



# U.S. Employee Handbook



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## Welcome to Transdev U.S. from our CEO

At Transdev, the foundation of our business is our people!

I am proud of our U.S. team of more than 32,000 employees who wake up every day to serve our Purpose – empowering the freedom to move every day, thanks to safe, reliable and innovation solutions that serve the common good.

We live our purpose every day through the way we Care, Share and Dare and our teams deliver on that purpose to our clients, customers, and the communities we serve.

This handbook has been prepared to provide you with general information about Transdev, our operating philosophy, and an overview of pertinent Company policies.

Please read it carefully as it holds important information about the commitment Transdev has to safety, ethics & compliance, as well the policies and procedures under which we work.

Thank you for being part of our Transdev family and for the value you bring to Transdev.

Welcome!



**Laura J. Hendricks**  
CEO, Transdev U.S.

## About Transdev

Transdev is the largest private sector provider of mobility solutions in the United States. We are a team of people serving people, and mobility is what we do. In the U.S., we operate multiple modes such as bus, rail, paratransit, non-emergency medical transport, autonomous vehicles, shuttles, and vehicle maintenance services in 46 States, plus DC and Puerto Rico.

Every year we deliver hundreds of millions passenger trips, in safe, efficient, easy to use and environmentally friendly ways, to people who travel with us to work, study, shop, or play.

Our Transit Division operates some of the largest and most sophisticated bus networks and complex paratransit systems in the U.S. Our Rail Division performs track maintenance work and streetcar services in several markets. Our NEMT (Non-Emergency Medical Transportation) Division delivers smart mobility management solutions, including call center brokerage operations for healthcare-related transportation. Our Fleet Services group delivers dependable, effective and results-focused maintenance on their fleets to keep their businesses running safely and efficiently. Our TAS (Transdev Alternative Services) provides support for our client's autonomous ride-share and trucking services.

We are part of the global Transdev Group, a global leader providing public transportation solutions to cities and communities in 19 countries on six continents. Transdev designs and delivers high-quality sustainable transportation solutions. Transdev is committed to being the long-lasting partner of local authorities, industrial clients, and other government agencies who want to implement innovative, cost-effective, and sustainable mobility solutions.

Transdev has operating experience and relationships with clients that span decades. We are a pioneer in the creation and development of public-private operating partnerships in the transportation sector and a committed leader in the race against climate change.

## Our Transdev Purpose

At Transdev, we are driven by a common purpose. Together, we empower freedom to move every day with confidence, thanks to safe, reliable, and innovative solutions that serve the common good.

We are very proud of **our purpose** and it's what motivates us to do our best every day:

1. We **empower freedom to move** by taking passengers where they want to go and connecting people to the places they care about.
2. We provide **safe, reliable, and innovative solutions**. We help our clients provide safe quality service passengers can rely on and offer innovations in operations, maintenance, and the rider experience. We disinfect our facilities and vehicles to keep everyone safe.
3. We **serve the common good** by providing mobility to all, including those with medical, cognitive, and physical issues. We also support local economies by providing access to stores, restaurants, healthcare and much more. We invest in communities with programs like Stuff-a-Bus and food distribution to those in need.

Living Our Purpose through our Spirit of **Care, Share and Dare**

Care, Share, Dare is how we bring our purpose to life in our day-to-day work. Every day we see countless great examples of how we CARE, SHARE and DARE for each other, for our passengers and clients, and for our communities.

- **Care** for ourselves, others, and the environment.
- **Share** our knowledge and remain open to the ideas of others.
- **Dare** to find innovative solutions and solve tough challenges.

We share our purpose with the 100,000+ employees in Transdev around the world.

*“Our Transdev purpose is more than just words on a page. It defines who we are as a company and the value we bring to the communities we serve. It is my hope that every team member, at every level of our organization, can “Live Our Purpose” through our CARE, SHARE and DARE spirit and approach every day.”*

– Laura Hendricks, CEO Transdev U.S.

## About this Handbook

The purpose of this Employee Handbook is to give employees information about Transdev U.S. (otherwise referred to as “Transdev” or the “Company”), its employment practices, and the expectations the Company has concerning its employees. Please take your time to read this Handbook thoroughly and retain it for future reference.

With the exception of the statement of at-will status, this Handbook does not create any contractual rights or obligations between the Company and its employees, does not limit the Company’s lawful use of its management discretion, and does not obligate the Company to continue any particular policy or practice. It is solely intended to serve as a reference tool for employees and to provide general guidance concerning many essential employment matters. The Company’s specific policies in force from time-to-time control the general descriptions contained in this Handbook. The Company reserves the right to modify, supplement, amend, delete, or otherwise change any policy, practice, procedure, or working condition at any time. While Transdev will normally attempt to provide employees with notice of changes, the Company reserves the right to do so without notice, unless otherwise required by law. Questions regarding any policies should be discussed with your supervisor or Human Resources.

**In the event this Handbook conflicts with state or federal law, the law applies. A Collective Bargaining Agreement applies in the event of inconsistencies between this Handbook and the agreement.**



## Equal Opportunity Employment Policy

The Company has established and adopted an Equal Employment Opportunity Policy. The Company will not discriminate and will not tolerate discrimination based on race, gender, sexual orientation, marital status, age, religion, color, creed, national origin, ancestry, genetic characteristics, veteran or military status, disability, domestic violence victim status, or any other factor prohibited by applicable state, federal or local law. This policy applies to all terms, conditions and privileges of employment including recruiting, hiring, initial periods of employment, job assignments, training and development, promotion, transfer, compensation, benefits, educational assistance, layoff and recall, social and recreation programs, termination, and separation.

In addition, Transdev's hiring, and career development policies and processes are designed to support Equal Opportunity and our Diversity, Equity, and Inclusion principles:

- To recruit, hire and promote qualified employees without regard to gender, race, sex, religion, color, creed, age, national origin, ancestry, sexual orientation, gender identity (transgender status), HIV status, marital or veteran status, disability or any other legally protected status.
- To base employment decisions on the principles of Equal Employment and Affirmative Action.
- To fill employment and promotional opportunities utilizing only job-related criteria.
- To administer personnel actions, such as compensation, benefits, transfers, layoffs, Company-sponsored training programs and social and recreational programs on a non-discriminatory basis.

Implicit in our policy is the commitment of the Company to maintain a work environment that is safe, productive, and free from harassment of any kind, including sexual harassment. The Company identifies itself as an Equal Opportunity Employer in advertising for employees, recruiting brochures, employee manuals, and its day-to-day practices. Moreover, we individually and collectively share the responsibility for understanding the great importance of pleasant working associations, and assuring that every employee is welcomed, accepted, and rewarded according to his or her contribution toward the attainment of our goals and objectives.

Principal and direct responsibility for successful implementation of this policy in a uniform manner has been assigned to the Human Resources Department. Within their respective areas of responsibility, all managerial and supervisory personnel are accountable to ensure compliance with this policy. Questions, comments, concerns (or to voice complaints) regarding this Equal Employment Opportunity Policy should be directed to your Human Resources representative.

# Safety

## A “Safety First” Culture

The health and safety of our employees, passengers, and the communities we serve remains our highest priority. Safety is our moral and ethical obligation and at the core of many of our business practices.

At Transdev, our motto is to always put Safety First. Safety is deeply embedded in our culture and reflected in company-wide initiatives including training, reinforcement, recognition, and improvement.

We focus on four key pillars to deliver on this commitment: Training, Reinforcement, Recognition and Continuous improvement. By reinforcing these core elements, we strive every day to create a strong, sustainable safety culture. We encourage our teams to treat every day as a new opportunity to achieve a Perfect Safety Day.

Achieving Perfect Safety Days – days with no accidents or injuries – is an overarching safety goal and a cornerstone of our culture, reinforced through our safety practices, policies, procedures, coaching and other initiatives. We continually monitor and track Perfect Safety Days by location, region and across the U.S., and recognize and celebrate the employees involved. Our teams work to achieve as many Perfect Safety Days each year as possible. It takes everyone’s focus and commitment to achieve each day’s goal.

At Transdev, it is our moral and ethical obligation to keep its employees, customers and surrounding public safe. Given the risks involved with daily operations, Transdev has a uniform, comprehensive set of safety policies and procedures to assist each employee in reducing the risk of collision, injury, or other harm. These policies and procedures consist of a set of standards, or operating procedures, to be implemented at every Transdev location.

Accident and injury prevention is so important at Transdev, that we will give precedence to safety over operating productivity. No job is so important and no order so urgent that we cannot take time to perform work safely. The Company will recognize no substitute for safety. Everyone works together to achieve safety at Transdev, and it is considered a shared responsibility of all employees.

Below are some specific safety guidelines that must be followed at Transdev:

- Supervisors and Managers will encourage employees to always exercise caution, use all available safeguards and safety equipment, demonstrate behaviors that proactively prevent accidents and injuries, and comply with all rules, regulations, policies, and procedures.
- No Supervisor or Manager will knowingly tolerate or permit any unsafe act, operation, practice, or behavior.

- Supervisors and Managers will ensure that safety operations, programs, meetings, inspections, and investigations within their designated area are carried out according to these policies and procedures.
- Supervisors and Managers will consistently and constantly promote and manage to Transdev Safety Policies and Procedures and set an example for employees by always demonstrating proper and safe behaviors.
- Employees will immediately report any unsafe conditions or incidents to their Supervisor/Manager and are encouraged to make suggestions for improved safety performance and conditions. The Transdev U.S. Ethics and Compliance Hotline (1-866-850-3033) is available 24/7 to report any safety violation or concern an employee may not want for any reason to report to his or her supervisor.
- Periodic safety training will be provided to employees to prepare them to perform their jobs according to Transdev Safety Policies and Procedures.
- Employees and a member of management is required to attend and actively participate in all safety meetings.
- Employees are held responsible for adhering to property safety rules.

For more information, please refer to the Transdev Safety Policies and Procedures Manual and/or contact the Safety Manager.

## Incident Reporting

To maintain a safe and healthy work environment in the workplace, accidents, injuries, and behavioral issues that occur at the Company or during employment must be reported and investigated thoroughly. It is the intent of the Company to minimize accidents, injuries, and incidents by correcting identified causes when appropriate and feasible. This is applicable to Company employees, on-site vendors, contractors, and customers affected by such incidents.

Employees should take all threats seriously and refrain from confronting individuals who are a threat. Immediately report to a supervisor or manager any incidents that you believe put employees, vendors, customers, passengers, suppliers, contractors or any person working with or associated with the Company at risk.

### Important Definitions:

**Accidents** are events that cause injury or illness to a person or damage to property. Even minor injuries such as cuts or sprains and minor damage to property are considered accidents.

**Incidents** include near miss events that have a potential of causing personal injury or property damage. An infraction of Company or client rules or policies is also considered to be an “incident”.

**Near miss:** An event witnessed where no harm was caused, but there was the potential to cause injury or ill health—a dangerous occurrence.

**Hazard:** Anything that may cause harm in the near future.

Your local safety policy defines accidents and incidents and the reporting requirements associated with each.

Employees are responsible for:

- Following safe work practices.
- Reporting accidents and incidents and any condition that they consider unsafe to their supervisor, the Safety Manager, or to Human Resources. You will be asked to complete an incident or accident report.
- Contacting the Transdev Ethics and Compliance Hotline at 1-866-850-3033 to report any safety violation or concern an employee may not want for any reason to report to his or her supervisor. It is available 24/7.

Failure to report accidents or incidents is a very serious violation of Company policy which may result in termination of employment. The Company will not tolerate any action taken in whole or in part in retaliation against anyone who has in good faith reported an accident or incident to the Company.

## Facility Security

The safety of our employees at work, especially in 24/7 operations, is imperative. The Company is committed to providing a safe working environment for employees, taking all reasonable steps to maintain safe, healthy, and clean working conditions that will eliminate or minimize accidents and health hazards. In addition, our job sites, Company premises, vehicles, and other facilities contain valuable equipment. It is important, therefore, that all employees pay close attention to the security of our facilities and vehicles.

It is the policy of the Company to provide a secure work environment for our employees in which to work and to service our clients.

- It is the responsibility of each employee to safeguard Company property by carefully following all security procedures.
- It is the responsibility of each Company employee to safeguard their own personal property by keeping valuables out of sight and/or locked securely.
- It is the responsibility of each Company employee to safeguard the security and safety of client information as set forth in any contract specification for securing information or products.
- The Company is not responsible for loss or damage of employees' personal property on Company premises.
- It is the responsibility of each Company employee to report any violations to this policy by any other Company employee, agency employee, visitor, vendor, subcontractor, consultant, and/or client.

## Emergency Preparedness

In the event that you cannot contact anyone from your location due to a large-scale event such as a hurricane, earthquake, wildfires, or other type of large-scale issue, employees may call our Employee Emergency Preparedness Hotline at 1-888-382-1149.

Transdev will record information on our Emergency Preparedness hotline for employees to call in and get information as possible. We may also choose to add messaging on Transdev's website at [www.TransdevNA.com](http://www.TransdevNA.com) to support communication with employees.

These resources will supplement, not replace, any Emergency Contact procedures already in place at your property location.

If you have any questions, please contact your Safety Manager or Regional Human Resources Director.

## Workplace Anti-Violence Policy

The Company is committed to providing a safe work environment for its employees and thus has zero tolerance for threats or acts of intimidation or violence. Any conduct that causes harm to or threatens the safety of employees, customers, or others is strictly prohibited.

All employees, vendors, customers, passengers, suppliers, contractors, or any person working with or associated with the Company must be always treated with respect. Employees are expected to refrain from fighting, "horseplay" or other conduct that may affect the safety of others.

## Prohibited Conduct

Specific examples of conduct that may be considered threats or acts of violence include, but are not limited to:

- Physical attacks such as hitting, fighting, pushing, or shoving.
- Direct or indirect threats of intimidation or violence against an individual or the Company.
- Harassing behavior or communication intended to intimidate, menace, or frighten another person.
- Deliberate destruction of or damage to the Company's or any individual's property.
- Except as where permitted by law, possessing a weapon while on Company property or while on Company business.

## **Enforcement:**

The Company will promptly and thoroughly investigate all reports of threats of (or actual) violence and all suspicious individuals or activities. The identity of the individual making a report will be protected as much as is practical.

Threats, threatening conduct, or any other acts of aggression or violence in the workplace will not be tolerated. Any employee determined to have committed such acts will be subject to disciplinary action, up to and including termination. Non-employees engaged in violent acts on Company premises will be reported to the proper authorities and fully prosecuted.

In certain circumstances, the Company may seek a workplace violence restraining order on behalf of one or more employees in furtherance of its commitment to providing a workplace that is free from acts of violence or threats of violence.

If you feel that you are a subject of violence in the workplace, immediately contact your supervisor or your Regional or Corporate Human Resources Department or report the incident to the Transdev U.S. Hotline at 1-866-850-3033.

There will be no retaliation against any employee who brings a complaint in good faith under the Workplace Violence Policy or who honestly assists in investigating such a complaint, even if the investigation produces insufficient evidence that there has been a violation, or if the charges cannot be proven.

## **Anti-Harassment Policy**

The Company respects the rights and opportunities of all people to seek, obtain, and hold employment without being subjected to or confronted with unlawful harassment or discrimination of any kind in the workplace. Unlawful harassment or inappropriate conduct is verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of that person's (or that person's relatives, friends or associates) race, religion, gender, national origin, ancestry, veteran status, marital status, age, disability, sexual orientation and/or any other legally protected status as described under federal, state or local law.

Unlawful harassment or other inappropriate conduct that has the purpose or effect of creating an intimidating, hostile, or offensive work environment and/or has the purpose or effect of unreasonably interfering with the individual's work performance, and/or otherwise adversely affects the individual's employment opportunities also constitutes unlawful harassment or discrimination.

Unlawful harassment of an employee by any Company employee or person working with or associated with the Company (i.e., vendor, customer, passenger, supplier, contractor, etc.) will not be tolerated.

Prohibited unlawful harassment may include, but is not necessarily limited to, the following behavior pertaining to **any protected status**:

- Verbal conduct such as unwanted sexual advances including flirting, sexually suggestive innuendos, conversations regarding sexual activities, and sexual invitations or comments, racial slurs or epithets, sexist or misogynistic comments, ethnic insults or jokes, religious aspersions or mockery, disability insults or ridicule, homophobic epithets or slurs, transphobic comments or derision, derogatory comments regarding gender, gender identity or gender expression, disparaging remarks regarding military or veteran status, threats of deportation against applicants and employees and family members of applicants and employees, derogatory comments about immigration status or mockery of an accent or language or its speakers, negative remarks regarding marital status, pejorative or incendiary ethnophobic comments, or any other belittling, negative or derogatory comments regarding any protected characteristic ("hostile work environment" harassment).
- Disrespectful or unprofessional conduct based on any protected status ("hostile work environment" harassment).
- Comments or conduct that consistently targets one gender, even if the content is not sexual ("hostile work environment" harassment).
- Visual conduct such as derogatory and/or sexually oriented posters, photography, cartoons, objects, drawings, gestures, text messages, social media, instant messages, e-mails, letters, pictures, or gifts ("hostile work environment" harassment).
- Physical conduct such as assault, unwanted touching, blocking normal movement, or interfering with work because of any protected basis ("hostile work environment" harassment).
- Threats and demands to submit to sexual requests as a condition of continued employment or to avoid some other loss and offers of employment benefits in return for sexual favors ("quid pro quo" harassment).
- Sexually harassing conduct does not need to be motivated by sexual desire and may include situations that began as reciprocal relationships but later ceased to be reciprocal.

## Retaliation:

Any retaliatory adverse action because of protected activity may be unlawful and will not be tolerated. If an employee believes they have been subjected to, witnessed, or has knowledge about retaliation, the employee should follow the complaint procedure outlined below.

**Retaliation:** As used in this policy, “retaliation” means taking any adverse employment action against an employee because they engaged in protected activity pursuant to this policy. Protected activity may include, but is not necessarily limited to, the following: opposing a practice or conduct the employee reasonably believes to be unlawful; reporting or assisting in reporting suspected violations of this policy; cooperating or participating in investigations or proceedings arising out of a violation of this policy; or engaging in any other activity protected by applicable law.

**Adverse Employment Action:** As used in this policy, “adverse employment action” means conduct or an action that materially affects the terms and conditions of the employee’s employment status or is reasonably likely to deter the employee from engaging in further protected activity. Adverse employment actions may include, but are not limited to, the following: demotion; suspension; reduction in pay; denial of a merit salary increase; failure to hire or consider for hire; refusing to promote or consider for promotion because of reporting a violation of this policy; harassing another employee for filing a complaint; denying employment opportunities because of making a complaint or for cooperating in an investigation; changing an employee’s work assignments for identifying harassment or other forms of discrimination in the workplace; treating an employee differently such as denying an accommodation; not talking to an employee (the “cold shoulder”) when otherwise required by job duties; or otherwise excluding the employee from job-related activities because of engagement in activities protected under this policy.

## Reporting and Complaint Procedure:

1. Any employee who believes they have been subjected to discrimination, unlawful harassment, and/or retaliation is **strongly encouraged** to promptly report the alleged behavior to any supervisor or manager, the Human Resources Department, the Legal Department or to the Ethics & Compliance Hotline (1-866-850-3033). All employees (**particularly supervisors**) who believe they have witnessed or have knowledge of discrimination, unlawful harassment, and/or retaliation **are required** to immediately report the alleged violation(s) in accordance with the procedures set forth in this policy. Supervisors must report all conduct of which they are made aware, which violates, or may violate, policies regarding discrimination, unlawful harassment, or retaliation. Supervisors who fail to report alleged violations may be subject to disciplinary action, up to and including termination.
2. If the alleged behavior or incident involves a supervisor or manager, the complaint should be directed to another management employee, any representative of Human Resources, the Legal Department or the Ethics & Compliance Hotline.



- a. The investigation will begin as soon as possible following notification of a complaint.
  - b. Investigation of a complaint will normally include conferring with the parties involved and any named apparent witnesses. An attempt should be made to get written statements from all individuals who are interviewed or involved, particularly the primary parties involved. A thorough investigation must still be completed even if the person making the allegation refuses to complete the “Incident Investigation” form or any other written statement.
  - c. If the preliminary investigation suggests that the allegation may have merit, a prompt, thorough and effective investigation will be conducted, and the alleged harasser will be notified of the complaint.
    - The alleged harasser will be interviewed and provided opportunity to refute the allegation(s).
    - If the rebuttal is not successful, prompt action, including disciplinary action(s) will be taken to stop the unlawful harassment or inappropriate conduct and prevent recurrence.
3. All complaints will be handled in a timely and confidential manner. All complaints will be handled as confidentially as possible, and information will be disclosed only as it is necessary to complete the investigation and resolve the matter. The Company may investigate conduct in the absence of a formal complaint if the Company has reason to believe that an individual has engaged in conduct that violates Company policies or applicable law. Further, the Company may continue its investigation even if the original complainant withdraws his or her complaint during the investigation.
- a. Information concerning a complaint will not be released by the Company to third parties, or to anyone in the Company not involved with the investigation unless required by law.
  - b. All individuals involved will be advised against discussing the investigation.
4. All employees shall be protected from retaliation, coercion, intimidation, interference or discrimination because they filed a complaint or assisted in an investigation.
5. All employees are required to fully cooperate with the Company’s investigation, which includes, but is not limited to, providing all pertinent information in a truthful manner, submitting pertinent documents in their possession, not interfering with the investigation in any manner, and maintaining an appropriate level of discretion regarding the investigation. Failure to do so may result in disciplinary action, up to and including termination.

For more information regarding, please contact your supervisor or your Regional or Corporate Human Resources Department.

## Zero Tolerance/Drug and Alcohol Policy

This section summarizes the Company's DOT/FTA-compliant drug and alcohol policy. Our policy is a zero-tolerance policy applicable to all Company employees who hold a safety-sensitive position (defined below), and to all applicants or employees who may apply for or who may transfer to a safety-sensitive position and to contractors who perform safety-sensitive job functions.

Zero tolerance means that if you test positive to a drug or alcohol test, refuse to test for any reason or adulterate your specimen for pre-employment, random, reasonable suspicion, periodic, or post-accident testing, you will be terminated. Safety sensitive function means any of the following duties, when performed by employees of the Company or its contractors or sub-contractors:

1. Operating a revenue service vehicle, including when not in service.
2. Operating a non-revenue service vehicle, when required to be operated by a CDL holder.
3. Controlling dispatch or movement of a revenue service vehicle.
4. Maintaining (including repairs, overhaul and rebuilding) a revenue service vehicle or equipment used in revenue service.
5. Carrying firearms for security purposes.

If you use illegal drugs or abuse other controlled substances or alcohol, it is your responsibility to notify management or Human Resources prior to being asked to test. Employees are encouraged to seek voluntary assistance in dealing with any drug and/or alcohol problems. A voluntary leave of absence may be available for purposes of rehabilitation, provided the employee requests such rehabilitation leave before the Company finds him/her to have committed a drug or alcohol-related offense. Employees notifying management prior to being selected for testing will be offered unpaid leave to complete a Substance Abuse Program (SAP). Referrals can be obtained through the Company sponsored Employee Assistance Program (EAP) program.

Please refer to your facility-level Drug and Alcohol Policy and Practice for specific information on testing types and procedures.

In order to protect the safety, health, productivity, and general welfare of the Company, its employees and the public, the following actions are considered by the Company to be unacceptable conduct. A violation of any of these rules, refusal to test and failure to test within specified time parameters will be considered a major offense, which will result in termination of employment or lessee agreements.

Bringing onto Company premises, property or job site, having possession of, having present in the body system, being under the influence of, using, consuming, distributing or attempting to

distribute, manufacturing or dispensing any form of narcotic, depressant, stimulant, hallucinogen, or any kind of perception-altering drug or controlled substance (except for prescribed drugs under the direction of a physician, to the extent they do not impair job performance or threaten the safety, health, security, or property) at any time:

- The adulteration of any specimen.
- Non-compliance with the Drug/Alcohol program.
- Refusal to test for any reason. The Company may also require testing in the following circumstances:
  - As part of a physical examination which the Company may require employees/lessees to undergo on a regular or random basis.
  - Due to the safety or health risk or sensitive duties as determined by the Company, at any time.
  - Following a safety infraction or work-related accident that does or might cause bodily injury or damage to property.
  - Reasonable suspicion, as determined by a supervisor, manager or co-worker. All anonymous information is to be followed up with a drug/alcohol test.

You must tell your supervisor or safety manager before the start of your next work shift whenever you are taking any kind of prescription medication or over the counter medications. Driving while using a medication that may affect your ability to work safely is considered a form of substance abuse. If you are taking prescription medication, you must have your doctor or pharmacist complete a Prescription Medication Notification form which needs to be submitted to your safety manager.

The possession or use of alcohol and/or illegal drugs on Company premises by any employee (safety-sensitive or not) is strictly prohibited.

For more information and guidance, please reference the Transdev Zero Tolerance Drug and Alcohol Policy, or contact your Safety Director or Regional Human Resources Director.

## **Smoke-Free Workplace**

To protect and enhance our indoor air quality and to contribute to the health and well-being of all employees, the Company is committed to be smoke free in all facilities. Additionally, the use of all tobacco products, including chewing tobacco and smokeless tobacco products is banned from the workplace. Smoking is prohibited in all enclosed areas within the Company's worksites, without exception. This includes common work areas, conference and meeting rooms, private offices, hallways, the lunchrooms, stairs, restrooms, Company vehicles, and all other enclosed facilities.

Employees may smoke in designated smoking areas which may be located outdoors. While the Company tries to have these areas available to smokers, it in no way has any legal responsibility to do so. Employees who choose to use these smoking areas do so at their own risk. No additional breaks are allowed to any employee who smokes. Finally, smokers and users of tobacco products must dispose of the remains in the proper containers to keep a neat and clean environment for all employees, visiting partners and customers. Failure to comply with this policy will result in disciplinary action up to and including termination from employment.

# Ethics and Compliance

## Transdev U.S. Code of Business Conduct

The Code of Business Conduct addresses:

1. The Ethical Decision-Making Process
2. Reporting a Suspected Violation
3. No Retaliation
4. Safety First
5. Honoring Our Commitments
6. Fair Competition
7. Our Financial Integrity
8. Conflicts of Interest
9. Maintaining Confidentiality
10. Compliance with Employment Laws
11. Employee Health and Safety
12. Drug and Alcohol-Free Workplace
13. Company Property
14. Others with Whom We Do Business
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16. Insider Information
17. Open Door Policy
18. Non-solicitation/ Distribution Policy

You may always obtain a complete copy of the Code of Business Conduct on request or view it on the Transdev U.S. website (the information contained in this Handbook is not the complete version of each topic covered in the Code of Business Conduct Policy). You are responsible for becoming familiar with its contents and complying with its requirements. Any violation of the Code of Business Conduct can result in discipline up to and including termination from employment.

The Code of Business Conduct is a statement of certain fundamental principles and policies that govern employees of Transdev and its subsidiaries, as well as the conduct of third parties with whom we do business with. It is not intended to create and does not create any rights in any employee, customer, vendor, subcontractor, competitor, shareholder or any other person or entity. The Company reserves the right to amend, alter, or terminate this Code of Business Conduct at any time.

## The Ethical Decision-Making Process

Ethics is a key decision-making process. More than a simple statement of values or adherence to a set of rules, ethics is a way of thinking and acting that promotes and protects the values we hold highest. While this Code of Business Conduct is both a statement of Company values and

rules that must be adhered to as a condition of employment, it is not intended to stand alone in guiding the individual. It cannot answer every possible question an employee may confront. Good ethical decision-making is a process – combining adherence to rules, utilizing one’s own instinctive sense of right and wrong, and often asking the following questions:

- Is the decision consistent with Company policies, this Code of Business Conduct, and the Law?
- What does my own personal sense of right and wrong tell me?
- Would my decision be one that I could comfortably share (if permitted) with my family, my friends, and others who I respect the most?
- How would the decision look if it were made public?
- If the answer is not already clear, who among my supervisors and/or co-workers could I consult with who might know the answer or whose judgment might best help me in the decision-making process?

When still uncertain, employees are encouraged to discuss and even debate ethical issues among fellow employees. Inviting alternative views and having dialogue with others is a learning activity that can increase knowledge and awareness of the risks involved in the decisions we make. Asking questions and speaking up on important ethics and compliance issues are essential duties we have to ourselves, each other, and our Company, helping to strengthen an ethical culture.

Where questions may be too sensitive for open discussion, employees are encouraged to speak with a supervisor, manager, Human Resources representative, or anyone within the executive group of the Company. If an employee prefers, they may contact Transdev’s General Counsel, who serves as the Company’s Chief Ethics & Compliance Officer, who will treat your question in confidence, if requested, and will try to help resolve it.

## Reporting a Suspected Violation

If you know or in good faith suspect that a material violation of the law or this Code has occurred or is at risk for occurring, you are encouraged to immediately report the suspected violation to the Company. You can do this in a variety of ways: by contacting your supervisor or other member of management, or, if you are uncomfortable doing so, you may contact the Legal Department or Human Resources Department directly. Our General Counsel is our Chief Ethics & Compliance Officer. Any suspected financial irregularities should be reported to the Company’s Chief Financial Officer or General Counsel. Above the CFO and General Counsel is our Chief Executive Officer, who you also may contact.

You may also report a suspected violation to the Company through the Transdev U.S. Ethics & Compliance Hotline at 1-866-850-3033. This information also is available online on our website at [www.TransdevNA.com](http://www.TransdevNA.com). This Ethics & Compliance Hotline is available 24/7 and is operated by a third-party company – Global Compliance – that specializes in receiving such reports. By using the Ethics & Compliance Hotline, you may choose to remain anonymous. For a matter to be fully and fairly resolved, however, you may be asked to disclose your identity, provided more details, or cooperate in an investigation, although disclosure of your identity is not required. In all

instances, reported matters will be treated confidentially to the extent possible in conducting and concluding a proper investigation. Regardless of the outcome of any investigation, you can be assured that no retaliation against you from any sources will be tolerated where you have reported a violation or suspected violation in good faith.

## **No Retaliation**

An essential part of an effective ethical compliance program includes providing employees the means to report in good faith known or suspected violations of this Code of Business Conduct, the law, or Company policies and procedures without fear of retaliation from any sources. The Company will not tolerate any action taken in whole or in part in retaliation against anyone who has raised a question or concern in good faith about a violation of this Code of Business Conduct, the law, or any Company policy or procedure. At the same time, the integrity of the reporting system and the respect we have for one another means that those who act in bad faith and knowingly make a false report will be subject to discipline up to and including termination from employment. To the extent possible, we will maintain the confidentiality of anyone who reports a suspected violation or participates in the investigation of it.

## **Safety First**

The health and safety of our employees, passengers and the communities we serve is our highest priority and is an integral part of our Safety First culture. Compliance with laws and rules intended to protect life and property is essential, but equally important is our ethical and moral obligation to conduct our business in a manner that protects the well-being of ourselves, our fellow employees, our passengers and all who live and work within the communities we serve.

In the business of people moving people, we constantly face risks to life and property. Maintaining a strong safety culture, therefore, is a responsibility shared by all of us. Every decision we make, individually and collectively, must consider the safety of others and ourselves. Every manager has the duty to assess, train, encourage the reporting of safety violations and risks, and discipline and reward the employees they manage with a commitment to safety. Likewise, every employee has a duty to assess, be trained, comply with safety rules, report observed violations and risks, and keep safety foremost in their mind. We are committed to doing all we can to keep a constant focus on the safety of our employees and passengers, pedestrians, other motorists, and the community at large.

We cannot manage what we do not measure. We cannot be vigilant in safety without identifying where our greatest risks lie. Therefore, we accurately monitor and measure our performance in areas of risk reduction and safety improvements and will use the information we gather to our best advantage in designing and improving our safety practices. Where we can identify risks that are within the control of others, we undertake to educate and persuade others to mitigate or eliminate those risks.

## Honoring Our Commitments

Promoting and protecting our reputation and meeting the needs of our clients and the communities we serve requires that we honor our contractual and legal obligations to our customers, vendors, subcontractors and all those with whom we contract or do business.

Accordingly, before entering any contractual relationship, we will undertake a thorough and competent review and have a good understanding of the terms and provisions of the contracts and the commitments we make.

We do not make any commitment that we are not capable or willing to fully honor, or willfully fail to perform any contract without legal justification.

We will honor these same commitments to our vendors and subcontractors, whose products and services we rely upon for our success.

## Fair Competition

The well-being of democratic institutions and the free enterprise system depends upon adherence to the concept of fair competition. Faithful adherence to the principles of honesty and integrity in our dealings with all stakeholders within the communities we serve is paramount.

Consistent with these principles, we will strictly comply with all antitrust and unfair competition laws and will never enter into any kind of agreement or understanding with a competitor, express or implied, written or unwritten, involving:

- Prices, costs, profits, terms and conditions of our services.
- Territories and market share.
- Limitations on services.
- Customer or supplier allocation or selection.
- Any action that affects, limits, or restricts competition.

Exceptions are allowed for reasonable restrictive covenants that are part of a bona fide acquisition, sale, or joint venture relationship but only upon approval of the Legal Department and the CEO of the Company.

Appearances are important; for this reason, we advise that all contacts with competitors, including with former business associates who are working with competitors, be limited. Private meetings with a competitor should not be held without first advising senior management and contacting the Legal Department. In addition, the Company does not participate in any trade associations, national or local, without first securing formal approval from senior management and the Legal Department.



We need to know our competitors and marketplace, but we will not receive or use the confidential or proprietary information of a competitor or vendor unless we know the competitor or vendor intends for us to receive or use it.

Fair competition means that we will not disparage our competitors. While statements about our competitors based upon published or known facts and made for the purpose of fairly distinguishing our Company from our competitors are sometimes appropriate, any such statements should first be discussed with, and approved by, senior management.

## **Our Financial Integrity**

We will always be honest in our records and reports of financial information. All financial books, records, reports and accounts will conform to accepted accounting principles and will fully and accurately state what they purport to show. We will not record entries that knowingly conceal or disguise the true nature of a transaction. Every employee will properly record, and report all required material information with respect to his or her employment and areas of responsibility.

Any submission to a third party of a proposal, offer, or other document that is false, incomplete, or misleading is prohibited, because it is wrong and because it can result in civil and/or criminal liability for our Company, the involved employee, and the supervisors who permitted such practices.

Transdev has issued a Financial Integrity statement within its Code of Business Conduct. While applicable to all senior management, some of the Code is also relevant to every employee who, in any way, is involved in recordkeeping and reporting internally. Consequently, every employee is required to:

- Always act with integrity, avoiding any conflicts of interest, real or apparent, in their professional and personal relationships; where such conflicts cannot be avoided, reporting them to their immediate supervisor is imperative.
- Provide information on the Company business, which is comprehensive, true, exact, objective, understandable and communicated within the required deadlines.
- Act in good faith and in a responsible manner, with competence and diligence such as to present a true and fair view of the major facts and events concerning the Company.
- Protect the confidentiality of information concerning the Company in the absence of specific authorizations and/or obligations and without using information held by the Company for personal interests.
- Preserve their independent judgment and act in an objective and impartial manner.
- Share their knowledge and know-how within the Company, in accordance with applicable legal provisions.
- Encourage ethical behavior among employees under their supervision.

- Make sure that the Company responsibly uses and maintains control over all assets and resources with which it is entrusted.

As a Company, we will not tolerate the failure to honor these commitments in ourselves or in others. Any suspected or known violation will be immediately reported to supervisory personnel and/or the Finance or Legal Department, or other reporting means available.

## Conflicts of Interest

Honesty and integrity are the highest principles we can adhere to in our business. Our success is dependent upon the public's continued trust and confidence in us as well as the examples we set for each other. Any potential or actual conflict of interest must be avoided whenever possible, including, without limitation:

- Prices, costs, profits, terms and conditions of our services.
- Accepting or giving any gift or gratuity that might impair or give the appearance of impairing an employee's independent judgment in the performance of his or her job responsibilities, or that violates Company policies and procedures; if in doubt, consulting with Senior Management or the Legal Department is advisable.
- Having a position with or investment (greater than 1% in a publicly-traded company) in a competing business.
- Having any outside activity or relationship that competes with the Company, utilizes or diverts Company resources, impairs an employee's independent judgment, or hinders giving full time and attention to his or her job.
- Having a personal relationship with another employee that interferes with the objective performance of either employee in his or her job. This includes, without limitation, prohibitions on romantic relationships between employees in direct reporting relationship with each other.

The concept of "corporate opportunity" means that no employee may appropriate or divert to any other person or entity a business or financial opportunity that the employee learns of or develops in the course of employment and knows or should know the Company might want to pursue.

No employee (or member of his or her family) may directly or indirectly have any business relationship with the Company or any of its subsidiaries or affiliates, without the prior written approval of the Company CEO and Legal Department.

It is not possible to enumerate all situations that constitute a conflict of interest; the facts of each case will determine whether there is an actual or potential conflict. A potential conflict of interest arises in any situation in which an employee has a personal interest that influences or appears to influence the employee's judgment or action in conducting the Company's business. This may put an employee's objectivity in doubt when working with suppliers, competitors, government officials, or customers, or in performing his or her own duties. Any situation that creates the appearance of a conflict, even when an actual conflict does not exist, can have adverse

consequences for the Company and individual employee, and should be carefully considered and avoided when possible. Employees should consult with Human Resources or the Legal Department to clarify any uncertainty over a potential conflict of interest, and any known or suspected conflict of interest should be reported immediately to a supervisor, Human Resources or the Legal Department.

## **Maintaining Confidentiality**

Maintaining the confidentiality of the information and exchanges of the Company and its business partners is one of the guiding principles of Transdev. We will be careful to protect the Company's internal communications, confidential proprietary and trade secret information from unauthorized disclosure, including, without limitation:

- Operating results, pricing, costs, other financial data.
- Strategic business plans and marketing strategies.
- Client lists.
- Personnel and medical records and information.
- Company-developed software.
- Information regarding acquisitions and divestitures.
- Processes and methods.
- Internal communications, including email and other electronic messages, records and information.

In the same manner, to the extent permitted by law, we will maintain the confidentiality of information belonging to any employee, client, vendor, competitor or other third party received by us with the express or implied understanding of confidentiality, or that became known to us by reason of prior employment with another Company. At some of the Company's operations, we may have to deal with medical patient information. We will not use or disclose confidential patient information that would violate the patient's privacy under applicable laws and regulations.

We will immediately report any suspected crossing of these lines to supervisory personnel, Human Resources or the Legal Department.

## **Compliance with Employment Laws**

The people with whom we work every day are the most important part of our business. Transdev U.S. recognizes the responsibility that we, as individuals and as a Company, have toward the well-being of our fellow employees. We will maintain a workplace environment that respects the dignity of every employee and that is free of unlawful discrimination and harassment.

We will not engage in, or allow a workplace atmosphere tolerant of:

- Unlawful discrimination or harassment based upon race, color, sex, religion, age, national origin, marital, parental or family status, sexual orientation, veteran status, pregnancy, disability or any other legally protected status.
- A pattern of deliberate or intentional verbal or physical conduct that a reasonable person would find threatening, intimidating, humiliating or the gratuitous sabotage or undermining of a person's work performance under applicable law and standards of behavior in the workplace.
- Sexual advances or inappropriate behavior (including jokes, comments or other offensive behavior), which could be labeled sexual harassment or creating a hostile workplace environment.

We will educate ourselves, train each other, and honor both the letter and spirit of all laws and Company policies pertaining to employee rights and obligations, and freedom from discrimination and harassment in the workplace.

We will immediately report any suspected crossing of these lines to supervisory personnel, the Human Resources Department or the Legal Department.

## **Employee Health and Safety**

Consistent with our commitment to safety and to the health and well-being of our fellow employees, we will:

- Strive to provide all employees with working conditions that protect their health and safety, both physical and emotional.
- Educate ourselves and train others on Company health and safety procedures and will strictly comply with them.
- Identify and implement the best health and safety practices and procedures.
- Never operate vehicles or equipment we know pose a health or safety risk for ourselves or other employees.
- Not engage in or tolerate violence or threats of violence in the workplace at any time.
- Hire only subcontractors and use only vendors who share our commitment to health and safety in the workplace.
- Immediately report any suspected threat to the health and wellbeing of any one or more employees.

Illegal drugs, inappropriate use of legal drugs, and alcohol, have no place in the workplace. We will not tolerate their use, consistent with the Company's drug and alcohol-free workplace rules.

## **Drug and Alcohol-Free Workplace**

The importance of maintaining a Drug and Alcohol-Free Workplace for the health and safety of our employees, customers, passengers and the citizens of the communities we serve supports the special attention we state here in our Code of Business Conduct.

Company policies and procedures, and, where applicable, federal and state laws, prescribing a drug and alcohol-free workplace, must be fully respected and obeyed. We will not tolerate the use of alcohol or illegal drugs in the workplace. Likewise, we will not tolerate the inappropriate use of legal drugs in the workplace.

We will immediately report to supervisory personnel any suspected violations of the law or Company policies or procedures.

## **Company Property**

Company property includes all tangible items and intangible items such as electronic systems in the workplace, including but not limited to vehicles, equipment, facilities, computers, computer software, copy machines, faxes, email content, electronic data files, telephones, cell phones, wireless devices, stationery, supplies, postage, etc. It also includes the “good will” and good nature of the Company, and the fruits of the labor and investment made on behalf of the Company.

We will take all appropriate measures to preserve and protect Company property from misappropriation and waste. Company property may only be used for legitimate Company purposes. We will not use Company property for personal benefit, except in limited circumstances that are approved and documented in advance by a responsible supervisor. Use of Company telephones and email for non-Company purposes will be kept to a minimum consistent with Company policies.

Because it is Company property, we have no expectation of privacy in its use, including the use of email, telephones and electronic communications and media. The Company reserves the right to inspect Company property whenever and wherever it is used or located.

## **Others with Whom We Do Business**

Adherence to the guiding principles of honesty and integrity also applies to our relationships with our business partners, customers, vendors and subcontractors. We must always be honest and fair in our dealings with others with whom we do business, honoring our contractual obligations to them and respecting the contributions they make to our success and their right to make a fair profit. This obligation includes treating them professionally, respectfully and courteously. All information provided to us by a vendor or subcontractor must be considered confidential in respect to their competitors unless otherwise stipulated and protected to the same extent as we would protect our equivalent information.

Care should be taken in selecting the individuals and businesses with whom we do business. We will select vendors and subcontractors who provide the best value to the Company, but their reputations for honesty and integrity reflect upon us. We will not do business with customers, vendors or subcontractors who do not strictly comply with the law or whose business conduct does not conform to the standards of ethical conduct we expect of ourselves. We will not

knowingly allow anyone working with us or for us to violate any laws or standards of ethical conduct.

Third parties with whom we do business must adhere to universally recognized fair business and labor practices, comply with health and safety workplace standards for their employees, and strictly comply with environmental laws and regulations. In terms of sustainable development, it is important that our business partners contribute to our initiatives, by reducing energy consumption, water, air and soil pollution, and waste of resources as they conduct their work activities.

We do not accept personal benefits of any kind from a vendor or subcontractor or allow anyone else to do so, on our behalf. We may offer to or receive entertainment from a customer, vendor or subcontractor provided it is done for the purpose of developing or reinforcing a business relationship, but only with a reasonable rate of frequency and within modest boundaries. We do not give or receive extravagant invitations unless they are part of a promotional event open to others and then only after consultation with senior management or the Legal Department.

All permitted purchases of goods and services by the Company from a former employee must be performed under conditions equivalent to those of the market. Approval from a supervisor must be obtained for any transaction planned with an employee about to leave the Company or who has left the company within the past five years, or with a Company in which the employee in question has direct or indirect interests.

## **Unlawful Payments**

We will not participate in offering, giving, receiving, or arranging for a bribe, kickback or promise of any future benefit, nor use procedures that might conceal or cover up bribery, kickbacks, or any other illegal or improper payments, regardless of the state or country we are operating in. The U.S. Foreign Corrupt Practices Act and the OECD Convention on Combating Bribery or Foreign Public Officials in International Business Transactions prohibit companies from such unethical practices wherever they are conducted. We will not use third parties to facilitate such payments nor allow third parties to act unethically on our behalf.

All payments made by the Company to any third party must be in exchange for fair value in goods or services and for a real and legitimate business purpose. Honesty, integrity and fairness must govern all business dealings.

All transactions must be documented fully in accordance with Company-established bookkeeping practices and established accounting practices. No transactions on behalf of the Company will be permitted that are not properly recorded and disclosed.

## **Insider Information**

Use of material, non-public (“insider”) information about the Company, Caisse des Depots et Consignations, Rethmann Group, Transdev Group, or any of their subsidiaries or affiliates (or

any unrelated company) for the financial benefit of an employee or other person is unethical and illegal and can subject the employee, other person, or anyone aiding and abetting such conduct, to criminal and civil liability. Therefore, we will not engage or tolerate anyone else engaging in such unlawful conduct.

We will not trade in or permit anyone else who has received insider information to trade in the stock of the Company or a parent company (“Company stock”) until after the insider information has been made public. If there is any doubt about whether the information we possess is material or whether it has yet been disclosed to the public, we will not trade in Company stock.

We will take all appropriate measures to ensure that material, non-public information is released only to those employees or others who have a legitimate right and need to know. We will immediately report any known or suspected crossing of these lines to supervisory personnel, or the Finance or Legal Department.

### **Open Door Policy**

The Company believes that its employees are its most important asset. Therefore, open communication within an atmosphere of mutual trust is of prime importance. Realizing that effective communication is always a two-way street, the Company values its employees’ constructive opinions and suggestions. Because, we sincerely believe in an open atmosphere, we encourage employees to meet with management to discuss suggestions, problems or concerns.

In most cases, talking with your supervisor is the most effective way to deal with a problem or suggestion. However, you may discuss problems or suggestions with a higher-level manager instead of, or in addition to, your supervisor. Usually, this would be a more senior level person at your facility, within the region, or your Human Resources Representative. Use of the Transdev U.S. Ethics & Compliance Hotline is also available to every employee.

### **Non-Solicitation/Distribution Policy**

It is the policy of the Company to maintain a secure, efficient work environment and to avoid disruptions in the workplace caused by solicitation and distribution by employees or non-employees. The following represents the Transdev U.S., Inc. policy on non-solicitation and distribution:

- Generally, the Company does not allow selling, solicitation, distribution of literature, or political activities by our employees during work time in work areas.
- Employees may solicit each other and distribute literature during non-work time in non-work areas.
- Employees are not permitted to sell goods or services for personal gain on Company property. Our customers also may have rules and restrictions related to these subjects.

Please refer to the on-line policy and your local management for further guidance and sources of information. These guidelines are interpreted and enforced in a manner consistent with all applicable laws and regulations. It is the responsibility of each Company employee to advise any outside solicitor of our policy. For the purpose of this policy, “work time” means the work time of the employee doing the solicitation and the employee being solicited. An employee who is not on work time should not distribute literature to an employee who is on work time. It does not include the employees break periods or mealtimes.

Employees are not allowed to use Company property or facilities such as, stationery copiers, messenger services, computers, facsimile machines, or telephones to solicit or conduct business on behalf of non-work related organizations, associations, individuals or groups. All violations of this policy must be reported to your immediate supervisor.



# Employment

## Employment At-Will

Employment with the Company is “at-will.” This means that either party has a right to terminate the employment relationship at any time with or without notice or cause. At-will employment applies provided there is no express contract for a definite term governing the employment relationship and the employee is not governed by a collective bargain agreement.

As an at-will employee, you are not guaranteed, in any manner, that you will be employed for any set period. No one in the Company, except the CEO can make any representation or promise to you that you are anything other than an at-will employee. Any employee, manager or supervisor who makes such a representation or promise to you is not authorized to do so. The Company may alter your employment status, employment hours, or schedule, or reassign you at its discretion with or without notice or cause.

If you have any questions regarding employment at-will, please contact your Regional Human Resource Director or Corporate Human Resources Department.

## Offer Letters

A job offer is an important commitment with legal and ethical implications for the Company and the employee. Therefore, job offer letters are issued only after review and approval in accordance with Company policies.

After internal review, the hiring manager will verbally discuss a conditional offer of employment with the candidate and confirm the pay rate, start date, position location, etc.

Following discussion of the conditional offer, the hiring manager will confer with Company managers in accordance with the policy to confirm the offer has been made and accepted. A formal, written conditional offer letter addressed to the candidate regarding the terms and conditions of employment and pre-employment testing (i.e., drug/alcohol tests, background check and verification of employment) will be sent thereafter. Until a formal job offer letter is received, no final offer of employment has been made by the Company. No applicant for employment or internal transfer should rely on any employment discussions until a formal job offer letter is received from the Company. Offer letters do not alter the at-will employment relationship unless expressly stated therein.

## Employment Classifications

This handbook applies to all employees. Employees are hired on either a full-time or part-time basis, and may be categorized as follows:

**Full-Time Regular Employees:** an employee who has completed his or her probationary period, who regularly works 30 hours or more per week is considered full time. Full-time regular employees are typically eligible for employment benefits as specified in this handbook and local policies.

In addition, full time employees are further classified as either “exempt” or “non-exempt”. This distinction is established by law to identify those employees who qualify to be paid at an overtime rate for hours they work in excess of 40 hours in a work week (or as otherwise specified by state law). Only non-exempt employees are entitled to receive overtime pay.

Non-exempt employees are typically paid by the hour and may include laborers, office assistants, clerical, operators, some supervisors and others as defined by Fair Labor Standards Act regulations or by state law.

Exempt employees are typically paid a salary. Exempt employees may include managers, administrative, accounting, finance, marketing and others who qualify under Fair Labor Standards Act regulations or state law.

**Part-Time Regular Employees:** an employee who has completed his or her probationary period, who regularly works less than 30 hours per week is considered part-time. Part-time employees are typically entitled to vacation, sick days and statutory benefits only on a pro-rata basis unless other terms are provided under a collective bargaining agreement. Part-time employees typically are not entitled to all the employment benefits described in this Handbook.

Employment classifications can be changed by the Company from time to time depending upon Company needs and changes in the law. For more information, please contact your supervisor or your Regional or Corporate Human Resources Department.

## Job Descriptions

Job responsibilities, and the knowledge, skills, abilities or special requirements, including work schedules, to successfully perform a job, are contained in Company-prepared job descriptions. Job descriptions are used as one criterion in employee selection, as a basis for “help wanted” advertisements, and as a tool in evaluation of employee performance relative to the job requirements; however, a job description may or may not include all practical elements of a specific job. Job responsibilities, like employment classifications, can change from time to time, based upon changes in the needs of the Company or reorganizing for improved efficiencies and performance.

## Americans with Disabilities Act and State Laws

The Americans with Disabilities Act (ADA) and the Americans with Disabilities Amendments Act (ADAA) (collectively the “Act”) require employers to reasonably accommodate qualified individuals with disabilities.

It is the policy of Transdev to comply with all federal, state and local laws concerning the employment of persons with disabilities. The Company will not discriminate against qualified individuals with disabilities regarding application procedures, hiring, advancement, discharge, compensation, training, or other terms, conditions, and privileges of employment.

Consistent with the Act, the Company will provide a reasonable accommodation to a qualified individual who is an employee or job applicant who can perform the essential functions of the job, with or without an accommodation. Under the Act, the employee or an applicant to whom a conditional offer of employment has been made, must make known to the Company his or her need for a reasonable accommodation and cooperate with the Company in the interactive process. During the interactive process, Transdev will identify the potential range of accommodations that will enable the individual to perform the essential functions of his or her job and whether the accommodation requested is available and reasonable.

All employees are required to comply with safety standards designed to protect the employee and public and, in certain situations, to conform to the law. The Act permits employers to establish qualification standards that will exclude individuals who pose a direct threat -- a significant risk of substantial harm -- to the health or safety of the individual or of others, if that risk cannot be eliminated or reduced below the level of a direct threat by reasonable accommodation. Applicants who pose a direct threat or significant risk of substantial harm to the health or safety of themselves or other individuals in the workplace, which risk cannot be eliminated by reasonable accommodation, will not be hired for the applicable job. Current employees who pose a direct threat or risk of substantial harm to the health or safety of themselves or the other individuals in the workplace, which risk cannot be eliminated by reasonable accommodation, will be placed on appropriate leave or moved into another job position if available, until an organizational decision has been made regarding the employee's longer term employment situation and whether a further reasonable accommodation is possible. The Human Resources and Legal Departments should be consulted in such circumstances.

Any individual with a need for a reasonable accommodation should contact a Human Resources representative within the Company. Questions surrounding this policy, including the resolution of a reasonable accommodation request, safety-related issue, or undue hardship imposed on the Company should be addressed with the respective Regional Human Resources Director and the Legal Department.

For more information, please contact your local or Corporate Human Resources representative.

## **Probationary Status**

Depending on the property location, employees may begin their employment in probationary status. Probationary periods vary by location and are typically 30, 60 or 90 days in duration. Operators are typically evaluated at 30, 60 or 90 days after the beginning of their employment, receive an annual on-board evaluation each year thereafter and, when necessary, diagnostic evaluations. Successful completion of the probationary period does not alter the at-will nature of the employee's employment.

For more information, please contact your immediate supervisor or your Regional or Corporate Human Resources Department.

## **Employment Applications**

Transdev relies upon the accuracy of information contained in the employment application, as well as the accuracy of other data presented throughout the hiring process and employment. Any omission, misstatement or inclusion of false information on the application or any document used to secure employment with Transdev shall be grounds for rejection of the candidate's application or for immediate discharge if they are already employed, regardless of the time that may have elapsed before discovery.

## **Background Checks and Driving Records**

It is the policy of the Company to perform a criminal background check of all applicants for employment. Each applicant for employment must provide written authorization for the background check which is conducted for the Company by a third-party contractor. The Company's general policy requires a seven (7) year look-back for felony or misdemeanor convictions in all jurisdictions in which the employee has resided for the look-back time period. The Company's client contracts may specify a longer look-back period which will govern in such cases, along with applicable state law. The possession of a criminal record is not a bar to employment. Each employee's criminal record will be individually evaluated during the selection process to determine if the criminal activity renders the employee unsuited to the specific job assignment. As part of this evaluation, the applicant or employee will provide an opportunity to explain the circumstances surrounding the criminal conduct.

Employee criminal background checks are updated not less than every four (4) years or more frequently if required by a specific client contract.

In like manner, employee driving records are checked and periodically updated to ensure conformance to the Company's and its clients' minimum safe driving record requirements.

## **Reference Checks**

It is Company protocol to conduct reference checks for internal and external employment candidates interested in applying for positions in the Company. This is an essential part of the interview process. Internal candidates will be required to complete an internal job posting application and have their supervisor or manager approve it to ensure the individual wishing to transfer meets the requirements the position they are applying for.

An internal candidate who is on a performance improvement plan may not be eligible to apply for any open position until their performance has improved.

For more information regarding the internal reference process, please contact your Regional or Corporate Human Resources Department.

## DOT/Employment Physical

Employees whose job duties require that they operate or maintain a revenue vehicle and/or possess a commercial driver's license must maintain a current Department of Transportation physical qualification card. Following a Company offer of employment, all non-exempt, and some exempt employees must pass a pre-employment physical examination.

## Immigration Law Compliance/I-9 Form

The Immigration Reform and Control Act of 1986 requires the Company to only employ United States citizens and non-citizens who are currently authorized to work in the United States. This practice applies to both first-time and re-hired employees in all positions.

As a condition of employment, employees must properly complete, sign and date the first section of the Immigration and Naturalization Service Form I-9 and provide documentation to prove both their identity and their employment eligibility in a timely manner as required by governing law.

## Pay Practices

The Company compensates its employees on a bi-weekly basis unless applicable state law requires weekly pay. If a holiday falls on a pay date, all efforts will be made to have paychecks distributed the day prior to the holiday. Non-exempt (hourly) employees will be paid for hours shown on the time sheets dated for the preceding (two (2) week) pay period. Supporting time sheets are required prior to receiving compensation. Employees governed by a collective bargaining agreement will be paid in accordance with the schedule set forth therein.

### Payroll Distribution Program:

This program includes two FAST, EASY and SAFE ways to get paid:

- **Option 1 - Direct Deposit to a Personal Bank Account:** If the employee has a personal checking or savings account, their pay can be delivered to that account via direct deposit every payday.
- **Option 2 - ADP TotalPay® Card and Money Network™ Check Program ("Program"):** If the employee does not have a personal bank account, their pay will be loaded directly into a TotalPay® Card and Money Network Check Program Account ("Account") every payday. This easy-to-use payroll service enables the employee to access their funds by using Money Network™ Checks or an optional TotalPay® Card. They may write a check to themselves and cash it for free to get up to 100% of the funds in their Account, withdraw cash for free at thousands of In-Network ATMs nationwide, pay bills, make purchases and more.

The payroll department does not guarantee funds will be immediately available on the regularly scheduled payday because posting times may vary by individual bank.

An employee may cease and terminate automatic deposits at any time by giving the Company written notice a minimum of one (1) week prior to the next regularly scheduled payday.

### **Garnishments:**

As the result of legal actions (including child support enforcement, collection of judgments, etc.) the Company may be required by law to withhold an employee's pay or portions thereof and remit the withheld wages to a court or governmental agency. This process is called "Garnishment." For purposes of this policy, the Company shall react to and only consider garnishments that are not stopped (Quashed) prior to the actual withholding of money. In cases where the garnishment is to be stopped, the employee should obtain an Official Quash Order (or other evidence that the garnishment has been officially quashed) and present it to the General Manager or the Human Resources Department prior to the withholding of money. Employees are encouraged to take immediate action at the first notification of an impending garnishment to resolve the debt, either through payment or by working out other arrangements for payment. Employees are responsible for any administrative fees involved with processing the garnishment.

### **Final Pay:**

When an employee leaves the Company voluntarily, the last paycheck will be issued on the regularly scheduled payday, or in accordance with local and/or state regulations. In case of involuntary termination, the final paycheck will be available in accordance with local and state regulations regarding payment of final pay.

In order to maintain accurate tax, payroll and benefit records, employees must immediately report any change in their name, address, telephone number, marital status, dependent status, insurance beneficiary, or person(s) to notify in case of accident or emergency.

Employees should see their supervisor for the proper form or forms to be used to make such changes.

### **Overtime**

The Company will compensate non-exempt employees working overtime hours in accordance with all applicable state and federal laws and or collective bargaining agreements. It is the intent of the Company's overtime policy to comply with the Fair Labor Standards Act (FLSA).

In cases where the state law is more favorable to the employee, it will supersede federal law. Overtime will be paid at a rate of one and one-half (1-1/2) the normal hourly rate for all hours worked in excess of forty (40) hours in a work week, unless precluded by state law or collective bargaining agreement.

All overtime must be approved by a supervisor or manager prior to it being worked. Overtime work may be voluntary or assigned by the supervisor and mandatory. Employees who work overtime without authorization will be paid but will be counseled accordingly as to the rules of

this policy; this behavior is expected not to be repeated. Time off in lieu of paying overtime is not an approved Company practice.

Non-working hours for which an employee is entitled to be paid (such as paid time off, vacation, holidays, bereavement, jury duty, etc.) will not be considered as time worked for the purpose of computing overtime, unless precluded by state law or collective bargaining agreement.

## Outside Employment

Transdev recognizes that employees may perform additional work outside of their job. Employees are permitted to engage in outside work or hold other jobs, subject to certain restrictions outlined in this policy; however, the Company must be considered as the employee's primary employer.

Outside employment refers to an employee providing products or services to persons or entities other than the Company for money or in-kind benefits. Outside employment includes providing labor or services as an independent contractor, business proprietor, or being an employee of a person or entity other than the Company.

Full-time employment with Transdev requires the full-time attention of each employee. Outside employment must not interfere with an employee's work for the Company or employee safety or the safety of others, which includes exceeding the number of allowable driving hours under Department of Transportation Hours of Service Guidelines.

Activities and conduct away from the job must not compete with, conflict with or compromise the Company's interests or adversely affect job performance and the ability to fulfill all responsibilities to the Company. Employees are prohibited from performing, on behalf of themselves or others, any services to the Company's clients or customers or prospective clients or customers without the express written approval of Company management, Vice President level or higher. This prohibition also extends to the use of any Company tools or equipment, the services of other Company employees, and the use or application of any confidential information, for any non-Company purpose. In addition, employees may not solicit or conduct any outside business during paid work time.

Employees are cautioned to carefully consider the demands that additional work activity will create before accepting outside employment. Outside employment will not be considered an excuse for poor job performance, absenteeism, tardiness, leaving early, or refusal to travel for the Company.

Performing any outside employment activity while on a leave of absence (excluding military leave) or while receiving Workers' Compensation benefits from the Company is not permitted. If outside work activity causes or contributes to job-related problems, it must be discontinued, and if necessary, normal disciplinary procedures will be followed to deal with the specific circumstances.

## Nepotism and Personal Relationships

Transdev's standards for employment decisions are based on qualifications for the position, ability and performance. The Company strives to avoid favoritism, the appearance of favoritism and conflicts of interest in employment decisions.

The hiring of relatives is prohibited if the employment of such an individual would result in the creation of:

- A supervisor/subordinate relationship between a relative and an employee. If a direct supervisory or managerial relationship would be established, or fall anywhere within the management hierarchy of the position; relatives of a currently employed worker cannot be considered for hire into such position.
- An actual conflict of interest or the appearance of a conflict of interest. Generally, this bars the hiring or employment of an employee's relatives in any position that has an auditing or control relationship to the employee's job.

Relatives are defined as a spouse, parent, child, sibling, in-law, grandparent, grandchild, aunt, uncle, niece, nephew, cousin, step-relatives or any individual with whom an employee has a close personal relationship, such as a domestic partner, co-habitant or significant other.

Employees who marry or establish a close personal relationship can continue in their current positions if a prohibited employment relationship (as noted above) is not created. If one of the prohibited situations does occur, attempts will be made to find another position within the Company to which one of the employees can transfer provided they are qualified. All practical efforts will be made to arrange such transfer at the earliest possible time.

All issues and variances to this policy relating to an employment-of-relatives' situation or concern should be addressed to the applicable Regional Human Resources Director. Employees who become subject to this policy's provisions due to marriage or commencement of a close personal relationship must inform their supervisor as soon as practical.

## Personal Relationships

Transdev desires to avoid misunderstandings, actual or potential conflicts of interest, complaints of favoritism, possible claims of sexual harassment, and the employee morale and dissention problem that can potentially result from romantic relationships involving employees in the Company.

Accordingly, managers and supervisors are discouraged from fraternizing or becoming romantically involved with one another or with any other employee of Transdev. Additionally, all employees, both managerial and non-managerial, are discouraged from fraternizing or becoming romantically involved with other employees, when, in the opinion of the Company, their personal relationship may create a conflict of interest, cause disruption, create a negative or



unprofessional work environment, or present concerns regarding supervision, safety, security or morale.

An employee involved with a supervisor or fellow employee should immediately and fully disclose the relevant circumstances to their manager so that a determination can be made as to whether the relationship presents an actual or potential conflict of interest. If an actual or potential conflict exists, Transdev may take whatever action appears appropriate according to the circumstances, up to and including transfer or discharge. Failure to disclose facts may lead to disciplinary action, up to and including termination.

Those relationships to which this policy applies are those relationships which go beyond what a person of ordinary sensibilities would believe to be a professional relationship.

All employees should also remember that Transdev maintains a strict policy against unlawful harassment of any kind, including sexual harassment. Transdev will enforce this policy consistent with all applicable state, federal and local laws.

# Standards of Performance

## Progressive Discipline

The Company has adopted a progressive discipline policy to identify and address employee and employment related problems where appropriate. This policy applies to all employee conduct that the Company, in its sole discretion, determines must be addressed by discipline. No discipline policy can be expected to address every situation requiring corrective action that may arise in the workplace. Therefore, the Company takes a comprehensive approach regarding discipline and will attempt to consider all relevant factors before making decisions regarding discipline. Prior to deciding to impose discipline, the manager will meet with the employee to hear the employee's responses to the alleged infraction.

Most often, employee conduct that warrants discipline results from unacceptable behavior, poor performance or violation of the Company's policies, practices or procedures. However, discipline may be issued for conduct that falls outside of those identified areas.

Equally important, the Company need not resort to progressive discipline, but may take whatever action it deems necessary to address a specific issue. This may mean that severe discipline may be imposed in each situation. Likewise, some Company policies contain specific discipline procedures.

Progressive discipline may be utilized with respect to an employee in circumstances where an employee subsequently violates a different policy than they previously violated. That is, violations of different rules may be treated as repeated violations of the Company's policies and serve as a basis for progressive action.

The Company will normally adhere to the following progressive disciplinary process:

**Verbal Warning** - In cases of misconduct which may not be considered serious as a single incident but could become serious if a pattern develops, the supervisor/manager should discuss the issue with the employee, tell the employee that the discussion is a verbal warning and document the discussion.

**Written Warning** - If a pattern of misconduct develops or a serious incident occurs requiring more than a verbal warning, a written warning may be utilized. A written warning should document the incident/misconduct and the reasons why the Company considers the infraction serious. Additionally, the written warning should state what the employee must do to avoid similar misconduct and indicate future misconduct of any sort may result in further discipline or termination. Written warnings are to be maintained in an employee's personnel file.

**Suspension** - In some cases, while immediate discharge for repeated offenses or a single serious offense would be too severe, suspension without pay may be appropriate. Unpaid suspensions

should be no more than five (5) days and should be discussed with the applicable Regional Human Resources Director. Once the appropriate suspension document is prepared and signed, the supervisor/manager should meet with the employee to attempt to:

- Explain why the incident requires discipline, especially how the conduct is not in accordance with acceptable standards.
- Review prior disciplinary actions relating to this new discipline.
- Indicate the length of the suspension without pay.
- Document that termination for any additional misconduct is the next step in progressive discipline. Suspension documents are to be maintained in an employee's personnel file.

**Termination** - If progressive discipline fails to improve an employee's conduct or another type of misconduct occurs, termination may result. All terminations must be discussed with the applicable Regional Human Resources Director in accordance with Company policy.

Again, while the Company will generally take disciplinary action in a progressive manner, it reserves the right, in its sole discretion, to decide whether and what disciplinary action will be taken in each situation. Union employees should consult their collective bargaining agreements for progressive discipline guidelines.

## Standards of Behavior

All employees of the Company, sub-contractors and others who come into Company premises are expected to meet acceptable performance standards and otherwise conduct themselves in an appropriate manner during their course of employment or association with the Company. The following examples of unacceptable conduct are not meant to be all-inclusive. Violations of these standards, depending on severity may result in discipline up to and including termination of employment.

- Any material violation of the Code of Business Conduct.
- Misappropriation (unauthorized transfer or removal, utilization, storage in person's personal belongings or elsewhere in the building) or theft of client, employee, lessee, or Company property including items found on Company premises.
- Safety Violations – failure to observe Company rules and general safety practices and regulations. Neglecting the safety of others or committing unsafe acts in the use and care of Company property. Driving on Company business with a revoked or suspended driver's license or while being classified as "non-insurable."
- Committing any type of crime while working in a Company vehicle or in a Company uniform.
- Supplying false or misleading information when applying for employment or at any time during employment.
- Possessing dangerous or deadly weapons on Company property or while in the performance of Company duties.

- Unauthorized use of a Company vehicle or transporting unauthorized passengers.
- Misuse of Time – failure or being unable to perform work of an acceptable standard or neglecting job duties. Abusing personal telephone or Internet privileges, being inattentive to job performance, unauthorized selling of articles or services, distributing or posting literature, canvassing, polling, or petitioning.
- Violation of Transdev’s Company drug and alcohol policy (zero tolerance).
- Insubordination – refusing to follow/obey a direct order or instruction of a supervisor relating to an employee’s/lessee’s duties. Failure or refusal to perform reasonable work assignments and/or follow management work directives or policies.
- Abusive, profane, threatening, indecent, or foul language or gestures to co-workers, clients or to the general public. Excessive arguing, violent disagreement, fighting or inflicting bodily harm to another person; gambling; using or possessing illegal drugs; being under the influence of or testing positive for drugs/alcoholic beverages or committing illegal or violent acts.
- Abusing, defacing or destroying Company property or the property of co-workers, clients, or management.
- Fraud or Dishonesty – misusing or abusing Company policy such as excused absences or leaves of absence; falsifying time sheets or expense reports; accepting wage overpayments without notifying the Company of such; failing to give complete information for Human Resources and/or security records; making false statements, either oral or written about the Company other employees, supervisors, yourself, or your work situation; altering or falsifying work/manifests, time records, or any other official Company document (this includes altering a client bill, credit voucher, or forging tips to a client credit card).
- Sleeping or dozing on the job, except during scheduled breaks in designated areas.
- Failure to maintain accurate or proper accountability and control of cash banks, excessive or continuous cash shortages or other irregularities.
- Soliciting gratuities from co-workers; accepting gratuities or any kind of favors for altering work assignments or the anticipated reward of additional work or the unfair distribution of work.
- Making or publishing false (except as may be protected concerted labor activity), vicious, or malicious statements concerning co-workers, supervisors, clients, or the Company.
- Excessive absenteeism or tardiness.
- Failure to observe established fire or common safety practices; failure to report an on-the-job injury; creating or contributing to any unsanitary or unsafe condition.
- Failure to report an accident or follow proper procedures concerning accidents.
- Failure to perform work or job assignments satisfactorily, safely, and efficiently.
- Removal, duplication, transferring possession or loss of Company master keys or vehicle keys.
- Failure to follow Company dress code or grooming standards.

- Discussing confidential Company, client, or co-worker matters with unauthorized personnel or in public areas where others could overhear conversation; giving information to the media or anyone outside the organization.
- Discrimination or unlawful harassment against clients or co-workers because of race, gender, sexual orientation, marital status, age, religion, color, creed, national origin, ancestry, genetic characteristics, veteran or military status, disability, domestic violence victim status, or any other factor prohibited by applicable state, federal or local law.
- Violation of any other established Company/departmental or state and federal regulation or action not in the best interest of co-workers, our clients, or the Company.
- Sexual Harassment or harassment of any kind.
- Holding another position with another Company that is considered outside employment and may constitute a conflict of interest to an employee's present position.

For more information, please contact your supervisor or your Regional or Corporate Human Resources Department.

### **Attendance and Punctuality**

To provide on-time performance for our customers, it is important that employees be at work whenever scheduled. We realize, however, that an employee may occasionally be absent due to illness or other personal emergency events that may occur outside the work environment. Therefore, it is your responsibility to notify your supervisor each day and as far as possible in advance of your scheduled workday/shift, whenever you will be late or absent, to state the reason for such lateness or absence, and to advise your supervisor when you expect to return to work. Under no circumstances is it appropriate or acceptable to leave a message with a co-worker unless your direct supervisor and/or department policy and procedures states otherwise. Authorized absences must be pre-approved by your supervisor. Unauthorized or excessive absences or tardiness will not be tolerated and may result in discipline up to and including termination. Employees who are absent from work for more than three (3) consecutive days and have failed (in accordance with local policy) to communicate with their immediate supervisor to receive approval for this absence, will be considered to have abandoned their job and voluntarily resigned their employment.

Employees who are members of a union should refer to their collective bargaining agreement.

### **Dress Code/Uniforms/Appearance**

An extremely important part of maintaining the Company's reputation is our personal appearance. A well-groomed personal appearance, which includes proper hygiene and appropriate attire, is essential to our operation whether you are in the office or on the road. Managers reserve the right to determine if uniforms are required in specific areas and to counsel

employees regarding their appearance if they believe it may be objectionable to our customers or presents an unsafe working condition. Often employees in customer contact positions will be required to wear a Company uniform. Please direct your questions to your site supervisor for information about obtaining uniform and related costs.

### **Office Staff**

All clothing must be neat and clean and of appropriate length and fit to assure a professional image. Depending on the location, some office staff may have the option of wearing a uniform. Otherwise, business attire is the rule for all non-customer contact positions. Tight fitting, provocative or revealing attire is not appropriate.

When certain items are worn to conform with religious requirements, they will be permitted within reason at the discretion of Company management.

For all questions regarding the dress code at your facility, please contact your supervisor or Regional or Corporate Human Resources Department.

### **Identification/Security Badges**

You may be issued an identification badge by the Human Resources Department at the time of your employment. This badge must be always worn conspicuously on an outer garment in all areas of the facility and while on duty. Your badge will be used to gain entry to various parts of the facility. In some locations, employees could be charged for replacement of lost badges.

### **Social Media Policy**

Social media (including personal and professional websites, blogs, chat rooms and bulletin boards, social networks, such as Facebook, LinkedIn, Twitter and Instagram (which are registered trademarks of others), video-sharing sites such as YouTube and e-mail) are a part of the daily lives of many of our employees as well as increasingly useful tools in marketing and communications. The Company respects the rights of its employees to use social media and is committed to ensuring that it is used consistent with Company values and this Code of Business Conduct both inside and outside of work. The same general rules that apply to our internal communications in the workplace and our communications via traditional media outside of the Company apply to the use of social media.

Nothing in this policy or Code of Business Conduct is intended to limit or restrict any employee's right to participate in conversations that are protected by the National Labor Relations Act regarding wages, benefits or working conditions. The rights of our employees to engage in protected labor activity are as important as any rights recognized by this Code of Business Conduct.

In respect to the use of Social Media, it is important to understand and observe the following rules. Failure to adhere to them can result in discipline up to and including termination from employment:

- Communications through social media concerning the Company and other Company employees must not violate this Code of Business Conduct or any other Company policy, especially as they relate to discrimination, unlawful harassment, or immoral, unethical or illegal activities.
- Blogs and other forms of social media communications are individual interactions, not Company communications. Employees can be held personally liable for their posts. For this reason, employees should exercise caution with regards to exaggeration, obscenity, guesswork, copyrighted materials, legal conclusions, and derogatory remarks or characterizations. They should give credit where credit is due and do not violate the rights of others. They should not claim authorship of something that is not theirs or use the copyrights, trademarks, publicity rights, or other rights of others without the permission of the rightful owners.
- Because social media and networking activities are public, an employee's Company e-mail address and Company assets should be used only to perform job-related activities, which may include professional networking and limited personal social networking as explained above, consistent with the Company's written email and internet use policies. Use of social media while at work must be very limited and not interfere with the full performance of an employee's job duties.
- Information and communications that are published on online sites should never be attributed to the Company or appear to be endorsed by, or to have originated from, the Company unless authorized by the Company. Using an individual's name and a Company e-mail address may imply that the employee is acting on the Company's behalf. Employees should always be clear in their communications that they do not speak for the Company unless they are authorized to do so as part of their job.
- If the employee discusses the Company or its services in social media, they must disclose their name and affiliation with the Company. It is never acceptable to use aliases or otherwise deceive people. Employees must identify themselves and include the following disclaimer on published public communication if they discuss the Company or Company employees publicly:

**"The opinions expressed here are the personal opinions of [employee name]. Content published here is not monitored or approved by the Transdev before it is posted and does not necessarily represent the views and opinions of the Company."**

- Employees may not disclose any sensitive, proprietary, confidential, or financial information about the Company or any affiliates of the Company. The use of

Company logo, trademarks, or branding is prohibited. Employees may not post anything related to the Company inventions, strategy, financials, products, etc. that has not been made public.

- While employees may respectfully disagree with the Company actions, policies, or management decisions, they may not attack personally or post material that is obscene, defamatory, discriminatory, harassing, libelous, or threatening about the Company or other Company employees. As stated above, this Policy is not intended to restrict or prohibit any Company employee from engaging in protected concerted activity under the National Labor Relations Act.



# Benefits

## Vacation, Sick Leave and Holidays

The Company recognizes that employees have diverse needs for paid time off from work. As such, all eligible employees are entitled to paid time off. Vacation, Sick Leave and Holidays vary from location to location. Our clients typically require that our observance of holidays align with the holidays they recognize. Paid time off may include one or more of the following types of benefits:

- a. Vacation
- b. Holiday
- c. Sick
- d. Personal

Each location has its own rules regarding the accumulation and use of vacation, sick leave and/or paid time off. For those workers represented by a union, the rules regarding accumulation and use of vacation, sick leave and/or paid time off are established by the collective bargaining agreement. The accumulation and use of vacation, sick and paid time off leave by all employees must conform to the rules established locally or via the collective bargaining agreement. Unless otherwise provided in a collective bargaining agreement or governed by applicable state law, vacation or paid time off is “use it or lose it”, meaning that any accrued vacation or paid time off not used in the calendar year **cannot** be carried forward to subsequent years.

Upon termination from employment for any reason, any accrued but unused vacation is paid to the departing employee unless written and published Company policy at the location or applicable state law provides otherwise.

Holidays will be observed as established by local guidelines, policy, or practice.

## Bereavement

The Company will provide paid time off for planning, settling family affairs, bereavement for the loss of an immediate family member and/or attending the funeral or memorial service of a member of an employee’s immediate family. All employees who wish to take time off due to the death of a family member should notify their supervisor as soon as possible. The Company reserves the right to require documentation.

The definition of immediate family member and the amount of time that may be taken in bereavement situations is established locally by management or via the local collective bargaining agreement. Employees should contact their immediate supervisor or their Regional or Corporate Human Resources Department for clarification or additional information.

## **Jury Duty**

Jury duty is an important civic responsibility. In compliance with federal and state laws, the Company protects its employees' right to serve as jurors and will not prohibit, threaten or coerce any employee who is summoned for duty.

The employee should notify their supervisor upon receipt of notification from the state or federal courts of an obligation to serve on a jury or to act as a court witness and provide copies of the jury summons to their payroll department.

An employee summoned for jury duty will be excused to serve for up to fifteen (15) workdays and be paid at their regular base salary for such service. For an employee serving on a jury in which the trial extends beyond fifteen (15) paid workdays, their absence will be excused but unpaid leave until the trial is completed.

Employees not required to be in court or released from jury duty during the day are expected to resume their regular duties as soon as released. Upon returning to work from jury duty, employees must present documentation of those days served on jury duty to their immediate supervisor.

If an employee is summoned to testify as a witness in any civil or criminal proceeding, they should contact their manager for a determination of whether an absence from duty will be excused and the circumstances thereof.

## **Religious Accommodation**

Federal and state laws prohibit employers from discriminating on the basis of religion or religious practice or need and require that steps be taken to accommodate the religious practices and needs of their employees.

Religious practice or need is defined by federal and state laws in a broad way that includes moral and ethical beliefs as to what is right and wrong that are sincerely held by the individual with the strength of more traditional religious views. The Company recognizes many different traditional religions may be practiced among the Company's employees. Employees who believe their work interferes with a religious practice or who otherwise require an accommodation in order to practice their religious beliefs should contact their supervisor or a representative of the Human Resources Department so arrangements and options for observing a religious practice can be considered and evaluated.

It is recognized that individuals of certain religions observe their holidays on days that have not been designated as legal holidays by state or federal law. If an employee requires time off to observe a religious practice, they can use vacation or personal leave, or leave without pay. The employee should decide in advance with his or her supervisor or a representative of the Human Resources Department for such time off.

For more information, please contact your immediate supervisor or your Regional or Corporate Human Resources Department.

## **Military Leave**

The Company complies with the Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA) and applicable state laws pertaining to military leave. Transdev is committed to protecting the job rights of employees absent on military leave. In accordance with federal and state law, it is the Company's policy that no employee or prospective employee will be subjected to any form of discrimination based on that person's membership in or obligation to perform service for any of the Uniformed Services of the United States. Specifically, no person will be denied employment, reemployment, promotion or other benefit of employment based on such membership. Furthermore, no person will be subjected to retaliation or adverse employment action because such person has exercised his or her rights under this policy.

In accordance with USERRA, Company employees who perform service in the uniformed services (as defined by USERRA) are entitled to a military leave of absence from their positions, subject to the limitations and restrictions set forth in federal and state law. Upon receiving an assignment for military service, employees should promptly provide notice to their supervisors prior to going on military duty, unless precluded by military necessity.

For more information regarding benefits and re-employment, please contact your supervisor or the Regional or Corporate Human Resources Department.

## **Scheduling and Flexible Work Hours**

Reporting promptly for work and maintaining regular attendance as scheduled is expected of all Company employees. Our attendance policies are adopted to provide a method of fair and consistent treatment ensuring that office and operational functions are not degraded by poor attendance or tardiness. Attendance guidelines do not preclude the manager from exercising sound business judgment in establishing flexible schedules and creative scheduling alternatives. Employees are responsible for knowing and adhering to the attendance policy in effect at each property location. Each job is critical to our operation. In order to provide the superior quality of service for which the Company is known, we need each employee to be on the job performing the critical duties for which they were hired. Each employee must be aware that failure to meet the Company's standards for attendance will result in disciplinary action, up to and including termination.

It is recognized that flexibility is a way to define how and when work gets done and how careers are organized. It is a critical ingredient to overall workplace effectiveness. The Company may use flexible work hours, split shift scheduling and telecommuting, also known as working remotely from the main work site, to overcome the constraints of location, as a tool for improving recruitment and retention, for managing workload, and for responding to employee diversity.

For further information, contact your immediate supervisor or the Regional or Corporate Human Resources Department.

## Family and Medical Leave Act (FMLA)

It is the Company's policy to grant up to 12 weeks (or up to 26 weeks of military caregiver leave to care for a covered service member with a serious injury or illness) of family and medical leave during any 12-month period to eligible employees, in accordance with the Family and Medical Leave Act of 1993 (FMLA) and any applicable state laws. The leave may be paid, unpaid or a combination of paid and unpaid leave, depending on the circumstances of the leave and as specified in this policy.

This handbook provides employees with a general description of their FMLA rights. In the event of any conflict between the handbook or the detailed policy and the applicable law, employees will be afforded all rights required by law. FMLA generally applies to illnesses or injuries of a serious and long-term nature, resulting in recurring or lengthy absences.

If an employee takes paid sick leave for a condition that progresses into a serious health condition and the employee requests unpaid leave as provided under this policy, the Company may designate all or some portion of related leave taken as leave under this policy, to the extent that the earlier leave meets the necessary qualifications.

Employees with questions about what illnesses are covered under FMLA or under the Company's sick leave policy are encouraged to consult with their Human Resources designee.

### Eligibility:

Employees are eligible for FMLA leave if they have been employed by the Company for at least 12 months, have worked at least 1250 hours during the previous 12 months, and are employed in a facility that has at least 50 employees in a 75-mile radius. The employee is required to provide thirty (30) days' notice when leave is foreseeable.

- **The employee must have worked for the Company for 12 months or 52 weeks.**

The 12 months or 52 weeks need not have been consecutive. Separate periods of employment will be counted, provided that the break in service does not exceed seven (7) years. Separate periods of employment will be counted if the break in service exceeds seven years due to National Guard or Reserve military service obligations or when there is a written agreement, including a collective bargaining agreement, stating the employer's intention to rehire the employee after the service break. For eligibility purposes, an employee will be considered to have been employed for an entire week even if the employee was on the payroll for only part of a week or if the employee is on leave during the week.

- **The employee must have worked at least 1,250 hours during the 12-month period immediately before the date when the leave is requested to commence.**

The principles established under the Fair Labor Standards Act (FLSA) determine the number of hours worked by an employee. The FLSA does not include time spent on paid or unpaid leave as hours worked. Consequently, these hours of leave should not be counted in determining the 1,250 hours eligibility test for an employee under FMLA.

- **The employee must work in a worksite where 50 or more employees are employed by the company within 75 miles of that office or worksite.**

The distance is to be calculated by using available transportation by the most direct route. The employee must work at a location in the United States or in any territory or possession of the United States.

### Reasons for Taking Leave:

In order to qualify as FMLA leave under this policy, the employee must be taking the leave for one of the reasons listed below:

1. **The birth of the employee's child in order to care for that child.** An expectant mother may take leave before the birth of the child for prenatal care or if her condition makes her unable to work or comply with safety regulations.
2. **The placement of a child for adoption or foster care and to care for the newly placed child.**
3. **The care of an immediate family member (spouse, domestic partner, child, or parent with a serious health condition)** (described below).
4. **Serious health condition of the employee** (described below). An employee may take leave because of a serious health condition that makes the employee unable to perform the functions of the employee's position.

A serious health condition is defined as an illness, injury, impairment, physical or mental condition that involves:

- An illness of three (3) days which requires continuing treatment by a health care provider.
- In-patient care in a hospital, hospice or residential medical care facility including any period of incapacity or any subsequent treatment in connection with such in-patient care or a condition that requires continuing care by a licensed health care provider.
- Continuing treatment by a health care provider for a chronic or long-term condition.

5. **Qualifying exigencies leave for families of members of the National Guard or reserves or of a regular component of the armed forces when the covered military member is on covered active duty or called to covered active duty.**

An employee whose spouse, domestic partner, son, daughter or parent either has been notified of an impending call or order to covered active military duty or who is already on covered active duty may take up to 12 weeks of leave for reasons related to or affected by the family member's call-up or service. The qualifying exigency must be one of the following:

- Short-notice deployment (deployment notice on seven (7) or less days).
- Military events and activities.
- Childcare and school activities.
- Financial and legal arrangements.
- Counseling.
- Rest and recuperation.
- Post-deployment activities.
- Additional activities that arise out of active duty provided that the employer and employee agree, including agreement on timing and duration of the leave.
- Care for a military member's parent who is incapable of self-care.

**The term "covered active duty" means:**

- In the case of a member of a regular component of the Armed Forces, duty during the deployment of the member with the Armed Forces to a foreign country; and
- In the case of a member of a reserve component of the Armed Forces, duty during the deployment of the member with the Armed Forces to a foreign country under a call or order to active duty under a provision of law referred to in section 101(a)(13)(B) of title 10 United States Code.

The leave may commence as soon as the individual receives the call-up notice. (Son or daughter for this type of FMLA leave is defined the same as for child for other types of FMLA leave except that the person does not have to be a minor). This type of leave would be counted toward the employee's 12-week maximum of FMLA leave in a 12-month period.

6. **Military caregiver leave (also known as covered service member leave) to care for an injured or ill service member or veteran.**

An employee whose son, daughter, parent or next of kin is a covered service member may take up to 26 weeks in a single 12-month period to take care of leave to care for that service member.

Next of kin is defined as the closest blood relative of the injured or recovering service member.

To care for a military member's parent who is incapable of self-care when the care is covered in active duty. Such care may include arranging for alternative care, providing care on an immediate

need basis, admitting or transferring the parent to a care facility, or attending meetings with staff at a care facility.

**The term “covered service member” means:**

- a. A member of the Armed Forces (including a member of the National Guard or Reserves) who is undergoing medical treatment, recuperation, or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness.
- b. A veteran who is undergoing medical treatment, recuperation, or therapy, for a serious injury or illness and who was a member of the Armed Forces (including a member of the National Guard or Reserves) within the past five (5) years preceding the date on which the veteran undergoes that medical treatment, recuperation, or therapy.
- c. A caregiver may take leave up to five (5) years after the covered service member leaves the military and for a pre-existing injury or illness that was aggravated in the line of duty.

**The term “serious injury or illness” means:**

- a. In the case of a member of the Armed Forces (including a member of the National Guard or Reserves), means an injury or illness that was incurred by the member in line of duty on active duty in the Armed Forces (or existed before the beginning of the member’s active duty and was aggravated by service in line of duty on active duty in the Armed Forces) and that may render the member medically unfit to perform the duties of the member’s office, grade, rank, or rating.
- b. In the case of a veteran who was a member of the Armed Forces (including a member of the National Guard or Reserves) at any time during a period when the person was a covered service member, means a qualifying (as defined by the Secretary of Labor) injury or illness that was incurred by the member in line of duty on an active duty in the Armed Forces (or existed before the beginning of the member’s active duty and was aggravated by service in line of duty on active duty in the Armed Forces) and that manifested itself before or after the member became a veteran.
- c. In the case of a veteran who has a physical or mental condition that has received a VA Service-Related Disability Rating (VASRD) of 50% or greater and the rating is based on whole or part, on the condition precipitating the need for a caregiver leave.

- d. In the case of a veteran’s physical or mental condition that impairs the ability to secure an occupation by reason of disability related to military service or treatment.
- e. In the case the veteran has been enrolled in the Department of Veterans Affairs Program of Comprehensive Assistance for Family Caregivers.

#### **Amount of Leave:**

An eligible employee can take up to 12 weeks for the FMLA circumstances (1) through (6) above under this policy during any 12-month period. The Company will measure the 12-month period as a rolling 12-month period measured backward from the date an employee uses any leave under this policy. Each time an employee takes leave, the Company will compute the amount of leave the employee has taken under this policy in the last 12 months and subtract it from the 12 weeks of available leave, and the balance remaining is the amount the employee is entitled to take at that time.

An eligible employee can take up to 26 weeks for the FMLA circumstance (6) above (military caregiver leave) during a single 12-month period. For this military caregiver leave, the Company will measure the 12-month period as a rolling 12-month period measured forward. FMLA leave already taken for other FMLA circumstances will be deducted from the total of 26 weeks available.

An eligible employee can take up to 15 days to spend with a covered military member who is on short-term temporary, rest and recuperation leave during deployment.

#### **Special Provisions Regarding Leave:**

If an employee and their spouse or domestic partner both work for Transdev they are entitled only to a combined total of twelve (12) weeks of leave for the birth or placement of a child for adoption or foster care or to care for a sick parent (but not a parent “in-law”) with a serious health condition. However, each employee is entitled to up to twelve (12) weeks of leave due to the employee’s own serious health condition, to care for the spouse, domestic partner, or to care for a sick child. If a husband and wife both work for the Company and each wish to take leave to care for a covered injured or ill service member, the husband and wife may only take a combined total of 26 weeks of leave.

Employees should make a reasonable effort to schedule planned medical treatment (either the employee’s own or that of a seriously ill immediate family member) so that the treatments do not unduly disrupt the business operations. A leave of absence for the birth of a child or placement of a child for adoption or foster care must be concluded within one (1) year of the adoption or birth and must be taken on a continuous basis.



### **Use of Paid and Unpaid Leave:**

An employee who is taking FMLA leave because of the employee's own serious health condition, or the serious health condition of a family member, must use all paid vacation, personal and/or sick leave prior to being eligible for unpaid leave. Sick leave may be run concurrently with FMLA leave if the reason for the FMLA leave is covered by Transdev's established sick leave policy.

Disability leaves for the birth of the child and for an employee's serious health condition, including workers' compensation leave (to the extent that it qualifies), will be designated as FMLA leave and will run concurrently with FMLA. For example, in a 6-week pregnancy disability leave, the six weeks will be designated as FMLA leave and counted toward the employee's 12-week entitlement. The employee may then be required to substitute accrued (or earned) paid leave as appropriate before being eligible for unpaid leave for what remains of the 12-week entitlement. An employee who is taking leave for the adoption or foster care of a child must use all paid vacation, personal or family leave prior to being eligible for unpaid leave.

An employee who is using military FMLA leave for a qualifying exigency must use all paid vacation and personal leave prior to being eligible for unpaid leave. An employee using FMLA military caregiver leave must also use all paid vacation, personal leave or sick leave (if the reason for the absence is covered by Transdev's sick leave policy) prior to being eligible for unpaid leave.

### **Intermittent or Reduced Workweek Leave:**

Employees taking leave due to their own or a relative's serious health condition may take leave on an intermittent (in separate blocks of time or a day periodically when needed over the year) or under certain circumstances use the leave to reduce the workweek or workday, resulting in a reduced schedule (decreased number of hours per week). If an employee takes leave on an intermittent or reduced schedule, the leave will be reduced pro-rata and only the amount of leave time taken will be counted against the employee's twelve (12) week allowance. In all cases, the leave may not exceed a total of 12 workweeks (or 26 workweeks to care for an injured or ill service member over a 12-month period).

Transdev has the right to transfer the employee to a job with equivalent pay and benefits in order to better accommodate the request for an intermittent or reduced workweek schedule.

### **Certification of a Serious Health Condition:**

Transdev requires medical certification to support a leave due to a serious health condition of an employee, employee family member qualifying exigency for military family leave or the serious injury or illness of the covered service member. A fitness-for-duty report is necessary for any employee returning to work after a serious personal health condition. The employee must respond to such requests within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in denial of continuation of leave.

Certification of the serious health condition shall include: the date the condition began, its expected duration, diagnosis, and a brief statement of treatment. In a medical leave for the employee's own medical condition, the certification must also include a statement that the employee is unable to perform work of any kind or a statement that the employee is unable to perform the essential functions of the employee's position. For a seriously ill family member, the certification must include a statement the patient requires assistance and the employee's presence would be beneficial or desirable.

The Company may directly contact the employee's or the employee's family member's health care provider for verification or clarification purposes using a health care professional, an HR professional, leave administrator or management official, unless prohibited by state law. Transdev will not use the employee's direct supervisor for this contact. Before the company makes this direct contact with the health care provider, the employee will be given an opportunity to resolve any deficiencies in the medical certification. In compliance with HIPAA Medical Privacy Rules, the Company will obtain the employee's permission for clarification of individually identifiable health information.

Transdev has the right to ask for a second opinion if it has reason to doubt the certification. The Company will pay for the employee to get a certification from a second doctor which the Company will select. If necessary, to resolve conflict between the original certification and the second opinion, the Company will require the opinion of a third doctor. Transdev and the employee will jointly select the third doctor and the Company will pay for the opinion. This third opinion will be considered final.

The Company may deny FMLA leave to an employee who refuses to release relevant medical records to the health care provider designated to provide a second or third opinion. The employee will be provisionally entitled to leave and benefits under the FMLA pending the second and/or third opinion.

If a Family Leave of Absence exceeds twelve (12) weeks on a rolling twelve (12) month period (or up to 26 weeks of military caregiver leave to care for a covered service member with a serious injury or illness) the employee employment status may be in jeopardy, which could result in termination of employment. Exceptions are if state allows more than the designated twelve (12) or twenty-six (26) weeks off in a rolling twelve (12) month period.

If the employee plans to take intermittent leave or work a reduced schedule, the certification must also include dates and duration of treatment and a statement of medical necessity for taking intermittent leave or working a reduced schedule.

#### **Recertification:**

While on leave, employees are required to report periodically to the Company regarding the status of the medical condition and their intent to return to work. Such reports may not be asked of the employee more than once every 30 days unless it is known that an employee's situation

has changed, or if the Company receives information casting doubt on the reason given for the absence or if the employee seeks an extension of their leave.

The Company may request recertification for the serious health condition of the employee or the employee's family member every six (6) months in connection with an FMLA absence. The Company may provide the employee's health care provider with the employee's attendance records and ask whether need for leave is consistent with the employee's serious health condition.

All employees desiring to return to work following their leave must provide a fitness-for-duty report or doctor's statement releasing them to full duty.

### **Requesting Leave:**

When foreseeable, all employees requesting leave under this policy must submit the request in writing to their immediate supervisor and the local HR contact. When the need for FMLA leave is unforeseeable, the employee must comply with the Company's usual and customary notice and procedural requirements for requesting leave, absent unusual circumstances.

When an employee plans to take leave under this policy, the employee must give 30 days' notice. If it is not possible to give 30 days' notice, the employee must give as much notice as is practical. An employee undergoing planned medical treatment is required to make a reasonable effort to schedule treatment to minimize disruption to the operations.

If an employee fails to provide 30 days' notice for foreseeable leave with no reasonable excuse for the delay, the leave request may be denied until at least 30 days from the date the Company receives notice.

### **Designation of FMLA Leave:**

After an employee has submitted the appropriate certification form, the HR contact will complete and provide the employee with a written response to the employee's request for FMLA leave.

### **Intent to Return to Work from FMLA Leave:**

On a basis that does not discriminate against employees on FMLA leave, Transdev may require an employee on FMLA leave to report periodically on their status and their intent to return to work.

For more information, please review the full FMLA Policy, contact your supervisor, or Regional Human Resources Director or Corporate Human Resources Department.

### **Other Leave**

Some state and local laws allow employees leave for reasons other than enumerated above. Examples are leave to vote, leave to donate blood, and under certain circumstances leave for

mothers nursing infants. Company policy is to strictly adhere to such state and local laws where applicable. Employees should consult with their local Human Resources contact for further information regarding what laws may be applicable to their location. Employees are encouraged to bring to management's attention any instances where the employee believes the Company is not fully honoring state or local laws relating to leave provision of federal, state or local law.

## **Health and Welfare Benefits**

Full-time employees of the Company are typically entitled to health and welfare benefits. The type of benefits offered, the cost of said benefits to the employee, and the rules regarding eligibility for such benefits vary from location to location. In addition, those employees covered by a collective bargaining agreement are typically afforded benefits as contained in the collective bargaining agreement. For these reasons, each employee must determine what benefits are offered locally and the associated eligibility requirements by contacting their local Human Resources Department or reviewing the applicable collective bargaining agreement.

Generally, benefits offered include group health insurance for the employee with optional coverage for the employee's spouse and children; group life insurance with optional coverage for employee spouse and children; vision coverage, dental coverage and disability coverage. Not all benefits may be offered at all locations.

Generally, an employee is not eligible for health and welfare benefits until the employee has completed the local probationary period or other locally established waiting period. In most cases, the Company subsidizes a portion of the benefit cost, and the employee pays the remaining cost of the health and welfare benefits by payroll deduction payments.

Upon termination of employment under most circumstances, an employee may continue health benefits for a limited period under the provisions of the Consolidated Omnibus Budget Reconciliation Act (COBRA). While COBRA enables the extension of benefits, the employee is obligated to pay the full COBRA cost of the benefits.

## **Travel Expense Reimbursement**

Employees traveling on Company business will be reimbursed (subject to policy limits) for their actual, reasonable and properly documented business expenses including transportation, lodging, meals and other necessary expenses incurred when conducting Company business. The traveler is responsible for complying with the Company's travel and expense guidelines, to justify exceptions and use their best efforts to minimize travel expenses with this policy.

All travel arrangements are to be made according to the Company's Travel and Expense policy available on the Company Intranet. Depending upon employee's job assignment, an employee will be designated to use either the Company web-based travel program or contact the Corporate Travel Coordinator.

For more information on air travel, hotel accommodations, rental cars, meals, the use of personal automobile expenses, travel advances, and reimbursable expenses, please contact your supervisor or your Regional Human Resource Director or Corporate Human Resources Department.

# Administrative Matters

## Personnel/Human Resources Records

It is Company policy to maintain a personnel/human resources file containing pertinent employee information about each employee. Employee files are confidential and are treated as such. Access to employee files is limited to the following (unless additional access is authorized under applicable state law):

- Each employee may review their own personnel file in the presence of a person designated by Human Resources or their immediate supervisor by appointment. No material is to be removed except as specifically authorized by Human Resources.
- Other employees of the Company may have access to personnel files only on a need-to-know basis. This means access is limited to:
  - Human Resources staff needing access in the course of their normal duties.
  - Supervisors/managers considering an employee for promotion or transfer into their departments or location.
  - Union representatives (for employees represented by the union).

Individuals who are not employees of the Company may not, except with specific authorization, have access to the files themselves. Generally, such access would be granted only upon advice of counsel (for example, in response to a subpoena, summons, or request for information from a federal administrative or law enforcement agency). Unless specifically authorized by appropriate officials, no one should extract information from personnel records and/or disclose opinions or assessments of employee job performance or attitudes.

Employees are responsible for notifying management of changes in address, telephone number and/or family status (births, marriage, death, divorce, legal separation, etc.) as income tax status and group insurance may be affected by these changes.

The Company will not release information from employee personnel records including, but not limited to, information pertaining to medical/health, salary, etc. or disseminate such information to individuals who have no legitimate business need to know.

## Employment and Income Verifications/References

On occasion, an employee may need to provide verification of their income to third parties. Employment and income verifications may be required when applying for a mortgage or loan, for reference checking, leasing an apartment, establishing credit, or any other instance where proof of employment or income is needed. It is the policy of the Company to protect the privacy of

each employee. Employees who wish to provide employment verification to an entity should direct the entity to the Company’s automated external employment verification service.

At the present time, the Company uses The Work Number® to provide automated employment and income verifications on its employees. The Work Number® is an automated service that can be used anytime, anywhere – available 24 hours a day, 7 days a week. It provides employees with the ability to quickly provide proof of their employment or income. The individual employee controls the process and is responsible for authorizing the access and release of their information to the verifying organization.

Information for Employees:	
Transdev Employer Code:	13173
The Work Number® Access Information	www.theworknumber.com
The Work Number® Customer Service:	1-800-996-7566 1-800-424-0253 (TTY-Deaf)

Information for Verifiers:	
Transdev Employer Code:	13173
The Work Number® Access Information:	www.theworknumber.com
The Work Number® Customer Service:	1-800-996-7566 1-800-424-0253 (TTY-Deaf)

Information for Social Services Agencies:	
Transdev Employer Code:	13173
The Work Number® Access Information:	www.theworknumber.com
The Work Number® Customer Service:	1-800-996-7566 1-800-424-0253 (TTY-Deaf)

All employment and income verification requests are expected to use this automated service. The Company will provide federal, state, and local government agencies any employee information required by law.

Company employees who are not designated by the Human Resources Department to provide employment information are prohibited from releasing employment or income verification information and must direct inquiries to Human Resources. Human Resources may handle a variety of confidential matters regarding other employees, clients, and other information. When doing so, it is their responsibility to respect the privacy of fellow employees. This policy is designed to protect the Company and the employee from any potential liability.

In the event The Work Number® cannot be utilized for verification, upon verbal inquiry of any individual, the following information may be released regarding a current or former employee without written authorization:

- Name of the employee
- Current or former job title
- Length of employment

All other requests for written confirmation to employment reference/verification inquiries must contain the current or former employee's signature authorizing the release of their compensation history, DOT or training record information. Any information provided on current or former employees shall be job-related, required by federal or state regulations, and factual and demonstrable from the records of the employee.

The Company will not respond to questions of character, credit worthiness, likelihood of continued employment, personality, reason for leaving Company service, evaluation of performance, and eligibility for rehire or other questions of a similar nature.

### **Internal Placement and Transfers**

The Company encourages employee placement into vacant higher-level positions when qualified employees are available, interested, deemed suitable in all respects and when it is determined the promotion is in the best interest of the employee's department and the Company.

#### **Promotion/Placement Eligibility:**

Eligibility for promotion or position transfer may be determined by:

- The requirements of the new job following the interview process.
- Employees must have held their current position for at least 12 months.
- Employees must have a satisfactory performance record.
- No disciplinary actions for the preceding six (6) months.

#### **Property Transfers:**

Employees require approval to transfer between properties. Employees desiring to laterally move from one location to another should meet the following requirements:

- Must have held their current position for at least 12 months; or
- Must have left employment with Transdev for at least six (6) months; or
- Is receiving a promotion; or
- Transferring employee has received approval from the Regional Vice President who oversees the affected contracts.

Employees transferring to a new property for a temporary basis (less than three (3) months) only require the approval of the General Manager.

For more information regarding the internal reference process, please contact your Regional Human Resources Director or Corporate Human Resources Department.



## International Mobility:

International mobility is one of the factors that supports Transdev's development success. It reinforces the Company's international culture by appropriately linking our employees' expertise with opportunities across Transdev's global footprint. It provides employees with a new scope of responsibility and additional professional experience.

For more information regarding the international mobility process, please contact your Regional Human Resources Director or Corporate Human Resources Department.

## Performance Reviews and Evaluations

Performance reviews and evaluations are an important method by which the job performance of each employee is evaluated, (generally in terms of quality, quantity, cost, and time) typically by the corresponding hiring manager or supervisor. A performance appraisal is an important part of guiding and managing employee career development. It is the process of obtaining, analyzing, and recording information about the relative worth of each employee to the organization.

An employee performance review and evaluation will:

- Give employees feedback on performance.
- Identify employee training needs.
- Document criteria used to allocate organizational rewards.
- Form a basis for personnel decisions: salary increases, promotions, disciplinary actions, bonuses, etc.
- Provide the opportunity for an employee's manager/supervisor for diagnosis and development.
- Facilitate communication between employee and management.
- Validate selection techniques and human resource policies to meet federal Equal Employment Opportunity requirements.

All exempt and non-exempt employees typically receive an annual review. In addition, it is also the policy at Transdev to continuously observe and evaluate the safety performance of employees in safety sensitive positions and to provide feedback and expectations for improvement when performance standards are compromised.

For more information, please contact your supervisor, Regional Human Resources Director or Corporate Human Resources Department.

## Bulletin Boards

Company bulletin boards are an essential component of official information maintained for the purpose of communicating Company announcements, memos, matters of Company business required by law, and items related to the personal interest and benefit of employees.

Bulletin boards are Company property and, as such, the Company reserves exclusive control over their access and use. Approval for all postings outside of daily operational memorandums must be made through the local General Manager or their designee.

Upon approval, personal notices may be posted provided that adequate space is available and such notices do not violate the Company's no-solicitation rule. Company postings will always receive priority.

No ads of a commercial nature may be posted, nor will any posting be allowed that is derogatory or in any other way offensive to the Company, our clients or our employees.

This does not apply to Union bulletin boards which are governed by the terms and conditions of the local Collective Bargaining Agreement.

For more information, please contact your supervisor or the Regional Human Resources Director or Corporate Human Resources Department.

## Social Security Number Privacy

It is the policy of the Company to protect the security of Social Security numbers and any other personal identifying information required by law to be maintained confidentially. All executives, managers and employees are expected to rigorously adhere to this policy. Any employee violating the provisions of this policy and its operating procedures will be disciplined in accordance with Company rules.

Social Security numbers and other personal identifying information will be collected from applicants and employees as required in order to meet federal and/or state reporting requirements. These purposes include to:

- Conduct pre-employment background checks.
- Verify eligibility for employment.
- Withhold federal and state taxes.
- Comply with state new-hire reporting.
- Facilitate enrollment into Company benefit plans.

If this Company policy and operating procedures conflicts with a state law in any state in which the Company operates, the state law shall supersede.

For more information regarding storage and disposal of Social Security and other personal identifying information, please contact your Regional or Corporate Human Resources Department.

## Email, Internet, and General Computer Usage Policy

The Company's email and computer systems are essential business tools intended to be used for legitimate Company purposes only, although occasional personal use is permitted consistent with the Company's written email and internet use policies. All employees using the Company's email and computer systems must be familiar with and adhere to the Company's written policies governing its email, internet and computer systems. All existing Company policies including, but not limited to, the use of intellectual property, insider trading, misuse of Company property, discrimination, harassment, sexual harassment, information, data security, and confidentiality, apply equally to employee conduct in connection with use of email and the internet. More simply said, the use of the Company email and computer systems should always be consistent with Transdev's Code of Business Conduct.

All email accounts and all email content created, sent, received, or stored on the Company's email system, whether business or personal, are the sole property of the Company and are not the property of the employee or other personnel. These systems are subject to inspection, search, and/or monitoring by Company personnel for any number of business reasons. ***There is no expectation of privacy in any email or internet content transmitted over or stored in the system.*** Email retained on the Company email system remains the property of the Company and users are forbidden to delete email from the system before or upon leaving the employment of the Company.

Highly confidential or sensitive information should not be sent through email. Email should be used in a manner that will not risk the disclosure of Company proprietary and other information to persons outside the Company. Email messages may need to be saved and may be required to be produced in litigation. Strict adherence to any directives of the Legal Department or Senior Management to preserve email content is required. For more information regarding this policy, please contact your Regional Human Resources Director, Corporate Human Resources, or the Legal Department.

## Cellular Telephone and Other Electronic Devices

This policy sets forth Company rules and limitations on the use of use of cellular telephones and other electronic devices in any motor vehicle while on Company time, including during meal or rest periods. Distinctions are made in this policy between cellular telephones and other electronic devices issued by the Company for work-related purposes and personal devices belonging to the employee.

**Mobile Devices:** any phone or device as the term is commonly understood, with or without hands-free capability.

**Other electronic devices:** any device that is capable of being handheld and has an on-off switch, including but not limited to music players, electronic games and GPS devices.

**Company vehicle:** any motor vehicle used in the performance of a contract, whether owned, rented, leased or otherwise made available to the Company including, but not limited to, revenue vehicles, services vehicles, supervisor and management vehicles.

When seated at the wheel of a Company vehicle, the use of cellular telephones and/or other electronic devices is limited as follows:

- (a) In all situations, use of a Company-provided or personal cellular telephone or other electronic device while seated at the wheel of a Company vehicle is prohibited where and when prohibited by law.
- (b) The use of any personal mobile device or any other personal electronic device while seated at the wheel of a Company vehicle is prohibited. These devices must be always powered off when an employee is seated at the wheel, regardless of whether the vehicle is powered on or off.
- (c) Paratransit and other On-Demand Transportation Service Operators: Company-provided cellular telephones and Company-provided other electronic devices may not be used for any purpose other than for work-related purposes while seated at the wheel of any vehicle, regardless of whether the vehicle is powered on or off, and then only to the minimum extent necessary. As much as practical, said devices may only be used when the vehicle is not in motion. Whenever the use of a cellular telephone or other electronic device presents a risk to safe driving, use of the device is not permitted. No personal use of such devices while seated at the wheel of a Company vehicle is permitted.
- (d) Managers and Road Supervisors: Company-provided mobile devices may not be used for any purpose other than for work-related purposes, and then only to the minimum extent necessary. No personal use of such devices while seated at the wheel of a Company vehicle is permitted. When the use of a cellular telephone or other electronic device presents a risk to safe driving, use of the device is not permitted. As much as practical, said devices should be used only when the vehicle is not in motion. Managers or road supervisors are prohibited from the use of a cellular telephone and other electronic device when operating a revenue service vehicle at any time, in or out of revenue service.

Nothing herein shall limit the ability of the Company to impose greater restrictions on cellular telephone or other communication device possession or use during working hours on a location-by-location basis. Any such policies must first be approved in writing by the Legal Department.

Employees must comply with Transdev's Mobile Device Policy. Failure to comply with any portion of this policy is cause for discipline up to and including termination of employment.

## Company Automobiles/Non-Revenue Vehicles

The use of Company automobiles, non-revenue vehicles and car allowances is limited to designated positions within the Company and will be managed by the Chief Human Resources Officer (CHRO) in consultation with the Chief Executive Officer (CEO) and the Chief Operating Officer (COO). Details of this program are defined in the Automobile policies posted on the Transdev U.S. intranet. Participants in the program are expected to use their vehicle to transport clients, prospective clients, and other employees of the Company. As such, the Company reserves the right to establish vehicle requirements and conditions for participation in the program.

## Media Relations

It is the policy of the Company not to grant interviews or release information to the media (television, radio or newspaper reporter) without prior approval from the VP of Marketing and Communications. Exceptions will be made on a case-by-case basis depending on the nature of the media contact and subject matter.

Any requests for interviews or information by the media should be referred immediately to the Marketing and Communications Department. Courtesy and common sense should always dictate in dealing with media requests. In no case should any information be volunteered to outside sources.

An employee approached by the media should:

- Ask the reporter for their name, the name of the publication or company, a telephone number and the topic in issue.
- Then contact the VP of Marketing and Communication with the information.

This policy excludes those circumstances dealing with local media events (i.e., rodeos, marketing events, etc.). But, it is always a good idea to coordinate with the Marketing and Communications department for support in those situations as well.

## **Glossary of Industry Terms**

The terms in this glossary are not all inclusive and some may not be used at your facility.  
They are to be used as a reference guide only.

## A

**AAR** – Association of American Railroads

**Above Grade** - The location of a structure or transit guide way above the surface of the ground (also known as elevated or aerial).

**Accessible Service** - Buses operating in regular service with wheelchair lifts, ramps, kneeling functions or other devices that permit disabled passengers to use the service.

**Accessibility** - (1) The extent to which facilities are barrier free and useable by disabled persons, including wheelchair users. (2) A measure of the ability or ease of all people to travel among various origins and destinations.

**Accident/incident** - An unplanned occurrence, which could have or did result in personal injury and/or property damage.

**Activity Center** - An area with high population and concentrated activities which generate a large number of trips (e.g., CBD, shopping centers, business or industrial parks, recreational facilities; also known as trip generator).

**ALARP** – As low as reasonably practicable, term used to describe reducing risks.

**Alight** - To get off a transit vehicle. Plural: “*alighting*.”

**Alignment** - The horizontal and vertical ground plan of a roadway, guide way, transit route or other facility. The horizontal alignment refers to the location of the guide way as described by curves or any straight portion of an alignment. The vertical alignment refers to the vertical orientation of the guide way. (i.e., below grade, at grade or above grade).

**Allocation** - An administrative distribution of funds, for example, federal funds among the states; used for funds that do not have legislatively mandated distribution formula.

**Alternative Fuels/Energy** - These refer to vehicle engine fuels other than standard gasoline or diesel. Typically, alternative fuels such as methanol, ethanol, and compressed natural gas are much cleaner. They produce reduced emissions of greenhouse gases that contribute to global warming.

**AM Peak** - The morning commute period, about two hours, in which the greatest movement of passengers occurs, generally from home to work; the portion of the morning service period where the greatest level of ridership is experienced, and service is provided. Synonyms: *Rush hour, Early Peak, Morning Peak, Morning Rush, Morning Commission*

**Americans with Disabilities Act of 1990 (ADA)** - The law passed by Congress in 1990 which makes it illegal to discriminate against people with disabilities in employment, services provided by state

and local governments, public and private transportation, public accommodations and telecommunications.

**APP AR** - An abbreviation for “approximate arrival” time point.

**Appropriation** - An act of Congress that permits federal agencies to incur obligations and make payments for specific purposes.

**APTA** - American Public Transportation Association

**Arterial Street** - A major thoroughfare, used primarily for through traffic rather than for access to adjacent land, that is characterized by high vehicular capacity and continuity of movement.

**Assignment Number** - Unique identification number given to a collection of runs representing a week’s worth of work for a single operator.

**At Grade** - The location of a structure or transit guideway at the same level as the ground surface.

**Authorization** - Basic, substantive federal legislation that established or continues the legal operation of federal program agencies, either indefinitely or for a specific period.

**Automatic Passenger Counts (APC)** (predates “smart technology”) - A technology installed on transit vehicles that counts the number of boarding and alighting passengers at each stop while also noting the time. Passengers are counted using either pulse beams or step treadles located at each door. Stop location is generally identified through use of either global positioning systems (GPS) or signpost transmitters in combination with vehicle odometers. Synonym: *Smart Counters*

**Automatic Vehicle Location (AVL)** - A system that senses, at intervals, and monitors the real-time location of transit vehicles using electronic equipment that communicates a signal back to a central control facility locating the vehicle and providing other information about its operations or about its mechanical condition.

## B

**Block** - Trips operated by a single bus.

**Block Number** - The number used to identify an individual block schedule. A good block numbering system is “smart coded” to reveal the route number it starts on and the sequence number by pullout time. For example, the second bus leaving the garage on route 26 might be given a block number 2602.

**Block Sheet** - Listing of all trips and time-points on a single block.

**Block Summary Sheet** - Start and end times of each block illustrated on a time-scale to be used in the Run-Cutting process.



**Board** - To go onto or into a transit vehicle. Plural: “*Boardings.*”

**Branch** - One of multiple route segments served by a single route.

**Bus** - A rubber-tired road vehicle designed to carry a substantial number of passengers (i.e., 10 or more), commonly operated on streets and highways for public transportation service.

**Bus Bay** - Bus berthing area in a facility such as a transit center or rail station.

**Bus Hours** - The total hours of travel by bus, including both revenue service and deadhead travel.  
Synonym: *Vehicle Hours*

**Bus Lane** - A lane of roadway intended primarily for use by buses, either all day or during specified periods. Synonym: *Transit Priority Lane*

**Bus Miles** - The total miles of travel by bus, including both revenue and deadhead travel.  
Synonym: *Vehicle Miles*

**Bus Number** - Vehicle number assigned to a piece of equipment.

**Bus Rapid Transit (BRT)** - A term applied to a variety of public transportation systems using buses to provide faster, more efficient service than an ordinary bus line. Often this is achieved by making improvements to existing infrastructure, vehicles and scheduling and using larger specialized buses.

**Bus Shelter** - A structure constructed near a bus stop to provide seating and protection from the weather for the convenience of waiting passengers.

**Bus Stop** - A curbside place where passengers board or alight transit.

**Bus Turnout** - Cutout in the roadside to permit a transit vehicle to dwell at a curb, typically at a Bus Stop.

**Busway** - A special roadway designed for exclusive use by buses. It may be constructed at, above, or below grade and may be located in separate rights-of-way or within highway corridors.

## C

**Capital** - Long-term assets, such as property, buildings, roads, rail lines, and vehicles.

**Capital Costs** - Costs of long-term assets of a public transit system such as property, buildings, vehicles, etc.

**Capital Improvement Program** - The list of capital projects for a five-to-seven-year programming period.

**Capital Project** - Construction and/or procurement of district assets, such as transit centers, transit vehicles and track.

**Car Pool** - An arrangement where people share the use and cost of a privately owned automobile in traveling to and from pre-arranged destinations.

**Central Business District (CBD)** - An area of a city that contains the greatest concentration of commercial activity, the “Downtown”. The traditional downtown retail, trade, and commercial area of a city or an area of very high land valuation, traffic flow, and concentration of retail business offices, theaters, hotels and services.

**CFR** - Code of Federal Regulations.

**Configuration Management** – A process that ensures, as much as possible, that the configurations of all property, equipment, and system design elements are accurately and completely documented.

**Contractor** - An entity that performs safety sensitive tasks or provides safety sensitive services on behalf of the railroad.

**Corrective Action Plan** - A written plan developed by the railroad that describes the actions the railroad or other responsible party will take to address system safety program deficiencies or to minimize, control, correct, or eliminate hazards, and the schedule for implementing those actions.

**Corridor** - A broad geographical band that follows a general directional flow or connects major sources of trips. It may contain several streets and highways and many transit lines and routes.

**Crosstown Route** - Non-radial bus service that normally does not enter the Central Business District (CBD).

**Crush Load** - The maximum passenger capacity of a vehicle, in which there is little or no space between passengers (i.e., the passengers are touching one another) and one more passenger cannot enter without causing serious discomfort to the others.

**Curb-to-Curb Service** - The most common designation for paratransit services, the transit involves picking up and discharging passengers at the curb or driveway in front of their home or destination. The driver does not assist or escort passengers to the door.

## D

**Deadhead** - There are two types of deadhead or non-revenue bus travel time:

(1) Bus travel to or from the garage and a terminus point where revenue service begins or ends;

(2) A bus's travel between the end of service on one route to the beginning of another.

Synonym: *Non-Revenue Time*

**Deboard** - To get out of or off a transit vehicle.

**Demand-Responsive Service** - A non-fixed-route service, typically using vans or small buses, with passengers calling the agency in advance (usually 24 hours) to arrange a trip within a transit system's service area.

**Deviated Fixed-Route Service** - Service that allows on-request, limited-distance deviation (usually up to three-quarters of a mile) off a regular bus route in order to provide service to a low-density area or for those who experience difficulty getting to bus stops. Planning for these routes often involves the use of computers and GPS systems to aid the driver.

**Disabled** - With respect to an individual, a physical or mental impairment that substantially limits one or more of the major life activities of such an individual; a record of such an impairment; or being regarded as having such an impairment.

**Discretionary** - Subject to the discretion of legislators or an administrator.

**Dispatcher** - Refers to an individual who combines bus operators and run assignments, and/or controls the movement of buses in service.

**Dispatch Sheet** - A list of all assignments to be operated on a particular day of the week.

**Door-to-Door Service** - A form of escorted paratransit service that includes passenger assistance between the vehicle and the door of his or her home or other destination but does not entail the driver going inside the destination. Assistance is also provided, as needed, with the passenger's belongings (e.g. bags, etc.).

## E

**Emergency** - An event or condition that requires an immediate, active response to prevent, mitigate, and/or control threats to life and property.

**Emergency Preparedness Plan** - Transdev's written plan on preparedness and response in dealing with a passenger train emergency.

**Emergency Responder:** A member of a police or fire department, or other agency charged with providing or coordinating emergency services.

**EPA** – Environmental Protection Agency.

**Escorted Transportation** - Any public transportation service which requires the use of a person to assist the passenger over the course of a trip. Such services can be classified as curb-to-curb, door-to-door, or door-through-door service.

**Exclusive Right-of-Way** - A right-of-way that is fully grade separated or access controlled and is used exclusively by transit.

**Express Bus Service** - Express service is deployed in one of two general configurations:

(1) A service generally connecting residential areas and activity centers via a high speed, non-stop connection, e.g., a freeway, or exclusive right-of-way such as a dedicated busway with limited stops at each end for collection and distribution. Residential collection can be exclusively or partially undertaken using park-and-ride facilities.

(2) Service operated non-stop over a portion of an arterial in conjunction with other local services. The need for such service arises where passenger demand between points on a corridor is high enough to separate demand and support dedicated express trips.

**Extra Board** - Refers to operators who have no standing run assignment run but are used to cover unassigned runs or runs left open because of an absence of assigned operators. Unassigned or extra board work is posted and typically rotates on a daily basis.

## F

**Facility** - The physical place that is used by a transit agency.

**Fare** - Payment in the form of coins, bills, tickets and tokens collected for transit rides.

**Fare Box** - A device used in a public transport system for the deposit and securement of fares; typically fitted with a slot for receipt of coins and a second slot for receipt of paper bills.

**Fare Box Recovery Ratio** - A measure of the proportion of transit operating expenses covered by passenger fares. It is calculated by dividing a transit operator's fare box revenue by its total operating expenses. *Synonym: Fare Recovery Ratio*

**Fare Box Revenue** - The value of cash, tickets and pass receipts given by passengers as payment for public transit rides.

**Fare Card** - A card that is paid for in advance and can be used as fare on mass transit: it can be printed or electronic.

**Fare Collection System** - The method by which fares are collected and accounted for in a public transportation system.

**Fare Elasticity** - The extent to which ridership responds to fare increases or decreases.

**Fare Structure** - The system set up to determine how much is to be paid by various passengers using the system at any given time.

**Federal Transit Administration** (FTA, formerly UMTA, Urban Mass Transit Administration) - A division of the U.S. Department of Transportation (DOT) which administers the federal program of financial assistance to public transit.

**Feeder Service** - Service that picks up and delivers passengers to a regional mode at a rail station, express bus stop, transit center, terminal, Park-and-Ride, or other transfer facility.

**Fixed Cost** - An indirect cost that remains relatively constant irrespective of the level of operational activity.

**Fixed-Guide Way System** - A system of vehicles that can operate only on its own guide way constructed for that purpose (e.g., rapid rail, light rail, bus rapid transit). Federal usage in funding legislation also includes exclusive right-of-way bus operations, trolley buses, and ferryboats as “fixed-guide way” transit.

**Fixed-Route Service** - A service provided on a repetitive basis along a specific route according to a pre-arranged, published schedule with vehicles stopping to pick up and deliver passengers to specific locations. Each trip is run on a fixed route, servicing the same origins and destinations.

**FRA** – Federal Railroad Administration

**Frequency** - The amount of time scheduled between consecutive buses or trains on a given route segment; in other words, how often the bus or train comes (also known as Headway).

**FTA** – Federal Transit Administration.

**Full Funding Grant Agreement** (FFGA) - An agreement executed by the federal government with a public transit operator that assures the operator of the federal government’s intention to fully fund the federal share of a New Starts project.

**Fully Implemented**- All elements of a system safety program as described in the system safety program plan are established and applied in the day-to-day safety management of the railroad.

## G

**Garage** - The place where revenue vehicles are stored and/or maintained and from where they are dispatched and recovered for the delivery of scheduled service. *Synonyms: Barn, Base, Depot, District, Division, O/M Facility (ops/maintenance), Yard*

**GCOR** – General Code of Operating Rules.

**Global Positioning Satellite** - Technology that tracks the current location of buses, taxis, and vans to assist in maintaining schedules and dispatching is maintained through a network of global

positioning satellites (GPS), which is the term used to describe the system used to automatically track vehicle locations.

**Grade Crossing** - A crossing of the track at grade (or street) level over a roadway. Grade crossings are not necessarily protected by automatic warning devices.

**Grade Separated** - A crossing of two forms of transportation paths (e.g., light rail tracks and a highway) at different levels to permit unconstrained operation.

## H

**Hazard** - Any real or potential condition (as defined in the railroads hazard management process) that can cause injury, illness, or death; damage to or loss of a system, equipment or property; or damage to the environment.

**Hazard Probability** - The likelihood of an event occurring.

**Hazard Resolution** - The analysis and subsequent actions taken to reduce, to the lowest practical level, the risk associated with an identified hazard.

**Hazard Severity** - The consequences of an event occurring.

**Headway** - Number of minutes between two trips on a route. For example, if a route has a trip every 30 minutes it is said to have a “30-minute headway”. Headways can vary by time of day. Synonyms: *Frequency, Schedule, Vehicle Spacing*

**Headway Sheet** - A single schedule showing all trips on a route in time order. A headway sheet will show the block number for each trip, the garage times for each block, and the times each trip reaches a time-point.

**Head Sign** - the sign above the front windshield of a bus describing the line number or its line name and destination.

**Highway Crossing** - See Grade or Level Crossing.

**High Occupancy Vehicle (HOV)** - Vehicles that can carry more than two persons. Examples of high occupancy vehicles are a bus, vanpool and carpool.

**HOV Lane** - A traffic lane in a street or highway reserved for high occupancy vehicles, which may include two person vehicles in some applications.

**Hybrid Bus** - A bus that runs on hybrid propulsion (fossil fuel combined with electric power). An onboard generator powered by an internal combustion engine or fuel cell supplies electricity.

## I

**Incident** - Traffic or passenger accident that include collisions with other vehicles, pedestrians or fixed object, and passenger accidents while boarding, on-board, or disembarking the transit vehicle or any unusual circumstance encountered in operation.

**Interlining** - Interlining is used in two ways: Interlining allows the use of the same revenue vehicle and/or operator on more than one route without going back to the garage. Interlining is often considered to minimize vehicle requirements as well as a method to provide transfer enhancement for passengers. For interlining to be feasible, two (or more) routes must share a common terminus or be reasonably proximate to each other (see DEADHEAD). Synonyms: *Through Routes, Interlock Routes, Interlocking*

**Intermodal** - Switching from one form of transportation to another.

**Intermodal Facility** - A building or site specifically designed to accommodate the meeting of two or more transit modes of travel.

**Investigation**- The process used to determine the causal and contributing factors of an accident.

## J

**Joint Development** - Development of land or airspace by a public or private entity at RT property where the RT Board has determined that there are excess property rights and the proposed development will not interfere with the existing or planned transit use of the property.

**Joint Powers Authority** - A group of representatives from several entities that have agreed to undertake a joint venture.

## K

**Kiss and Ride** - A place where commuters are driven and left at a station to board a public transportation vehicle.

**Kneeling Bus** - A feature on a bus that lowers the floor to the curb or to near-curb level to make it easier for passengers to board, especially for seniors and persons with disabilities.

## L

**Layover Time** - Refers to time built into a schedule between arrival and departure for bus drivers for schedule recovery. Layovers normally occur at each end of a route to allow for a driver's break and schedule recovery, but they may be scheduled at other points to allow for timed transfer connections. Synonym: *Recovery Time*

**Level Crossing** - Intersection of highway and railway, at same “level” or grade.

**Limited-Stop Service** - An express service, usually on a larger bus, that operates on a fixed route either parallel to an existing fixed route or supplementing several existing routes. Its purpose is to provide quicker service to destinations with less frequent stops.

**Linked Passenger Trips** - A linked passenger trip is a trip from origin to destination on the transit system. Even if a passenger must make several transfers during a one-way journey, the trip is counted as one linked trip on the system. Unlinked passenger trips count each boarding as a separate trip regardless of transfers.

**Liquidated Damages** - When the parties to a contract agree to the payment of a certain sum as a fixed and agreed upon satisfaction for not doing certain things particularly mentioned in the agreement, the sum is called liquidated damages.

**Load Factor** - The ratio of passengers carried versus the total passenger seating capacity of a vehicle. A load factor of greater than 1.0 indicates that there are standees on that vehicle.

**Local Service** - A type of operation that involves frequent stops and consequent low speeds, the purpose of which is to deliver and pick up transit passengers as close to their destinations or origins as possible.

**Loop** - A portion of a bus line where the driver operates a segment in one direction only. Passengers may only board on one side of the loop; loops are sometimes required due to lack of pavement accessibility, or when no off street turn-around is available.

**Low Floor Vehicle** - Refers to a bus that does not have steps. Building a bus floor at one level between the front to rear doors allows passengers to enter and exit more quickly. The addition of steps usually adds boarding and alighting time, especially for passengers with limited mobility.

## M

**Manifest** - List of passengers by name/address for a vehicle run—typically encountered in paratransit service.

**Mass Transit** - Another name for public transportation. Transportation by bus, rail, or other conveyance, either publicly or privately owned, which provides to the public general or special service on a regular and continuing basis.

**Maximum Load Point** - The location(s) along a route where the vehicle passenger load is the greatest. The maximum load point(s) generally differ by direction and may also be unique to each of the daily operating periods. Long or complex routes may have multiple maximum load points.

**Minibus** - A rubber-tired road vehicle designed to carry a small number of passengers (i.e., 12 or less), commonly operated on streets and highways for public transportation service.



**Miss Out** - The failure of an operator to report on-time for a work assignment. The operator, upon arrival, will receive a shift/run available on the extra board.

**Missed Trip** - A schedule trip that did not operate for a variety of reasons including operator absence, vehicle failure, dispatch error, traffic, accident or other unforeseen reason.

**Mode** - A particular form of travel (e.g., bus commuter rail, train, bicycle, walking or automobile).

**Mode Split** - The proportion of people that use each of the various modes of transportation. Also describes the process of allocating the proportion of people using modes. Frequently used to describe the percentage of people using private automobiles as opposed to the percentage using public transportation.

**Model** - An analytical tool (often mathematical) used by transportation planners to assist in making forecasts of land use, economic activity, and travel activity.

**Monthly Pass** - A prepaid farecard or ticket, valid for unlimited riding within certain designated zones for one-month period.

**Multi-destination Network** — A bus route network that is designed to make it easy to travel by transit between any two points in the service area.

**Multimodal** - The availability of multiple transportation options, especially within a system or corridor. A multimodal approach to transportation planning focuses on the most efficient way of getting people or goods from place to place by means other than privately owned vehicles; by bus, trolley, light rail, streetcar, cable car, and/or ferry systems.

## N

**New Start Passenger Railroad** – A railroad not previously operating a passenger rail system regulated by the FRA.

**Network** - The configuration of streets or transit routes and stops that constitutes the total system.

**New Starts** - Federal funding granted under Section 5309 (B) of the United States Code. These discretionary funds are made available for the construction of new fixed guide way systems or extensions of existing fixed guide way systems.

**No Show** - The passenger is not available for the operator to provide services for the scheduled trip.

**NTSB** - National Transportation Safety Board - An independent federal agency that investigates and analyzes major transportation accidents (railroads, aviation, highway, marine, etc.) and prepares a public report on its findings, conclusions, and recommendations.

## O

**Off-Peak** - Non-rush periods of the day when travel activity is generally lower, and less transit service is scheduled.

**Operating** - Maintaining the ongoing functions of an agency or service. “Operating expenses” include wages, benefits, supplies, and services. “Operating assistance” is used to pay for the costs of providing public transit service.

**Operating Cost** - The total costs to operate and maintain a transit system including labor, fuel, maintenance, wages and salaries, employee benefits, taxes, etc.

**Operating Expense** - Monies paid in salaries and wages, settlement of claims, maintenance of equipment and buildings, and rentals of equipment and facilities.

**Operating Ratio** - A measure of transit system expense recovery obtained by dividing total operating revenues by total operating expenses.

**Operating Revenue** - Revenue derived from passenger fares. See also Farebox Revenue.

**Operating Speed** - The rate of speed at which a vehicle is safely operated under prevailing traffic and environmental conditions.

**Operator** - An employee of a transit system who spends his or her working day in the operation of a vehicle, e.g., bus driver, streetcar motorman, trolley coach operator, etc.

**Organizational Safety Culture** - The product of individual and group values, attitudes, perceptions, competencies, and patterns of behavior that determine the commitment to, and the style and proficiency of, an organization’s health and safety management.

**Origin** - The location of the beginning of a trip or the zone in which a trip begins. Also known as a “Trip End.”

**Origin-Destination Study** - A study of the origins and destinations of trips made by vehicles or passengers.

**OSHA - Occupational Safety and Health Administration** - A federal agency within the United States Department of Labor responsible for establishing and enforcing standards for the exposure of workers to safety hazards or other harmful materials that they may encounter in the work environment, as well as other matters that may affect the safety and health of workers.

**Overtime** - The number of hours paid at a time and one-half rate.

**Owl** - Service that operates during the late night/early morning hours or all-night service, usually between 10:00 p.m. and 6:00 a.m.

## P

**Paddle** - An individual operator schedule showing trips to be operated for a particular run number.

**Paratransit** - The word “paratransit” alternative modes of flexible passenger transportation that do not follow fixed routes or schedules—paratransit service is typically provided to a person who is unable to use the fixed route system due to a disability.

**Park-and-Ride** - A parking area for automobile drivers who then board vehicles, shuttles or carpools from these locations.

**Pass** - A means of transit prepayment, usually a card that carries some identification that is displayed to the driver or conductor in place of paying a cash fare.

**Passenger** - A person who rides a transportation vehicle, excluding the driver.

**Passenger Check** - A check (count) made of passengers arriving at, boarding and alighting, leaving from, or passing through one or more points on a route. Checks are conducted by riding (ride check) or at specific locations (point check). Passenger checks are conducted in order to obtain information on passenger riding that will assist in determining both appropriate directional headways on a route and the effectiveness of the route alignment. They are also undertaken to meet FTA Section 15 reporting requirements and to calibrate revenue-based ridership models.

**Passenger Lift** - A mechanical device, either a lift or ramp, which allows wheelchair or scooter users, as well as other mobility-impaired passengers, to board a bus without climbing the steps.

**Passenger Miles** - A measure of service utilization which represents the cumulative sum of the distances ridden by each passenger. It is normally calculated by summation of the passenger load times the distance between individual bus stops. For example, ten passengers riding in a transit vehicle for two miles equals 20 passenger miles.

**Passenger Operations** - The period of time when any aspects of railroad operations are initiated with the intent to carry passengers.

**Passenger Revenue** - Fares paid by passenger traveling aboard transit vehicles.

**Pattern** - Unique, non-branching, ordered sequence of time points, street links, or public transportation stops to be followed by a transit vehicle in scheduled service.

**Pay Time** - The number of hours a driver is compensated.

**Peak Hour/Peak Period** - The period with the highest ridership during the entire service day, generally referring to either the peak hour or peak several hours (peak period).

**Peak Service** - Typically weekday a.m. and p.m. service during commute hours to carry a maximum number of passengers. Commute or peak hours are typically defined as time between 6 and 9 a.m. in the morning, and between 4 and 7 p.m. at night.

**Pick** - The selection process by which operators are allowed to select new work assignments, i.e., run or the Extra Board in the next (forthcoming) schedule; can also refer to other operator selections conducted in seniority order, for example, “vacation pick”.

**Pick Sheets** - Sheet that displays by assignment number, the number of work assignments from which a driver may choose.

**Platform Time** - Number of hours a bus operates from pull-out to pull-in.

**Program** - (1) *verb*, to assign funds to a project; (2) *noun*, a system of funding for implementing transportation projects or policies.

**Public Transit System** - An organization that provides transportation services owned, operated, or subsidized by any municipality, county, regional authority, states, or other governmental agency, including those operated or managed by a private management form under contract to the government agency owner.

**Public Transportation** - Transportation by bus, rail, or other conveyance, either publicly or privately owned, that provides general or special service to the public on a regular and continuing basis.

**Pull-In Time** - The non-revenue time assigned for the movement of a revenue vehicle from its last scheduled terminus or stop to the garage. Synonyms: *Turn-In Time, Deadhead Time, Run-off Time*

**Pull-Out Time** - The non-revenue time assigned for the movement of a revenue vehicle from the garage to its first scheduled terminus or stop. Synonyms: *Deadhead Time, Run-on Time*

**Pull-Out Sheet** - A list of runs in pull-out time order showing the bus number assigned to each run.

## R

**Radial Service** - Local or express service designed primarily to connect the Central Business District with outlying areas.

**Recovery Time** - Recovery time is distinct from layover, although they are usually combined. Recovery time is a planned time allowance between the arrival time of a just completed trip and the departure time of the next trip in order to allow the route to return to schedule if traffic, loading, or other conditions have made the trip arrive late. Recovery time is considered as reserve

running time and typically, the operator will remain on duty during the recovery period.  
Synonym: *Layover Time*

**Revenue** - Receipts derived from or for the operation of transit service including farebox revenue, revenue from other commercial sources, and operating assistance from governments. Farebox revenue includes all fare, transfer charges, and zone charges paid by transit passengers.

**Revenue Time** - Number of hours a bus operates in live service picking up passengers.

**Revenue Vehicle Hour** - The measure of scheduled hours of service available to passengers for transport on the routes, equivalent to one transit vehicle traveling in one hour in revenue service, excluding deadhead hours but including recovery/layover time. Calculated for each route.

**Revenue Service** - When a revenue vehicle is in operation over a route and is available to the public for transport.

**Revenue Miles** - Miles operated by vehicles available for passenger service.

**Revenue Passenger** - A passenger from whom a fare is collected.

**Reverse Commute** - Movement in a direction opposite to the main flow of travel, such as from the Central City to a suburb during the morning commute hour.

**Ridesharing** - A form of transportation, other than public transit, in which more than one person shares in the use of the vehicle, such as a van or car, to make a trip.

**Ridership** - The number of rides taken by people using a public transportation system in each time period.

**Right-of-Way (ROW, R/W)** - The land over which a public road or rail line is built. An exclusive right-of-way is a road, lane, or other right-of-way designated exclusively for a specific purpose or for a particular group of users, such as light rail vehicles or buses.

**Risk** - is the potential harm that may arise from some present process or from some future event. It is often mapped to the probability of some event, which is seen as undesirable. Usually, the probability of that event and some assessment of its expected harm must be combined into a believable scenario (an outcome) which combines the set of risk, regret and reward probabilities into an expected value for that outcome.

**Road Call** - A mechanical failure of a bus in revenue service that causes a delay to service, and which necessitates removing the bus from service until repairs are made.

**Road Supervisor** - The individual who is responsible for keeping buses or trains on schedule.

**Rolling Stock** - The vehicles used in a transit system, including buses and rail cars. Synonym: *Fleet*

**Roundtrip** - The two-way directional travel of a bus from its starting point to the other end of the route and back to the starting point.

**Route** - A specified path taken by a transit vehicle usually designated by a number or a name, along which passengers are picked up or discharged. *Synonym: Line*

**Route Miles** - The total number of miles included in a fixed route transit system network.

**Run** - Driver assignments for a particular day of the week.

- *Split* - a split run consists of an AM and PM assignment in which the driver is off work between the two runs.
- *Early Straight* - a single, full-time piece of work starting with the morning pull out.
- *Late Straight* - a single, full-time piece of work starting after the morning peak.
- *Night* - a single, full-time piece of work starting at the PM peak.
- *Owl* - A single, full-time piece of work starting after the PM peak, usually working through the night and early morning.

**Run Cut** - The process, normally performed two to four times a year, of generating daily bus driver work assignments in a cost-efficient manner to meet all service requirements. Run-cutting software is used to generate assignments that may be reset until they fulfill the requirements of all participating parties.

**Running Time** - The time assigned for the movement of a revenue vehicle over a route, usually done on a [route] segment basis by various time of day. *Synonym: Travel Time*

## S

**Safety** - Freedom from harm resulting from unintentional acts or circumstances.

**Safety Certification** - A process applied to a safety system to ensure that the system meets all applicable requirements and is certified safe for operation.

**System Safety Program** - A comprehensive process for the application of engineering and management principles, criteria, and techniques to optimize safety. The system safety program:

- (1) assesses and manages risk.
- (2) provides methods for evaluating and responding to all safety issues.
- (3) includes proactive hazard management methods that support continuous safety improvement.
- (4) Ensures that applicable federal, state, and local safety regulations and safety requirements are identified and addressed.

The program reflects the railroad's safety philosophy and cultivates a robust safety culture from the most senior officer throughout all levels of the organization.

**Schedule** - A document that, at a minimum, shows the time of each revenue trip through the designated time points. Many properties include additional information such as route descriptions, deadhead times and amounts, interline information, run numbers, block numbers, etc. Synonyms: *Headway, Master Schedule, Timetable, Operating Schedule, Recap/ Supervisor's Guide*

**Scheduling** — The planning of vehicle arrivals and departures and the operators for these vehicles to meet consumer demand along specified routes.

**Service Area** — A geographic area which is provided with transit services. Service area is now defined consistent with ADA requirements.

**Service Span** — The span of hours over which service is operated, e.g., 6 a.m. to 10 p.m. or 24-hour (owl). Service span often varies by weekday, Saturday, or Sunday.

**Service Standards** — A benchmark by which service operations performance is evaluated. These standards are provided in the Short-Range Transit Plan.

**Shuttle Bus** - A public transport bus service designed to quickly transport people between two points. Such a bus will 'shuttle' backwards and forwards between the two points, normally without any intermediate stops and with a high frequency of trips. Such services are often designed to serve specific customers, such as park and ride routes or airport bus services.

**Skip-Stop Service** - A public-transportation service pattern in which not all vehicles make every stop along a designated route. While all vehicles may stop at every major hub station, some express buses or trains may serve only a few stops. This system attempts to reduce travel time and crowding at boarding stations.

**Smart Card** - One of many kinds of automatic fare collection systems beyond the single-use or limited-use fare card.

**Spread Penalty** - Number of hours paid at overtime beyond a designated spread period. For example, a 12-hour spread penalty would mean any driver operating a bus 12 hours after they started work would be paid at an overtime rate.

**Stop** - A location where public transport customers may board or alight from a transit vehicle in revenue service.

**Subsidy** — Funds granted by federal, state or local government.

**System Safety Program Plan (SSPP)** - A document developed by the railroad, describing its safety policies, goals, objectives, responsibilities, and procedures.

**System Security Plan (SSP)** — A document developed by the railroad, describing its prevention- oriented approach to security.

**System Safety** - The application of operating, technical, and management techniques and principles to the safety aspects of a system throughout its life cycle to reduce hazards to the lowest practical level through the most effective use of the available resources.

## T

**Time-Point** - A designated location and time that a bus can arrive before – but not leave earlier than – the stated time as indicated in the route schedule.

**Timed Transfer** - A point or location where two or more routes come together at the same time to provide positive transfer connections. A short layover may be provided at the timed transfer point to enhance the connection. Timed transfers have had increasing application as service frequencies have been reduced below 15 to 20 minutes and hub-and-spoke network deployment has grown.

**Total Miles** - The total miles include revenue, deadhead, and yard (maintenance and servicing) miles.

**Transfer** - A slip of paper issued to a passenger that gives him or her the right to change from one transit vehicle to another according to specified limitations.

**Transfer Cluster** - A collection of one or more public transportation stops where transfer between routes is convenient.

**Transfer Passenger** - A passenger who transfers to a line after paying a fare on another line.

**Transfer Point** - Refers to a point where bus lines intersect, and passengers can transfer to another line.

**Transit Center** - A fixed location where passengers transfer from one route to another.

**Transit Corridor** - A broad geographic band that follows a general route alignment such as a roadway or rail right-of-way and includes a service area within that band that would be accessible to the transit system.

**Transit Dependent** - Someone who must use public transportation for his/her travel.

**Transit Mall** - A street, or set of streets, in a city or town along which automobile traffic is prohibited or greatly restricted and only public transit vehicles and pedestrians are permitted.

**Transit Priority** - A means by which transit vehicles are given an advantage over other traffic, e.g., preemption of traffic signals or transit priority lanes.

**Transit Priority Lane** - See Bus Lane



**Transit System** - An organization providing local or regional multi-occupancy vehicle passenger service, whether privately or publicly held. Organizations that provide service under contract to another agency are generally not counted as separate systems.

**Transportation Authority** - These are the local component agencies designated by your state, commonwealth, or territory to be responsible for a specific geographic area, such as a state, a city, a county, or multi-county district.

**Travel Time** - The time allows for an operator to travel between the garage and a remote relief point.

**Trip** - The one-way directional travel of a bus from its starting time-point at one end of the route to its ending time-point at the other end of the route.

## U

**Unlinked Passenger Trips** - The total number of passengers who board public transit vehicles. A passenger is counted each time he/she boards a revenue vehicle even though the boarding may be the result of a transfer from another route to complete the same one-way journey. Where linked or unlinked is not designated, unlinked is assumed.

## V

**Van** - See Minibus.

**Variable Cost** - A cost that varies in relation to the level of operational activity.

**Vehicle Miles** - The number of miles traveled by a vehicle and are usually calculated by mode.

## W

**Wheelchair Lift** - A device used to raise and lower a platform in a transit vehicle for accessibility by handicapped individuals.

## Y

**Yard** – An area where buses and rail are stored, parked, or repaired.

## ACKNOWLEDGEMENT

I have received and read my copy of the Employee Handbook and was provided an opportunity to review and discuss its contents. Any questions that I may have had were discussed, answered and explained to me by my supervisor or a member of the Human Resources Department to my satisfaction. I am fully aware that this handbook is to be used as a guide. There may be occasions when Transdev U.S. may amend, modify or cancel this handbook as well as any policies, rules, or procedures with or without notice. In addition, I understand that Transdev U.S. may interpret the policies and procedures differently than me.

**By Employee:**

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Name (Please Print)

\_\_\_\_\_  
Location

\_\_\_\_\_  
Employee Signature

I have discussed, answered and explained all questions with the above employee with regard to the policies, practices and benefits as contained in the Employee Handbook.

**By Employer:**

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employer Name (Please Print)

\_\_\_\_\_  
Location

\_\_\_\_\_  
Employer Signature

Please return the acknowledgement form to the Human Resources Department.

**Transdev U.S.**

720 E. Butterfield Rd, Suite 300

Lombard, IL 60148

(800) 225-8880

[www.transdevNA.com](http://www.transdevNA.com)

