	\$46.66	\$27.58	\$28.61
10	\$19.03	\$20.15	\$22.38	\$31.27	\$47.82	\$28.00	\$29.03
11	\$19.32	\$20.45	\$22.84	\$31.73	\$49.02	\$ 28.42	\$29.45
12	\$19.61	\$20.75	\$23.29	\$32.21	\$50.24	\$28.84	\$29.87
13	\$19.91	\$21.06	\$23.75	\$32.70	\$51.50	\$29.27	\$30.30
14	\$20.21	\$21.38	\$24.23	\$33.18	\$52.79	\$29.72	\$30.75
15	\$20.51	\$21.70	\$24.71	\$33.68	\$54.12	\$30.16	\$31.19
16	\$20.82	\$22.03	\$25.33	\$34.19	\$55.47	\$30.61	\$31.64
17	\$21.13	\$22.36	\$25.97	\$34.69	\$56.85	\$31.08	\$32.11
18	\$21.44	\$22.70	\$26.62	\$35.22	\$58.27	\$31.54	\$32.57
19	\$21.76	\$23.04	\$27.27	\$35.75	\$59.72	\$32.01	\$33.04
20	\$22.09	\$23.39	\$27.96	\$36.28	\$61.21	\$32.50	\$33.53

Effective November 30th, 2026, and will remain effective until a successor CBA is ratified.

Step	VST	EMR/Driver	EMT	Paramedic	Registered Nurse	Dispatcher	Dispatcher + EMD
0	\$16.65	\$17.63	\$19.59	\$27.49	\$38.31	\$24.49	\$25.52
1	\$16.89	\$17.89	\$19.88	\$27.89	\$38.87	\$24.85	\$25.89
2	\$17.14	\$18.15	\$20.17	\$28.30	\$39.45	\$25.21	\$26.28
3	\$17.40	\$18.43	\$20.47	\$28.72	\$40.43	\$25.60	\$26.66
4	\$17.66	\$18.70	\$20.78	\$29.16	\$41.44	\$25.98	\$27.04
5	\$17.93	\$18.98	\$21.08	\$29.59	\$42.48	\$26.38	\$27.44
6	\$18.19	\$19.26	\$21.40	\$30.04	\$43.54	\$26.77	\$27.83
7	\$18.47	\$19.55	\$21.72	\$30.49	\$44.63	\$27.17	\$28.23
8	\$18.75	\$19.85	\$22.04	\$30.95	\$45.74	\$27.57	\$28.63
9	\$19.03	\$20.15	\$22.37	\$31.41	\$46.90	\$27.99	\$29.05
10	\$19.32	\$20.45	\$22.71	\$31.88	\$48.06	\$28.41	\$29.47
11	\$19.60	\$20.75	\$23.05	\$32.36	\$49.25	\$28.84	\$29.90
12	\$19.90	\$21.06	\$23.53	\$32.84	\$50.49	\$29.27	\$30.33
13	\$20.20	\$21.37	\$23.99	\$33.34	\$51.75	\$29.71	\$30.77
14	\$20.51	\$21.69	\$24.46	\$33.84	\$53.05	\$30.15	\$31.21
15	\$20.82	\$22.02	\$24.96	\$34.34	\$54.37	\$30.61	\$31.67
16	\$21.13	\$22.35	\$25.45	\$34.86	\$55.74	\$31.06	\$32.13
17	\$21.44	\$22.69	\$26.09	\$35.39	\$57.13	\$31.53	\$32.59
18	\$21.76	\$23.03	\$26.75	\$35.90	\$58.56	\$32.01	\$33.07
19	\$22.08	\$23.38	\$27.42	\$36.45	\$60.02	\$32.49	\$33.55
20	\$22.41	\$23.73	\$28.09	\$37.00	\$61.51	\$32.97	\$34.03

Appendix B – Priority Drug Testing Policy

Date: 12/16/2022

Subject: Updated Drug Testing Policy

Scope: Maricopa Ambulance, Priority Ambulance Yavapai, Any subsequently added operation in AZ, Wyoming Operations

PRE-EMPLOYMENT

In light of the trend among states to decriminalize marijuana use, the company's new drug testing policy will NOT include marijuana in the pre-employment drug screen. The company will continue to drug test, prior to commencement of work, all applicants who accept conditional offers of employment. The test will consist of a traditional panel but excluding marijuana/THC. Such pre-employment drug testing may (but is not required to) be performed in-house by the company, so long as inconclusive and/or potentially positive results, which might affect employment eligibility, are sent to a certified laboratory for definitive interpretation.

POST-HIRE/EXISTING EMPLOYEES

The (1) possession, (2) use, and/or (3) being under the influence of any intoxicating drug or substance (including, without limitation, alcohol and/or marijuana) while on duty or at any company workplace while off duty is prohibited. Violation will be grounds for discipline up to and including termination.

The company reserves the right to perform mandatory testing upon reasonable suspicion of a violation of this policy. Testing based upon reasonable suspicion will include marijuana/THC in the panel and, if appropriate under the circumstances, alcohol as well.

Reasonable suspicion for testing shall be based on specific contemporaneous articulable observations of employee conduct, behavior, appearance and/or body odor, observed by a supervisor and documented in writing within four (4) hours of observation. Testing shall be conducted by a third-party with a certified laboratory. In the absence of extraordinary circumstances, the specimen(s) shall be collected within four (4) hours of the decision that testing is warranted based upon reasonable suspicion. Refusal to participate in testing shall be grounds for discipline up to and including termination.

Reasonable suspicion testing may also be conducted in connection with the investigation of suspected work-related drug diversion and/or tampering. In such situations, the determination of employees to be tested shall be made by the Chief Compliance Officer, in his/her sole discretion, based upon factors that are relevant to the investigation, including, but not limited to, individuals involved in the ordering, receiving, storage, dispensing, use, administration

and/or waste of drugs suspected to be involved. There is no requirement for articulable observations of employee conduct, behavior, appearance and/or body odor for reasonable suspicion testing in connection with investigation of suspected drug diversion and/or tampering. Reasonable suspicion testing shall be conducted by a third party, with a certified laboratory, and the panel for the test shall be determined by the Chief Compliance Officer based upon the totality of circumstances related to the investigation. Testing shall include, but is not limited to, urine, saliva, blood, and hair follicle with panels to be determined by the Chief Compliance Officer based upon factors relevant to the matter under investigation. Refusal to participate in reasonable suspicion drug testing in connection with investigation of suspected drug diversion and/or tampering shall be grounds for discipline up to and including termination.

POST-INCIDENT TESTING

The company will no longer perform mandatory drug testing after accidents or incidents involving possible injury to person or property. Testing after such incidents will be done only if reasonable suspicion exists.

SPECIAL CONTRACT REQUIREMENTS

If an employee is hired for, or transferred to, an operation that services a specific government contract, and that contract requires drug testing including marijuana, special procedures will apply, and the employee will be required to test for marijuana.



Human Resources Policies and Procedures

Title: Tuition Assistance Program (TAP)	Policy Number: 1
Effective: 01-14-2020	Version Number: 1
Policy Owner: Human Resources	Supersedes: Educational Assistance Program

Objective

This Tuition Assistance Program is established by Priority Ambulance, LLC and its affiliates (collectively "Employer") for the purpose of providing educational assistance to Employer's eligible employees in obtaining higher levels of certification in the provision of emergency medical services.

Scope

This policy applies to any current Full-Time employee, while in establishing this program, it is Employer's express intent to comply with all applicable laws, rules and regulations, including, without limitation, Internal Revenue Service Publication 15-B (2016), and any subsequent revisions or amendments, to obtain the most favorable tax treatment for educational assistance provided to Employer's eligible employees.

If an employee's application is approved, Employer will pay up to Five Thousand Dollars (\$5,000.00) in the form of a loan/advance of funds to an eligible employee to defray the costs of tuition and/or books for enrollment in an approved course of study or educational program.

Approval

All Tuition Assistance Program Loans must be approved by the appropriate Regional President.

Course Type Eligibility

Funds will be used for coursework that has a reasonable relationship to Employer's business or is required as part of a degree program that has a reasonable relationship to Employer's business, with the goal of providing assistance to eligible employees in obtaining higher levels of certification in the provision of emergency medical services.

Promissory Note and Tuition Agreements are only valid for approved courses enrolled in or completed no sooner than 90 days before the execution of the Promissory Note and Tuition Assistance Agreement.

Limitations

In accordance with IRS guidelines, education expenses do not include the cost of tools or supplies (other than textbooks) the employee is allowed to keep at the end of the course, nor does it include the cost of lodging, meals or transportation.



This Tuition Assistance Program shall apply to eligible full-time employees, under rules set forth herein and as amended or updated from time to time, and shall not favor “highly compensated employees” as defined by IRS Publication 15-B. The program shall not provide more than 5% of its benefits during any year to shareholders or owners of the company. The program does not allow employees to choose to receive cash or other benefits that must be included in gross income instead of educational assistance. Employer shall give reasonable notice of the program to eligible employees and shall also make a copy of this program document available upon request by an employee.

Employer reserves the right to set limits on the number of employees who can receive educational assistance, or the amount each participating employee can receive, in a calendar year, or any part thereof, based upon employee interest and availability of funds. Employer’s Group/Regional President (“President”) shall have responsibility for reviewing and approving applications for participation in the Tuition Assistance Program. The President shall have discretion to approve or deny each application, and the President’s decision shall be final unless reversed by the Chief Executive Officer.

Employer reserves the right to terminate, modify or amend this Tuition Assistance Program at any time without advance notice, provided, however, that loan and participation agreements in effect at the time of termination, modification or amendment of the program will be honored.

Employees may not enter into additional Tuition Assistance Agreements until the terms of a current agreement are fulfilled.

Retention Periods, Forgiveness, and Repayment of Defaulted Loans

Up to \$999 = 12-month commitment

\$1,000 - \$2,499 = 18-month commitment

\$2,500 - \$5,000 = 24-month commitment

If approved, an eligible employee will receive a no-interest loan in the approved amount. Upon an eligible employee’s successful completion of the approved course of study with passing grades/proof of certification and completed full-time employment of the determined retention period for Employer after obtaining the certification level for which funds were provided, Employer will forgive the full balance of the loan.

If the employee does not successfully complete the approved course of study within the pre-determined time frame, or his/her full-time employment is terminated (voluntarily or involuntarily) prior to completion, the employee will be responsible for repayment of 100% of the advanced funds upon demand.

If his/her full-time employment is terminated (voluntarily or involuntarily) after completion of the course, yet within the determined retention period after obtaining the certification level or degree for which funds were provided, a pro-rated amount of the principal balance will be forgiven for each full-month of full-time employment after obtaining the certification or degree, and the employee will be responsible for repayment of the remaining balance of the advanced funds on demand.



Employer will account for the advancing of funds and forgiveness of debt in accordance with Internal Revenue Service rules and regulations in effect at the time of the advancing of funds and the forgiveness of debt. Employer is establishing this program based upon its understanding that current IRS rules do not require the advanced educational funds to be reported as taxable income on the participating employee's W-2. The participating employee shall be responsible for the tax consequences, if any, arising out of the advancing of educational assistance funds and/or the forgiveness of debt.

Required Forms

The following forms must be completed, signed, and emailed to

AccountsPayable@priorityambulance.com and HR@priorityambulance.com :

IF COURSE HAS BEEN COMPLETED:

- Program Summary with course details
- Promissory Note and Tuition Assistance Agreement
- Manual Check Request to pay *Employee*
- Receipt showing payment by Employee
- Proof of Course Completion & Certification(s)

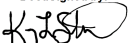
IF COURSE IS STARTING SOON:

- Program Summary with course details
- Promissory Note & Tuition Assistance Agreement
- Manual Check Request to pay *School*
- W-9 from the School
- Invoice from School


Policy Exceptions

No policy can anticipate every circumstance or eventuality. If an exception from this policy is required, it must be submitted in advance and approved. Exceptions to this policy may be granted on a case-by-case basis upon review and approval by the respective Regional President, the CEO, or the CFO.

Approval Signatures

DocuSigned by:

C481ADE4067C443...

Kacy Stoneburg President IAFF Local I-60

DocuSigned by:

B7A1FB36A1F3403...

Steve Blackburn, Chief Administrative Officer Priority OnDemand