

## TECHNOLOGY UNIT

### **Article 1 – Coverage**

Updates titles to Technical Support Specialist and Senior Technical Support Specialist. Adds special events that managers are allowed to work but this is just a statement of what actually is presently happening.

### **Article 2 -Checkoff**

No changes.

### **Article 3, Payroll Information**

The company is now required to provide not only the birthdays, sex and address of new hires, but also their gender identity, gender pronouns and personal email address if those are provided voluntarily by the employee.

### **Article 4, Grievance Procedure**

Updates language to say grievances must be filed with an employee's supervisor or with the supervisor's manager instead of chief of bureau and department head.

### **Article 5 – Arbitration**

No changes.

### **Article 6 - Job Security**

Defines organizational unit as Technical Support. Adds language that says generative Artificial Intelligence shall not be used to enable the layoff of an employee or the elimination of a position covered by this Agreement or employee benefits under this Agreement. Adds an employee who works remotely and is not required to report regularly to the New York, Washington, DC or Los Angeles location, will be deemed to be working within the nationwide Technical Support organizational unit/business location.

### **Article 7 – Dismissal Indemnity/Severance**

Adds established just cause for termination due to violations of Equal Employment Opportunity policy to list of instances where dismissal indemnity need not be paid. The list previously included proven financial dishonesty, gross insubordination, gross neglect of duty, or gross misconduct in the performance of his/her duties, where discharge is self-provoked for purposes of collecting dismissal

indemnity or where the employee does not execute a separation agreement and general release of all claims against the Employer except timely filed grievances under this Agreement.

#### **Article 8 - Normal Work**

Adds the Employer will, upon request, prioritize an employee's job duties when assignments prevent all duties from being completed within the employee's shift. When an Employee is asked to perform more than one function, management will discuss with the Employee the priority order of those tasks.

#### **Article 9 – Transfers**

No changes.

#### **Article 10 - Advancement Opportunities**

Updates titles to TSS. Allows employees to transfer to a new business location by mutual consent with management (without a job posting) if all the current job duties can be performed in the new location. Removes old section on tryouts to being a technician

#### **Article 11 - Wage Minima**

Includes a \$1,500 lump sum payment as soon as administratively possible after ratification of a new contract and would be prorated for part-time employees; a 2.75 percent increase on April 1, 2024; a 2.75 percent increase on July 1, 2025; and a 3.5 percent increase on October 1, 2026. The Economic Differentials are increased on the dates of and at the percentages of each pay increase. Updates all titles to Technical Support Specialist and Org to Technical Support. [Click here to see wage tables.](#)

#### **Article 12 - Senior Technical Support Specialist**

Updates titles to Technical Support Specialist and Senior Technical Support Specialist.

#### **Article 13 – General Increases**

Reflects the dates and amounts of the pay raise dates.

#### **Article 14 - General Wage Provisions**

No changes.

### **Article 15 – Individual Bargaining**

No changes.

### **Article 16 – Night and Sunday Differential**

Increase by the percentages of the wage increases. Removes requirement employees be regularly assigned to night shifts to receive differential.

### **Article 17 - Expenses**

Updates titles. Adds section 6 defining equipment made available if no physical AP office available and stating no internet or television reimbursement if not in a business location with a physical AP office

### **Article 18 – Hours, OT & Schedules**

No Changes.

### **Article 19 – Temporary Employees**

No changes.

### **Article 20 – Part-time Employees**

Updates outdated language.

### **Article 21 – Holidays**

Adds Juneteenth. Converts personal days, birthday to vacation days.

### **Article 22 – Vacations**

After three months, new hires eligible for 13 days of vacation if hired in January. The amount will be prorated if hired later in the year. Employees eligible for 18 days in their third year and 23 days in the fifth year. The two personal days and birthday time off annually will now be issued as vacation days and those three days will not be subject to the mandatory scheduling by a manager if the employee does not schedule it by Aug. 1 each year. Employees must use seventy-five percent (75%) or twenty-one (21) days, whichever is lesser, of their vacation days carried over from previous years. When New Year's Day, Juneteenth Day, Independence Day or Christmas Day falls on a Saturday, it shall be observed on the preceding Friday; any such holiday that falls on a Sunday shall be observed on the following

Monday. Employees required to work on the actual or observed day of a holiday can choose to receive holiday compensation for either day but not both.

### **Article 23 – Leaves of Absence**

Parental leave is available from date of hire, and is increased from four weeks to 14 weeks to be used within 12 months of the birth or adoption of a child. Primary adoptive and surrogacy parents will receive an additional 4 weeks after certifying they are the primary parent. Employees will be eligible for paid parental leave immediately upon hire. Adds provision for 3 days of compassionate leave in the event of an employee's or spouse/partner's miscarriage.

### **Article 24 – Military Service**

No changes.

### **Article 25 – Sick Leave, Short-term Disability, Long-term disability.**

New employees eligible for sick leave from date of hire.

### **Article 26 – Group Health & Dental**

No rate increases for life of contract. New employees eligible from date of hire. Adds a wide range of infertility services to be handled by Progyny. Under this new program, employees would have three "cycles" to use on various services. For example, one round of egg freezing would be equivalent to one-half cycle - leaving employees with 2 1/2 cycles to use on other infertility services. Sperm freezing requires 1/4 of a cycle; IVF is 3/4 of a cycle; frozen embryo transfers is 1/4 of a cycle; purchase of 6-8 donor eggs is 1 cycle; purchase of 4 vials of donor sperm is 1/4 of a cycle; timed intercourse is 1/4 of a cycle; pre-transfer embryology services is 1/2 cycle; donor services and creation of embryos including transfer to member is 1 1/2 cycles; donor services and creation of embryos not including frozen embryo transfer is 1 cycle; split cycle (egg and embryo freezing when paired with IVF cycle) is 1/2 cycle. Additionally, these "cycles" can be used for surrogacy. Adoption support and education will also be provided under Progyny. Allows for travel reimbursement of up to \$1,500 per event when medical care is not available nearby.

### **Article 27 – Life Insurance**

No change.

### **Article 28 - Pensions**

No changes (AP to check on date difference between EU & TU).

### **Article 29 - Miscellaneous**

Cleans up language.

### **Article 30 - Health & Safety**

Cleans up language.

### **Article 31 – Severability**

No change.

### **Article 32 – Non-Interference**

No change.

### **Article 33 – Duration & Renewal**

Starts the contract on Jan. 2, 2024, and expires on Jan. 2, 2027.

### **Training Side letter**

Describes the training for all TU employees to become Technical Support Specialist. Notes no discipline for 1 year from ratification for anyone having difficulties with the training. [Click here to see side letter.](#)

### **Job Classification Side Letter**

Describes such as a job posting the Technical Support Specialist job functions

### **Vacation Buyout Side Letter**

On a one-time basis, employees may elect to liquidate and receive payment for all unused carry-over paid time off accrued through Dec. 31, 2023, at the rate of 66% of the Employee's base hourly rate as of Dec. 31, 2023. An Employee must elect such liquidation no later than March 31, 2024.