

INTERIM GRIEVANCE PROCEDURE

THIS LETTER OF AGREEMENT is made and entered into in accordance with the provision of the Railway Labor Act, as amended, by and between ENVOY AIR, INC. (hereinafter "Envoy" or the "Company") and the PASSENGER SERVICE AGENTS in the service of ENVOY AIR, INC. As represented by the COMMUNICATIONS WORKERS OF AMERICA (hereinafter "CWA" or the "Union").

WHEREAS the parties are engaged in negotiations for an initial collective bargaining agreement; and

WHEREAS the parties have agreed upon certain interim provisions related to grievance procedures that will apply during the course of negotiations until the initial collective bargaining agreement is reached unless this Letter of Agreement is terminated by either party at an earlier date;

NOW, THEREFORE, the parties agree to the following:

1. Initial Meeting/ Investigation

- a. An employee required by the Company to attend a meeting that may result in his discipline or discharge will be, upon request, entitled to the presence of a Union representative (in person or via phone), provided that the Union representative's presence will not cause a delay in the meeting or interfere with the operations of the Company.
- b. At such a meeting, the Union representative will be entitled to ask questions at the end of the meeting and make a statement in the assistance of the Employee.

2. Grievance Handling

- a. If an employee chooses to file a grievance he or she is entitled to work with a Union representative to assist the employee in the process. Such assistance shall occur during such employees and Union representative breaks and/or while off the clock.
- b. Grievances concerning discipline, discharge or issues directly affecting an employee's compensation will be heard at a meeting with local management. Management will answer the grievance in writing (via email) within fourteen (14) calendar days after receipt and email a copy of the answer to the employee and the Union representative.
- c. If a grievance involves a suspension or termination, the employee or Union representative will submit a written grievance to his or her immediate Manager

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within fourteen (14) calendar days of the action or event being grieved (or first knowledge of the issue). To the maximum extent possible, grievances will be submitted via email using email address _____ by the grievant.

Upon receipt, the Manager will investigate the grievance and, if requested, schedule a meeting with the employee and Union. The local Manager will issue a written decision in a timely manner following the investigation and/or requested meeting.

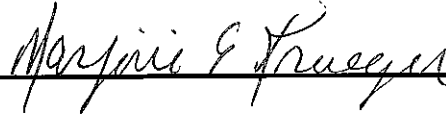
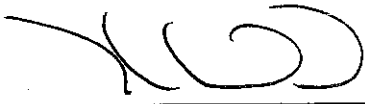
If the aggrieved employee is not satisfied with the decision of the immediate Manager, he or she or the Union representative may appeal the decision to the departmental Executive in Charge (EIC) at the location within fourteen (14) calendar days of the receipt of the written decision from the Manager.

- d. As part of an appeal, the Union representative and aggrieved employee will submit the written grievance, answer from local management and any other information relevant to the grievance to the Executive in Charge (EIC) in writing.

The Executive in Charge (EIC) shall render a decision in writing within fourteen (14) days and distribute to the grievant and Union representative.

3. A Union representative wishing to conduct Union business during work hours must first obtain permission from his supervisor and must not disrupt work.
 4. The employee and Union representative will not lose pay for any discussion of a grievance with a representative of management.
 5. Upon request, an active employee will be granted access to view his individual employee personnel records in the presence of a Manager. The employee may be accompanied by a Union representative. Both the employee and the Union representative may take hand-written notes, but will be prohibited from making copies or taking pictures of the content of the records.
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Employer

CWA

6/30/16

6/30/16

Date

Date