



2012 PAGER DUTY Expectation
PHOENIX DESIGN SERVICES
Effective January 1, 2012 through December 31, 2012

- Pager duty will be assigned by crew on a rotating basis.
- Managers will split their crews into three rotation groups, with a minimum of two (2) technicians on each group.
- The evening/night tour will be included in pager duty for weekend duty only.
- Airport Pager duty will begin Friday at 7am and end the following Friday at 7am.
- Each week will be divided into three (3) parts. The first will begin Friday at 7am and end Monday at 7am. The second will begin Monday at 7am and end Wednesday at 7am. The third will begin Wednesday at 7am and end Friday at 7am.
- Technicians will only be allowed to volunteer for the entire week with management approval and is understood technician will not claim overtime mandatory. (OTM)
- Technicians are expected to be available 24/7 for the week they are on duty. Anyone who does not respond to a call by management (in a reasonable time from approximately: 15-20 minutes) will not be paid ACA for that day. Anyone asking to be excused from pager duty for a particular day because of personal plans will not be paid ACA for that day.
- All tour trades will need Manager approval, with Managers taking into consideration skill sets and OT guidelines. Every week managers will continue to compile a list of technicians wishing to volunteer to work OT if needed and provide that information to the duty manager.
- In the event all assigned pager duty technicians are utilized, additional technicians will be acquired by overtime policy.
- Required to dispatch on job within 30 minutes of receipt of work order.
- Required to perform pager duty work orders in the same capacity as Technician's normal scheduled shift.
- Required to contact duty supervisor immediately, if technician is unable to full-fill any of the above stated expectations.

 12-16-11  12/16/11

Union Representative

Date

Company Representative

Date