

Collective Bargaining Agreement

Between

Lufthansa Technik Puerto Rico (LTPR)



And



**International Association of
Machinists & Aerospace Workers
District Lodge 142**

May XX, 2026 - May XX, 2031

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1 **INTRODUCTION**

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3 This Collective Bargaining Agreement is between LUFTHANSA TECHNIK PUERTO RICO,
4 CORPORATION, hereinafter referred to as "the Company" and the "INTERNATIONAL
5 ASSOCIATION OF MACHINISTS AND AEROSPACE WORKERS", hereinafter referred to
6 as "the Union". Date needed

7 **ARTICLE 1 - PURPOSE OF THE AGREEMENT**

8
9 A. This Collective Bargaining Agreement was signed with the purpose of providing the
10 employees covered by it with better working conditions, and to continue improving the
11 relations between the Company and the employees, promoting efficiency and productivity in
12 the Company's operations.

13 In all its efforts and spirit, it represents the good faith negotiations carried out by the Union
14 and the Company, and the fair demands of the employees. The Company and the Union will
15 cooperate extensively to accomplish the purposes of this Collective Bargaining Agreement.
16 The Union and the Company affirm and guarantee the maintenance of the industrial peace by
17 consequently agreeing to the following Collective Agreement; to further these purposes, the
18 Head of the People Department or their designated representative may request a conference
19 with the Union Servicing Representative, or the Union Servicing Representative may request
20 a conference with the Head of the People Department or their designated representative at any
21 time to discuss and deal with any general condition that may arise under the application of this
22 Collective Bargaining Agreement.

23 B. It is understood wherever in this Collective Bargaining Agreement employees are referred to
24 in the masculine gender, it shall be recognized as referring to both male and female employees.

1 **ARTICLE 2 - RECOGNITION OF THE UNION AND BARGAINING UNIT**
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3 A. The Company recognizes the International Association of Machinists as the exclusive
4 representation of the employees covered by this Collective Bargaining Agreement as described
5 in this agreement for the purpose of collective negotiations of hours and wages and other
6 employment conditions, and the parties will commit to negotiate in good faith the present
7 Agreement and its administration.

8
9 **1. Inclusion**

10
11 The parties agree that the corresponding unit for collective negotiations is the craft or class
12 of "Mechanics and Related Employees" as per the Certification issued by the National
13 Mediation Board on May 6, 2022, 49 NMB No. 22, Case No. R-7567. The Job
14 Classifications in the Craft or Class covered by this Collective Bargaining Agreement are
15 listed in Article 6 (Job Classifications) of this Collective Bargaining Agreement.

16
17 **2. Exclusion**

18
19 All the rest of the employees, including but not limited to managerial employees,
20 supervisors, managers, office clerical employees, administrative employees, salespersons,
21 officials, confidential employees, and security guards, as defined by law.
22

23
24 **ARTICLE 3 - STATUS OF AGREEMENT**
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26 A. It is expressly understood and agreed that when this Collective Bargaining Agreement is
27 accepted by the parties and signed by their authorized representatives, it will supersede any
28 and all agreements existing or previously executed with the Union affecting the crafts or
29 classes of employees covered by this Collective Bargaining Agreement.

30
31 B. This Collective Bargaining Agreement will be binding upon the parties and their successors,
32 with the exception of the sale of assets, in the event of a stock sale, the purchaser will continue
33 to be subject to the terms and conditions of this contract.

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C. The Company will notify the existence of this Collective Bargaining Agreement to any of the employer’s successors, in writing with a copy to the Union, not later than sixty (60) days of the proposed transfer date.

ARTICLE 4 - EFFECTIVE DATE AND DURATION

Effective Date

The provisions of this Collective Bargaining Agreement will become effective on DATE (“Effective Date”) except as otherwise specifically stated in this Collective Bargaining Agreement.

Amendable Date

This Collective Bargaining Agreement will continue in full force and effect through and including DATE and will thereafter renew itself without change each succeeding year unless written notice of intended change is served in accordance with Section 6 of the Railway Labor Act, 45 U.S.C. § 156, by either party no more than six (6) months prior to DATE or on any DATE thereafter at which point the status quo applies.

ARTICLE 5 - MANAGEMENT RIGHTS

A. The management of the business wherever carried out and the authority to decide on the execution of all the related activities functions and responsibilities including, but not limited to, determining the operating needs, operating concept, the manning, the extent of other resources required included, but not limited to the direction of the working force, including the right to hire, the right to terminate employment for just cause, the right to plan, direct and control the Company's operations, to schedule and assign work to employees, and to maintain the efficiency of employees; to determine the means, methods, processes and schedules of operations and services, the need to require working overtime, scheduling of vacations and other leaves of absences, to establish working hours schedules and the design and implementation of operating and administrative procedures, and to establish and require employees to observe reasonable Company rules and regulations, are vested exclusively in the Company.

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B. The foregoing enumeration of management's rights shall not be deemed to exclude other rights of the management not specifically set forth, the Company therefore retaining all management rights not otherwise specifically limited by this Collective Bargaining Agreement.

C. The application of the provisions of this Collective Bargaining Agreement will be carried out by the Chief Executive Officer of the Company or their appointed representative through the various Heads and/or Managers and/or Supervisors of the Company's Departments as well as other levels of management in consultation with the Head of the People Department or their representative, whenever necessary.

D. The exercise by the Company of its right to administer and conduct its business shall not conflict with the terms and conditions of this Collective Bargaining Agreement or with the laws applicable to its business.

E. The parties undertake that supervisors in their dealings with employees and employees in their dealings with supervisors will be in good faith, respectful, and cordial.

ARTICLE 6 - JOB CLASSIFICATIONS AND DUTIES

Pursuant to the National Mediation Board's May 06, 2022, certification in NMB Case No. R-7567, the Company recognizes the IAM & AW as the exclusive and sole collective bargaining agent with respect to rates of pay, rules, and working conditions for employees of Lufthansa Technik Puerto Rico (LTPR), covered under this Collective Bargaining Agreement.

The Company agrees that the work described in each Classification below, wherever performed by Lufthansa Technik Puerto Rico, comes within the jurisdiction of IAM & AW, and is covered by this Collective Bargaining Agreement. The company agrees to consult with the International/District 142 Union Representative when any new Classifications are added.

Aircraft Mechanic Responsibilities

Responsible to perform removals, inspections, repairs and testing of aircraft structures, systems, and engines to ensure the aircrafts are in a safe operating condition.

Aircraft Mechanic Job Duties:

- Performs aircraft mechanical and electrical routine and non-routine aircraft maintenance task as well as modification work including all required riggings, adjustments, inspections, functional tests. The tasks shall be done either as advised or under supervision.
- Support in developing and documenting production work procedures and processes.
- Support team members and contribute to ensure progress is made on the aircraft in line with the project network plan (man-hour, material, milestones etc.).
- Sign the related documentation after task performance and as work is being progressed.
- Support production projects if required or on request.
- Participate in all the training arranged and required by the company.
- Maintain confidentiality in relation to company issues.
- Participate in teams, committees, as required.
- Perform audits, as required.
- All activities shall be done in accordance with the relevant processes and procedures, in respect to the required quality standards, health and safety, tool care and in a timely manner.
- Carry out work in accordance with the applicable OEM Manuals, practices, approved procedures, documents and FAA regulations and requirements and the RSQCM manual.
- Determine that all test equipment or tools used to make airworthiness determinations are labeled and current in accordance with the RSQCM manual before use.
- Use only calibrated tools and/or test equipment when required throughout the maintenance task(s).
- Be thoroughly familiar with all tools and equipment, including inspection aids, used within their assigned area of responsibility.
- Troubleshooting and evaluation of systems on the aircraft when designated.
- Inspection and evaluation of the aircraft and components when designated.
- Clock accurately to the correct job card and request materials from the correct job cards.
- Stamp for work performed in accordance with the authorization system and make any entries required IAW 14 CFR part 43 and Operator/Air Carrier manuals.
- Advise Maintenance Supervisors of any problems arising in a timely manner.
- All activities shall be done in accordance with the relevant processes and procedures, in respect to the required quality standards, health and safety, tool care and in a timely manner.
- Any other job-related duties as assigned by supervisor or management.
- Ensure all paperwork is written up as the job progresses in compliance with procedural requirements.
- Create steps as needed to indicate individual actions that are accomplished or need to be accomplished in each discrepancy to provide for continuity of maintenance.

- Ensure that pertinent information describing the status of work performed by the outgoing shift is reflected in task cards.

Other Responsibilities

- Maintains working area clean and organized.
- Comply and ensure compliance with company policies and procedures, local and federal regulations.
- Perform other tasks and projects, as requested.
- Ensure adherence to compliance culture requirements.
- Shows flexibility and willingness to take on additional tasks and projects as needed, demonstrating a team-oriented attitude and a willingness to go beyond to ensure the success of the organization.

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Aircraft Painter Level 1 Responsibilities

Responsible for painting and cleaning both interior and exterior surfaces of customer aircraft, performing corrosion control prevention on aircraft parts, and installing aircraft placards. Paint Shop Mechanic will also be responsible for creating and updating aircraft documentation, reading blueprints, identifying parts to request, and working with cutting tools for different materials.

Aircraft Painter Level 1 Job Duties:

- Responsible for the painting and cleaning of both interior and exterior surfaces of customer aircraft. This will include selecting appropriate cleaning agents, paints, and coatings, preparing surfaces for painting, and applying paint in accordance with established protocols and quality standards.
- Installation of aircraft placards will also be part of the employees’ duties. This will involve placing placards in the appropriate locations on the aircraft, ensuring that all required information is clearly visible and legible.
- Perform corrosion control prevention on aircraft parts, identifying and treating areas where corrosion may occur, and taking necessary steps to prevent future corrosion from developing.
- Accurate and thorough documentation is a critical component of this position. The employee will be responsible for creating and updating aircraft documentation before and after work is performed, ensuring that all necessary information is recorded accurately and in compliance with established standards.
- Use appropriate safety equipment and PPE as needed to complete job duties safely and effectively.
- Use of air and mechanical tools to paint aircraft parts will be necessary, as will the use of cutting tools for various materials. The employee should possess knowledge of these tools and be able to use them skillfully and safely.
- Read blueprints and identify parts needed for repairs is essential for success in this role. The employee should be able to accurately interpret technical drawings and specifications to identify necessary repairs and order parts as needed.
- Ensure all paperwork is written up as the job progresses in compliance with procedural requirements.

- Ensure that pertinent information describing the status of work performed by the outgoing shift is reflected in task cards.
- Carry out work in accordance with the applicable OEM Manuals, practices, approved procedures, documents and FAA regulations and requirements and the RSQCM manual.
- Be thoroughly familiar with all tools and equipment, including inspection aids, used within their assigned area of responsibility.
- Clock accurately to the correct job card and request materials from the correct job cards.

Other Responsibilities

- Maintains working area clean and organized.
- Comply and ensure compliance with company policies and procedures, local and federal regulations.
- Perform other tasks and projects, as requested.
- Ensure adherence to compliance culture requirements.
- Shows flexibility and willingness to take on additional tasks and projects as needed, demonstrating a team-oriented attitude and a willingness to go beyond to ensure the success of the organization.

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Aircraft Painter Level 2 Responsibilities

Responsible for painting and cleaning both interior and exterior surfaces of customer aircraft, performing corrosion control prevention on aircraft parts, and installing aircraft placards. Paint Shop Mechanic will also be responsible for creating and updating aircraft documentation, reading blueprints, identifying parts to request, and working with cutting tools for different materials.

Aircraft Painter Level 2 Job Duties

- Responsible for the painting and cleaning of both interior and exterior surfaces of customer aircraft. This will include selecting appropriate cleaning agents, paints, and coatings, preparing surfaces for painting, and applying paint in accordance with established protocols and quality standards.
- Installation of aircraft placards will also be part of the employees' duties. This will involve placing placards in the appropriate locations on the aircraft, ensuring that all required information is clearly visible and legible.
- Perform corrosion control prevention on aircraft parts, identifying and treating areas where corrosion may occur, and taking necessary steps to prevent future corrosion from developing.
- Accurate and thorough documentation is a critical component of this position. The employee will be responsible for creating and updating aircraft documentation before and after work is performed, ensuring that all necessary information is recorded accurately and in compliance with established standards.
- Use appropriate safety equipment and PPE as needed to complete job duties safely and effectively.

- Use of air and mechanical tools to paint aircraft parts will be necessary, as will the use of cutting tools for various materials. The employee should possess knowledge of these tools and be able to use them skillfully and safely.
- Read blueprints and identify parts needed for repairs is essential for success in this role. The employee should be able to accurately interpret technical drawings and specifications to identify necessary repairs and order parts as needed.
- Ensure all paperwork is written up as the job progresses in compliance with procedural requirements.
- Ensure that pertinent information describing the status of work performed by the outgoing shift is reflected in task cards.
- Carry out work in accordance with the applicable OEM Manuals, practices, approved procedures, documents and FAA regulations and requirements and the RSQCM manual.
- Be thoroughly familiar with all tools and equipment, including inspection aids, used within their assigned area of responsibility.
- Clock accurately to the correct job card and request materials from the correct job cards.

Other Responsibilities

- Maintains working area clean and organized.
- Comply and ensure compliance with company policies and procedures, local and federal regulations.
- Perform other tasks and projects, as requested.
- Ensure adherence to compliance culture requirements.
- Shows flexibility and willingness to take on additional tasks and projects as needed, demonstrating a team-oriented attitude and a willingness to go beyond to ensure the success of the organization.

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Aircraft Structures Mechanic Responsibilities

Perform routine or non routine activities related to structure support of the aircraft, its parts, and components as well as modification work on it.

Aircraft Structures Mechanic Job Duties

- Perform all the activities in structure support of the aircraft or its parts, including inspections, corrections, and functional tests. The activities shall be done in accordance way or with supervision.
- Order aircraft materials in accordance with the relevant procedures and processes of the company.
- Support developing and documenting production work procedures and processes.
- Ensure progress is made on the aircraft in line with the project network plan (person-hour, material, milestones etc.)
- Signing relevant documents when the activity is done and fully supporting the aircraft.
- Responsible for keeping the validation of the support aircraft license.
- Support production projects if required or on request.
- Always maintain confidentiality in relation to company issues.

- Support team members and contribute to ensure progress is made on the aircraft in line with the project network plan (man-hour, material, milestones etc.).
- Participate in all the training arranged and required by the company.
- Participate in teams, committees, as required.
- Perform audits, as required.
- All activities shall be done in accordance with the relevant processes and procedures, in respect to the required quality standards, health and safety, tool care and in a timely manner.
- Carry out work in accordance with the applicable OEM Manuals, practices, approved procedures, documents and FAA regulations and requirements and the RSQCM manual.
- Determine that all test equipment or tools used to make airworthiness determinations are labeled and current in accordance with the RSQCM manual before use.
- Use only calibrated tools and/or test equipment when required throughout the maintenance task(s).
- Be thoroughly familiar with all tools and equipment, including inspection aids, used within their assigned area of responsibility.
- Troubleshooting and evaluation of systems on the aircraft when designated.
- Inspection and evaluation of the aircraft and components when designated.
- Clock accurately to the correct job card and request materials from the correct job cards.
- Stamp for work performed in accordance with the authorization system and make any entries required IAW 14 CFR part 43 and Operator/Air Carrier manuals.
- Advise Maintenance Supervisors of any problems arising in a timely manner.
- All activities shall be done in accordance with the relevant processes and procedures, in respect to the required quality standards, health and safety, tool care and in a timely manner.
- Any other job-related duties as assigned by supervisor or management.
- Ensure all paperwork is written up as the job progresses in compliance with procedural requirements.
- Create steps as needed to indicate individual actions that are accomplished or need to be accomplished in each discrepancy to provide for continuity of maintenance.
- Ensure that pertinent information describing the status of work performed by the outgoing shift is reflected in task cards.

Other Responsibilities

- Maintains working area clean and organized.
- Comply and ensure compliance with company policies and procedures.
- Perform other tasks and projects, as requested.
- Shows flexibility and willingness to take on additional tasks and projects as needed, demonstrating a team-oriented attitude and a willingness to go beyond to ensure the success of the organization.

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Engineering Technician Responsibilities

Responsible for supporting the maintenance and repair operations of aircraft and related components. This position requires a strong background in engineering principles, technical expertise, and the ability to collaborate effectively with cross-functional teams.

Engineering Technician Job Duties

- Provide technical support for the maintenance and repair of aircraft systems, components, and structures.
- Collaborate with engineers and other technicians to troubleshoot and resolve complex technical issues.
- Conduct testing and calibration of aircraft systems and components to ensure compliance with regulatory standards and specifications.
- Perform functional tests and inspections as required.
- Maintain accurate and detailed records of all maintenance and repair activities.
- Create technical reports, documentation, and manuals for various engineering processes.
- Ensure that all maintenance and repair activities adhere to industry standards, regulations, and company policies.
- Participate in quality control inspections and audits.
- Work closely with engineers, maintenance personnel, and other departments to coordinate and execute engineering projects.
- Provide technical assistance and guidance to the OPE team.
- Maintain and calibrate engineering equipment and tools to ensure accurate and reliable performance.
- Report any equipment malfunctions and coordinate repairs or replacements as needed.
- Adhere to safety protocols and guidelines to ensure a secure working environment.
- Identify and report potential safety hazards or concerns promptly.

Other Responsibilities

- Maintains working area clean and organized.
- Comply and ensure compliance with company policies, procedures, local and federal regulations.
- Perform other tasks and projects, as requested.
- Ensure adherence to compliance culture requirements.

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Facility Technician Responsibilities

Responsible for welding, repairs, preventive maintenance of facilities and general equipment, for the maintenance, operation, and general installations in the facilities. Support the Facilities Department in the capital improvements projects.

Facility Technician Job Duties

- Inspect the conditions and perform maintenance activities for the facilities and equipment.
- Work with the department to develop, implement and improve the Preventive Maintenance Program (PMP).
- Execute the PMP as scheduled for the facilities and general equipment.
- Document maintenance tasks following the established company procedures.
- Revise and improve the PMP as required for company operation.
- Support company project team during the construction phase.
- Support company project team in the installation and commissioning of facilities and equipment.
- Perform electrical and mechanical works such as motors replacements, piping, valves, and equipment installations as required by the facilities operation.
- Piping and valves installations for the utility services of the facilities.
- Organization and maintenance of the facility shop.
- Control and maintain the Building Management System (BMS).
- Maintain the working areas clean during and after completing assigned tasks.
- Construct structures such as stairs, platforms, working stations and steel covers as required by the facility and production operation.
- General painting works for the facilities, equipment, and utilities.
- Coordinate and support the external services that are provided to the LTPR facilities, equipment, and utilities.
- Comply with EHS programs and OSHA regulations while performing daily tasks.
- Support during emergencies or unforeseeable situations as needed.
- Comply with the FD responsibilities conforming to LTPR procedures.
- Perform renovations and/or repairs as required by the services of the facility, equipment operation and production.
- Support contractors during repairs or maintenance activities.
- Support capital projects of the Facility Department and the LTPR operation.
- Support in handling and disposal of waste generated from the production, maintenance, and general activities.

Other Responsibilities

- Maintains working area clean and organized.
- Comply and ensure compliance with company policies, procedures, local and federal regulations.
- Perform other tasks and projects, as requested.
- Ensure adherence to compliance culture requirements.

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Facility Technician Electrician Responsibilities

Preventive maintenance for electrical, mechanical equipment and facilities. Responsible for the installation, maintenance and operation of high, low voltage equipment and related components serving the facility. Support the Facilities Department (FD) in the capital improvements projects.

Facility Technician Electrician Job Duties

- Inspect the conditions and perform maintenance activities for the facilities and equipment.
- Inspect the conditions, operation and performance of high and low voltage equipment, electrical services for the HVAC systems, utilities, and facilities.
- Perform required maintenance, installation, and repairs to electrical system and equipment.
- Work with the FD to develop, implement and improve the Preventive Maintenance Program (PMP).
- Execute the PMP as scheduled for the high and low voltage services, mechanical equipment, and facilities.
- Document maintenance tasks following the established company procedures.
- Revise and improve the PMP as required for the company operation.
- Support company project team during the construction phase.
- Support company project team in the installation, start-up and commissioning of the facilities and equipment.
- Perform electrical and mechanical works such as motors replacements, piping, valves installations, and wiring for equipment and systems as required by the facilities operation.
- Organization and maintenance of the facility shop.
- Control and maintain the Building Management System (BMS).
- Maintain the working areas clean during and after completing assigned tasks.
- Coordinate and support the external services that are provided to the company facilities, equipment, and utilities.
- Comply with EHS programs and OSHA regulations while performing daily tasks.
- Comply with the FD responsibilities conforming to the company procedures.
- Perform renovations and/or repairs as required by the services of the facility and equipment operation.
- Support contractors during the repairs or maintenance for facilities and equipment.
- Support capital projects of the Facility Department and the company operation.
- Support in handling and disposal of waste generated from the production, maintenance, and general activities.

Other Responsibilities

- Maintains working area clean and organized.
- Comply and ensure compliance with company policies, procedures, local and federal regulations.
- Perform other tasks and projects, as requested.
- Ensure adherence to compliance culture requirements.

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Facility Technician-Mechanic Responsibilities

Responsible for the preventive maintenance of mechanic equipment (production and facilities), equipment installation, repairs, general facilities maintenance, and capital improvements projects.

Facility Technician-Mechanic Job Duties

- Inspect the conditions and perform maintenance activities for the MRO facilities and equipment.
- Perform repairs, maintenance and/or installation of production equipment and tools.
- Inspect the conditions, operation and performance of HVAC, utility systems and mechanical equipment in general.
- Develop, implement, and improve the Preventive Maintenance Program (PMP).
- Execute the PMP as scheduled for the facilities, tools, and equipment.
- Document maintenance tasks following the established company procedures.
- Revise and improve the PMP as required for company operation.
- Support company project team during the construction phase.
- Support company project team in the installation, start-up and commissioning of the facilities and equipment.
- Perform mechanical works such as motors replacements, piping, valves installations wiring of equipment and systems as required by the facilities operation.
- Organization and maintenance of the facility shop.
- Control and maintain the Building Management System (BMS).
- Maintain the working areas clean during and after completing assigned tasks.
- Coordinate and support the external services that are provided to LTPR facilities, equipment, and utilities.
- Comply with EHS programs and OSHA regulations while performing daily tasks.
- Comply with the FD responsibilities conforming to LTPR procedures.
- Perform renovations and/or repairs as required by the services of the facility and equipment operation.
- Support contractors during the repairs and maintenance of facilities and equipment.
- Support during emergencies or unforeseeable situations as needed.
- Support capital projects of the Facility Department and LTPR operation.
- Support in handling and disposal of waste generated from the production, maintenance, and general activities.

Other Responsibilities

- Maintains working area clean and organized.
- Comply and ensure compliance with company policies, procedures, local and federal regulations.
- Perform other tasks and projects, as requested.
- Ensure adherence to compliance culture requirements.

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Interior Mechanic Responsibilities

Responsible for ensuring that all interior aircraft components, including seats, lavatories, galleys, oxygen masks and containers, are functioning correctly and in good condition. The Interiors Mechanic is also responsible for removing and replacing Cabin & Cockpit carpet, cleaning interior parts, and performing paint touch-ups.

Interior Mechanic Job Duties

- Perform and sign off all tasks in “Perform by” column inside their area of authorization.
- Perform and sign off all tasks in “Perform by” column outside their area (within their trade), subject to supervision.
- Conduct thorough inspections and repairs of interior aircraft components such as seats, lavatories, galleys, oxygen masks and containers.
- Remove and replace Cabin & Cockpit carpet, clean interior parts, and perform paint touch-ups.
- Install new parts and hardware.
- Ensure proper documentation of all work before and after completion.
- Always use personal protective equipment (PPE) for safety.
- Operate air and mechanical tools for installation of interior aircraft parts.
- Utilize cutting tools for different materials.
- Read blueprint drawings for repairs and identify parts required for repair.
- Ensure all paperwork is written up as the job progresses in compliance with procedural requirements.
- Ensure that pertinent information describing the status of work performed by the outgoing shift is reflected in task cards.
- Carry out work in accordance with the applicable OEM Manuals, practices, approved procedures, documents and FAA regulations and requirements and the RSQCM manual.
- Be thoroughly familiar with all tools and equipment, including inspection aids, used within their assigned area of responsibility.
- Clock accurately to the correct job card and request materials from the correct job cards

Other Responsibilities

- Maintains working area clean and organized.
- Comply and ensure compliance with company policies and procedures, local and federal regulations.
- Perform other tasks and projects, as requested.
- Ensure adherence to compliance culture requirements.
- Shows flexibility and willingness to take on additional tasks and projects as needed, demonstrating a team-oriented attitude and a willingness to go beyond to ensure the success of the organization.

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Interior Mechanic Level 2 Responsibilities

Responsible for ensuring that all interior aircraft components, including seats, lavatories, galleys, oxygen masks and containers, are functioning correctly and in good condition. The Interiors Mechanic is also responsible for removing and replacing Cabin & Cockpit carpet, cleaning interior parts, and performing paint touch-ups.

Interior Mechanic Level 2 Job Duties

- Responsible to determine whether supervision or inspection is necessary for mechanics. (excluding RII Inspections defined by customer)
- Perform, inspection and sign off all tasks on all types relevant in their facility (type group) in “Insp/Attest by” column inside their area of authorization.
- Perform and sign off all tasks on all types relevant in their facility in “Perform by” column outside their area, subject to inspection IAW their Terms of Authorization.
- Conduct thorough inspections and repairs of interior aircraft components such as seats, lavatories, galleys, oxygen masks and containers.
- Remove and replace Cabin & Cockpit carpet, clean interior parts, and perform paint touch-ups.
- Install new parts and hardware.
- Ensure proper documentation of all work before and after completion.
- Always use personal protective equipment (PPE) for safety.
- Operate air and mechanical tools for installation of interior aircraft parts.
- Utilize cutting tools for different materials.
- Read blueprint drawings for repairs and identify parts required for repair.
- Ensure all paperwork is written up as the job progresses in compliance with procedural requirements.
- Ensure that pertinent information describing the status of work performed by the outgoing shift is reflected in task cards.
- Carry out work in accordance with the applicable OEM Manuals, practices, approved procedures, documents and FAA regulations and requirements and the RSQCM manual.
- Be thoroughly familiar with all tools and equipment, including inspection aids, used within their assigned area of responsibility.
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Other Responsibilities

- Maintains working area clean and organized.
- Comply and ensure compliance with company policies and procedures, local and federal regulations.
- Perform other tasks and projects, as requested.
- Ensure adherence to compliance culture requirements.
- Shows flexibility and willingness to take on additional tasks and projects as needed, demonstrating a team-oriented attitude and a willingness to go beyond to ensure the success of the organization.

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Machinists Responsibilities

Responsible to translate the specifications of a shop's clients into precision parts by determining how best to produce the required item and then manufacturing it accordingly. Decide which machines to use for each step, how to position or load the materials and what speed and batch size settings are necessary to achieve desired effects.

Machinists Job Duties

- Review samples, drawings, or instructions to understand specifications.
- Take measurements and mark material for cutting or shaping.
- Select appropriate machines (e.g., lathes, Mills) and position or load material for a job.
- Monitor machine while working to adjust the feed, maintain temperature and identify issues.
- Monitor output to ensure consistency with specifications and discard defects.
- Perform routine machine maintenance and repair minor damages.
- Support production projects if required or on request.
- Participate in all the training arranged and required by the company.
- Maintain confidentiality in relation to company issues.
- Participate in teams, committees, as required.
- Perform audits, as required.
- All activities shall be done in accordance with the relevant processes and procedures, in respect to the required quality standards, health and safety, tool care and in a timely manner.
- Carry out work in accordance with the applicable OEM Manuals, practices, approved procedures, documents and FAA regulations and requirements and the RSQCM manual.
- Determine that all test equipment or tools used to make airworthiness determinations are labeled and current in accordance with the RSQCM manual before use.
- Use only calibrated tools and/or test equipment when required throughout the maintenance task(s).
- Be thoroughly familiar with all tools and equipment, including inspection aids, used within their assigned area of responsibility.

Other Responsibilities

- Maintains working area clean and organized.
- Comply and ensure compliance with company policies and procedures, local and federal regulations.
- Perform other tasks and projects, as requested.
- Ensure adherence to compliance culture requirements.
- Shows flexibility and willingness to take on additional tasks and projects as needed, demonstrating a team-oriented attitude and a willingness to go beyond to ensure the success of the organization.

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2

NDT Technician Level 1 Responsibilities

Responsible to work at all zones and locations of the aircraft structure through limited access holes, such as fuel tanks, nose compartment and tail cone, able to work in a height to access vertical stabilizer, rudder tip etc., among other tasks.

NDT Technician Level 1 Job Duties

Other Responsibilities

- Meet the requirements of LHT written practice of current eye test.
- Maintains working area clean and organized.
- Comply and ensure compliance with company policies and procedures, local and federal regulations.
- Perform other tasks and projects, as requested.
- Ensure adherence to compliance culture requirements.
- Shows flexibility and willingness to take on additional tasks and projects as needed, demonstrating a team-oriented attitude and a willingness to go beyond to ensure the success of the organization.

NDT Technician Level 2 Responsibilities

Responsible to work at all zones and locations of the aircraft structure through limited access holes, such as fuel tanks, nose compartment and tail cone, able to work in a height to access vertical stabilizer, rudder tip etc., among other tasks. He/she is also responsible to sign off work.

NDT Technician Level 2 Job Duties

- Inspect aircraft structural parts by NDT methods in accordance with relevant manuals.
- Responsible to sign off work.
- Perform NDT, and evaluations for acceptance or rejection determinations according to written instructions and record results.
- Set up and interpret and evaluate results with respect to applicable codes, standards, and specifications.
- Participate in all professional trainings required by employer.
- Thoroughly familiar with scope and limitations of method of NDT being used.
- Conduct on-the-job training and guidance of Assistants and Level I Technicians, when assigned to the responsibility.
- Setup and calibrate the nondestructive testing equipment, process parts, interpret and evaluate for acceptance or rejection.
- Conduct tests to ensure quality or detect discontinuities (defects) using NDT methods of inspection.
- Establish techniques for proper examination of objects under inspection, ensuring strict adherence to safety regulations.
- Apply testing criteria in accordance with applicable specifications or standards and evaluate results.
- Perform specialized inspections.
- Be knowledgeable of the latest NDT Techniques and developments.
- Responsible for NDT facility and his tools, reports to the supervisor the unserviceable condition.
- Interpret and evaluate results in terms of existing codes standards and specifications.
- Maintain inspections related documentation up to date.
- Thoroughly familiar with the applicable regulations, RSQCM manual, Repair Station Training Program, and the IQ MOVE processes used by LTPR for ensuring work is performed properly.
- Accomplish assigned NDT inspection on schedule and in accordance with applicable 14 CFR requirements and Repair Station Procedures.
- Set up Test Equipment and ensure calibration of equipment.
- Perform appropriate NDT method, interpret, and evaluate test results.
- Record the maintenance performed on maintenance forms, job cards and work orders daily.
- Ensure that proper entries are made into maintenance logs & work orders IAW 14 CFR part 43 and Operator/Air Carrier manuals.

Other Responsibilities

- Meet the requirements of LHT written practice of current eye test.
- Maintains working area clean and organized.
- Comply and ensure compliance with company policies and procedures, local and federal regulations.
- Perform other tasks and projects, as requested.
- Ensure adherence to compliance culture requirements.
- Shows flexibility and willingness to take on additional tasks and projects as needed, demonstrating a team-oriented attitude and a willingness to go beyond to ensure the success of the organization.

1

2

On Site Planner Responsibilities

Develop and handle of aircraft maintenance planning and job card activities. Coordinate of maintenance process with the customer, ONE Production System (OPS) and OPE. Act as single point of contact for other departments about planning and job card related activities. Support continuous improvement of project preparation within the group via detailed monitoring and analysis of planned versus actual performance and providing feedback on it. Works closely with production to establish and improve on KPI's.

On Site Planner Job Duties

- Become an expert in all aircraft planning related processes.
- Gain reasonable knowledge in job card related processes.
- Act as single point of contact for other departments about project related Planning activities.
- Clarify technical issues / work scope with the customer after handover from OPE Central
- Quote "Mini projects/Special Layovers"
- Cooperate with OPE to improve the maintenance processes.
- Ensure EASA Part 145 compliance in planning and job cards.
- Cancel, modify, and add job cards, as required during the layover.
- Be thoroughly familiar with the applicable regulations, RSQCM manual, Repair Station Training Program, and the IQ MOVE processes used by LTPR for ensuring work is performed properly.
- Provide technical and engineering assistance to Maintenance Supervisors and aircraft maintenance technicians.
- Coordinate between OPE Central and local site (pre- and post-aircraft arrival).
- Prepare additional relevant documentation for planned maintenance work for assigned layovers following receipt of planning pack handover. Initiate the process of on-time transfer of the provided work documents (excluding creation of job card master data) to Production.
- Identify technical issues and/or work scope changes after handover from central OPE, clarify with the customer, and present work scope to OPS.
- Assess and implement new/changed customer requests arising after the initial planning package has been handed over by OPE.
- Quote individual tasks for purpose of CWR signoffs.
- Interpret Customer & OEM technical documentation and accurately transfer this information onto job cards when created locally.
- Re-plan maintenance layover according to agreed Service Level
- Plan all relevant special requirements coming from additional work during layover (i.e. weighing, maintenance check flight etc.).
- Cancel, modify, and add job cards, as required during the layover.
- Develop, maintain, print, and distribute project plans and critical path analysis as required.
- Check and raise defects out of Tech Log, Cabin Log, and DBC.
- Prepare progress reports.
- Support aircraft maintenance by regularly attending project meetings and actively liaising with the customer and relevant (project) team members.

- Coordinate with OPS for general prioritization in case of critical defects.
- Certify the Planning Statement that any additions to the work pack have been transferred into the project's Bill of Work.
- Present work scope to OPS
- Print and distribute Project Plans
- Support customer and quality audits
- Review and actively participate in the identification of systems and procedures that impede performance. Take an active role in the implementation of solutions for process improvements within the department and production site(s). Work with Production to ensure KPI adherence and feedback deviation to OPE.
- Perform additional duties and tasks within the parameters of this job description as assigned by the Senior On-Site Planning Engineer.
- Provide inputs to support OPE reporting system.
- Prepare post-layover reports for the customer (part of maintenance records)
- Implement TPM /JPM (or other customer specific requirements) into planning activities.
- Tune processes to meet customer requirements.
- Make proposals to Central Planning for further optimization of layover plans.
- Provide feedback to OPE Central for the quality of its product.
- Consult regarding slot allocations and capability details.
- Liaise with quality department for planning / job cards related requirements.

Other Responsibilities

- Maintains working area clean and organized.
- Comply and ensure compliance with company policies, procedures, local and federal regulations.
- Perform other tasks and projects, as requested.
- Ensure adherence to compliance culture requirements.

1

2

Production Standards and Training Specialists

Responsible for ensuring maintenance standards are secured through aircraft close and final inspections. Ensure maintenance standards are improved by identifying and suggesting improvement opportunities. Responsible of Sourcing, Design and Deliver agreed Training for production.

Production Standards and Training Specialists Job Duties

- Perform close up and Final inspections appropriate to each aircraft maintenance event.
- Develop a Close up and Final inspection schedule with Project Manager and customer during final inspection phase.
- Perform record Close up and Final inspection findings and buy back rectification of same
- Analyze findings (for example Close up, Final inspections, customer feedback etc) to identify improvement areas and develop proposals for improvement measures

- Develop effective methods to communicate with and provide feedback to production on finding results and areas for further improvement areas
- Provide Training to production to eliminate repeat findings
- Actively involved in the introduction, trial and sustainment of continuous improvement initiatives in production
- Support in developing and documenting production work procedures and processes (IQ Move)
- Support Quality & Training to provide other training (including continuation training) to production personnel where agreed with the HoPI

Other Responsibilities

- Maintains working area clean and organized.
- Comply and ensure compliance with company policies, procedures, local and federal regulations.
- Perform other tasks and projects, as requested.
- Ensure adherence to compliance culture requirements.

1

2

Quality Auditor Responsibilities

Responsible for the performance of quality function within LTPR quality department. Must be thoroughly familiar with the applicable regulations, RSQCM, Repair Station Training Program, and the IQ MOVE processes used by LTPR for ensuring work is performed properly.

3

4

Quality Auditor Job Duties

- Audit Lufthansa Technik facilities against LHT internal processes, EASA Part 145 requirements and other applicable norms or regulations.
- Audit Lufthansa Technik suppliers (subcontractors and contractors).
- Document audits (internal and suppliers); gather evidence, structure them, and issue a written report in English.
- Process audit findings, including investigation, root cause analysis and support of operative departments to identify the proper corrective actions.
- Participate in the preparation of the yearly audit plan (internal and suppliers).
- Lead and participate in internal quality investigations. Analyze and evaluate facts to prepare and present concise oral and written reports in English.
- Share experiences (especially identified non compliances) within auditor network.
- Establish and maintain professional relationships with the operation management teams, internal customers, vendors, aviation authorities, and all business interfaces.

- Report functionally to HAM T/TQ-O(x) (prioritization of activities, escalation of bottleneck, operational issues).

Other Responsibilities

- Maintains working area clean and organized.
- Comply and ensure compliance with company policies, procedures, local and federal regulations.
- Perform other tasks and projects, as requested.
- Ensure adherence to compliance culture requirements.

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3

Quality Specialists Responsibilities

Responsible for the performance of quality function within LTPR quality department. Must be thoroughly familiar with the applicable regulations, RSQCM, Repair Station Training Program, and the IQ MOVE processes used by LTPR for ensuring work is performed properly.

Quality Specialists Job Duties

- Perform quality audits to review the compliance and effectiveness of maintenance procedures and Quality system at regular intervals and to ensure any observed non-compliance and poor standards are brought to the attention of appropriate staff.
- Perform regular spot checks within the organization to ensure compliance or to identify deficiencies with 14 CFR requirements and Repair Station Procedures.
- Interface with all departments regarding quality assurance.
- Review the supplier/distributor list to ensure they are authorized before purchase orders are issued.
- Conduct audits and authorize contract maintenance providers.
- Monitor technical training that corresponds to the level and specification required by the Approved TPM.
- Ensure that periodic checks are made on all inspection tools and the calibration of precision equipment used by the repair station. Further ensure that current records of those inspections and tests are maintained.
- Check proper tagging and identification of all parts and components as outlined in this manual.
- Verify that un-airworthy parts are segregated and quarantined in such a way as to prevent their reuse as serviceable parts.
- Check entries made into maintenance logs, job cards & work orders IAW 14 CFR part 43 and Operator/Air Carrier manuals (as required).
- Perform quality investigations for accident, incident, and warranty occurrences.
- Perform root cause analysis, define corrective and preventive actions and support affected parties implementing those actions.
- Take part in hazard identification activities in the location.

- Track, analyze and report from all quality sources.
- Take part in the Project Team of a layover.
- Liaise with Aviation Authorities and Customer Representatives on quality issues, audits, and queries.
- Issue, revoke company authorizations and conduct authorization boards.
- Issue (re-collect) stamps and maintain LTPR register of valid stamps issued to authorized persons to ensure verification of eligibility.
- Provide support to development and implementation of quality programs.
- Assist the Quality Manager as directed.
- Ensure the proper and timely filing of reports on serious failures, malfunctions, or defects.
- Oversee the Corrective Action Program and determines the appropriate actions to be taken when deficiencies are discovered or reported.
- Coordinate with the Quality Manager to determine whether incidents or alleged non-compliance with the regulations should be reported to the FAA under the Voluntary Disclosure Reporting Program described in AC 00-58, as revised.

Other Responsibilities

- Maintains working area clean and organized.
- Comply and ensure compliance with company policies, procedures, local and federal regulations.
- Perform other tasks and projects, as requested.
- Ensure adherence to compliance culture requirements.

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2

Quality Support Team Inspector Responsibilities

Responsible to ensure maintenance standards are secured through aircraft close, final, Defect buybacks, and RII inspections. Ensures maintenance standards are improved by identifying and suggesting improvement opportunities

Quality Support Team Inspector Job Duties

- Ensure progress is made on the aircraft in line with the project network plan and given targets.
- Perform close, Final, Defect Buyback, and RII inspections.
- Develop an inspection schedule with Project Manager, and customer during inspection phase.
- Perform surveillance activities using customer's and LTPR's checklists.
- Record inspection findings and surveillance activities.
- Analyze inspection findings and propose continuous improvement initiatives and training.
- Assist or perform Aircraft CRS
- Perform in-process inspection on aircraft undergoing repair, overhaul, or alteration to assure compliance with specifications and procedures and with accepted quality standards and practices.
- Accomplishes final inspections on aircraft to confirm the completeness of the work done is aligned with manufacturer specification.

- Ensure all work Performed by Production or required to be performed have been signed for and no defect exist that would render the aircraft unairworthy
- Performed inspection on component changes, test and adjustment on airframe and powerplant systems consistent with good quality practices and to the requirements of the appropriate Aircraft Maintenance Manual
- Perform inspection on structural repairs and modifications to ensure compliance to good quality practice and to the requirements of the manufacturer Structural Repair Manual (SRM) or any other approve data.
- Performs Surveillance inspections and Spot Check. Document noted discrepancies on company control forms and follow-up to ensure all the noted anomalies have been corrected.
- Records/documents discrepancies and conditions or operation malfunctions for correction, adjustment, or repair; evaluates defects and prescribe corrective actions on any discrepancies discovered during inspection.
- Complete Service Difficulty Report (SDR) for any major incident
- Complete 337 Report for customers and the Federal Aviation Administration (FAA)

Other Responsibilities

- Maintains working area clean and organized.
- Comply and ensure compliance with company policies, procedures, local and federal regulations.
- Perform other tasks and projects, as requested.
- Ensure adherence to compliance culture requirements.

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2

Senior Aircraft Mechanic Level 2 Responsibilities

Responsible to perform and certify the inspections, repairs, and testing of aircraft interior equipment to ensure the aircrafts are in a safe operating condition.

Senior Aircraft Mechanic Level 2 Job Duties

- Perform aircraft maintenance tasks including all required adjustments, inspections, repairs, and functional tests. All tasks shall be done independently and autonomously.
- Responsible to determine whether supervision or inspection is necessary for mechanics. (excluding RII Inspections defined by customer)
- Perform, inspection and sign off all tasks on all types relevant in their facility (type group) in “Insp/Attest by” column inside their area of authorization.
- Perform and sign off all tasks on all types relevant in their facility in “Perform by” column outside their area, subject to inspection IAW their Terms of Authorization.
- Support in developing and documenting production work procedures and processes.

- Support team members and contribute to ensure progress is made on the aircraft in line with the project network plan (man-hour, material, phases, milestones etc.).
- Signing the related documentation after task performance and / or inspection and as work is being progressed.
- Clock accurately to the correct job card and request materials from the correct job cards.
- Stamp for work performed in accordance with the authorization system.
- Ensure the good use and control of all tools, test equipment, and aircraft maintenance equipment is used appropriately and in accordance with our tooling policy.
- Always maintain confidentiality in relation to company issues.
- Support production projects if required or on request.
- Comply and ensure compliance with company policies and procedures.
- Perform other tasks and projects, as requested.
- Shows flexibility and willingness to take on additional tasks and projects as needed, demonstrating a team-oriented attitude and a willingness to go beyond to ensure the success of the organization.
- Ensure all paperwork is written up as the job progresses in compliance with procedural requirements.
- Create steps as needed to indicate individual actions that are accomplished or need to be accomplished in each discrepancy to provide for continuity of maintenance.
- Ensure that pertinent information describing the status of work performed by the outgoing shift is reflected in task cards.
- Carry out work in accordance with the applicable OEM Manuals, practices, approved procedures, documents and FAA regulations and requirements and RSQCM manual.
- Determine that all test equipment or tools used to make airworthiness determinations are labeled and current in accordance with this manual before use.
- Use only calibrated tools and/or test equipment when required throughout the maintenance task(s).
- Be thoroughly familiar with all tools and equipment, including inspection aids, used within their assigned area of responsibility.
- Troubleshooting and evaluation of systems on the aircraft when designated.
- Inspection and evaluation of the aircraft and components when designated.
- All activities shall be done in accordance with the relevant processes and procedures, in respect to the required quality standards, health and safety, tool care and in a timely manner.

Other Responsibilities

- Maintains working area clean and organized.
- Comply and ensure compliance with company policies and procedures, local and federal regulations.
- Perform other tasks and projects, as requested.
- Ensure adherence to compliance culture requirements.
- Shows flexibility and willingness to take on additional tasks and projects as needed, demonstrating a team-oriented attitude and a willingness to go beyond to ensure the success of the organization.

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2

Senior Aircraft Mechanic Support Staff Responsibilities

Responsible to performs inspections, maintains, repairs, and modifies aircraft structures, structural components, and engines to ensure assigned aircraft remains in safe operating condition; responsible to certify control check box on all maintenance job cards constituting supporting statement to the final release person.

Senior Aircraft Mechanic Support Staff Job Duties

- Maintaining all aircraft and or components by performing all maintenance tasks assigned to you.
- Advising supervisor or manager of any problems arising in a timely manner.
- Ensuring you use and control all tools, test equipment, and aircraft maintenance equipment used appropriately and in accordance with our tooling policy.
- Stamp for work performed in accordance with your company approval.
- Clock accurately to the correct job card and request materials from the correct job cards.
- Contribute to a positive working environment through the promotion of good working relations with other colleagues and our customers.
- Contributing with ideas to improve work processes to optimize key performance indicators.
- Any other tasks or duties allocated to you by the Company and all additional training which the Company may request you to undertake from time to time.
- Ensure you work in a clean, tidy, and safe environment and encourage all colleagues to maintain similar standards.
- Ensure that all relevant tasks and inspections have been carried out to the required standard.
- Perform, inspections and sign off all tasks in “Insp/Attest by” column inside their trade and rating.
- Sign off minor LM and minor defect rectification following Release to Service after BM event.
- Perform and sign off all tasks in “Perf” column for all areas and all types.
- Certify Control Check Box on all maintenance job cards constituting supporting statement to the final release person.
- Obtain and maintain additional approvals required, including but not limited to:
 - Base Maintenance: B1 Support Staff and/or B2 Support Staff
 - Extension for License Staff: Engine run and/or Borescope and/or RII Inspector
 - Extension for Unlicensed Staff: Oxygen charging and/or Heat treatment and/or Pipe swaging and/or Cable Swaging and/or Cadmium plating.

Other Responsibilities

- Maintains working area clean and organized.
- Comply and ensure compliance with company policies and procedures, local and federal regulations.
- Perform other tasks and projects, as requested.
- Ensure adherence to compliance culture requirements.
- Shows flexibility and willingness to take on additional tasks and projects as needed, demonstrating a team-oriented attitude and a willingness to go beyond to ensure the success of the organization.

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2

Stores Assistant Responsibilities

Responsible for local import/export Tax declarations (SURI), administrative work and related responsibilities related to import/export documentation. Support audit compliance and assist the Export Control & Customs Compliance Specialist. Support on daily stores tasks such as cycle count, archiving, and good receiving of services into SAP system.

Stores Assistant Job Duties

- Collect daily invoices from shipments delivered at LTPR facilities from carriers and input them in SURI system.
- Perform one time entry of invoices into SURI system.
- Collect receiving documents for customer shipments, confirm receipt of parts at LTPR via email, and properly archive them.
- Perform administration related tasks, such as data entry in different IT systems (SAP, manage/m, Excel), cooperate with onsite material coordinator on certain project related tasks.
- Assist in the inventory and cycle counts (LTPR and Customer).
- Assist Export Control & Customs Compliance Specialist in any customs related topics such as Quality Review, archiving and gathering documents related to customs entries.
- Cooperation with all the employees of materials management and the representatives of the customers if needed.
- Assist finance with invoice clarifications.
- Assist in the creation of purchase requisitions for OMM department.

I. Other Responsibilities

- Maintains working area clean and organized.
- Comply and ensure compliance with company policies, procedures, local and federal regulations.
- Perform other tasks and projects, as requested.
- Ensure adherence to compliance culture requirements.

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2

Storeperson Responsibilities

Responsible to ensure a reliable, smooth, and cost-efficient material supply process to production, which includes on time and proper receiving, storage, picking, physical delivery or shipping of the required materials.

Storeperson Job Duties

- Physical receiving, handling of inbound and outbound materials, unloading and uploading vehicles.
- Perform incoming inspection of aircraft parts, components and accompanying documentation, physical inspection of materials, study of certificates and shipping documents, decision on acceptance based on EASA part 145 regulations.
- Perform administration related tasks, like data entry in different IT systems (SAP, manage/m, Excel or AMOS), executing preloaded material lists, cooperation with material coordinator onsite.

- Monitor priority materials in cooperation with Supply Coordinators or other colleagues and ensure priority booking, issuing and delivery to Production.
- Maintain quarantine, opening and closing material defect/reject reports.
- Determine shelf life and suitable storage area, considering manufacturers and customers recommendations.
- Label, tag materials, separate appropriate storing of materials according to ownerships, material types, customs requirements
- Monitor the Material Request Report per layover and ensuring timely picking, SAP issuing and physical material delivery of all open material requests from warehouse to Production.
- Prepare material kits for forthcoming layovers.
- Collect and returning serviceable and unserviceable materials from production area to warehouse, performing return inspection, restocking in IT system (booking)
- Prepare material for outgoing shipment, packaging (ordering or performing DGR packaging if necessary), posting delivery notes, collecting certificates, performing outgoing inspection (material and ID tag inspection), for intra-facility movements (“Lager-Lager” transports where applicable), serviceable customer stock, serviceable stock in case of material sale or return to vendor, customer stock returns and material returns from quarantine, tools, equipment.
- Run the manned supermarket store (issuing and handing out materials, filling bins, controlling bookings, updating IT system)
- Archive, scan, goods receiving documents (delivery notes, certificates)
- Order transportation and prepare related shipping documents, like Delivery Note, Pro Forma Invoice, Shipping Order, CMR, communicating with Customs administrators/Customs agents in case of need.
- Manage line maintenance related AOG shipments.
- Perform inventory counts.
- Perform administration related tasks of U/S parts and inform Material Coordinator (resp. Supply Coordinator) for further communication with Customer.
- Track outbound shipments – forwarding AWB numbers, Delivery Notes, pre-advice to Material Coordinator (resp. Supply coordinator) for further communication to the customers and other affected parties.
- Manage component change bookings - collecting ID Tags from Production, crosschecking data accuracy, entering details in different IT systems (SAP, AMOS, manage/m).
- Create CCR (Component Change Report) on weekly basis for all on-going layovers and supplying them to Project Managers and/or to customers.
- Organize and performing material scrapping, updating IT system with data of scrapped parts.
- Manage Line Maintenance Related U/S material returns to customer, and S/A AOG shipments.
- Collect and report actual installation/fit date for all parts requested through the escalation process (time-critical requests)
- Continuously monitoring the quality and internal audit processes – IQ Move

Other Responsibilities

- Maintains working area clean and organized.

- Comply and ensure compliance with company policies, procedures, local and federal regulations.
- Perform other tasks and projects, as requested.
- Ensure adherence to compliance culture requirements.

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2

Technical Assistant Responsibilities

Prepare reports, finishing (printing, sorting, etc.) technical documentation created by the engineer, processing of data and actively seeking improvements in the daily process of the department.

Technical Assistant Job Duties

- Administrative assistance for Planning and Engineering (PE)
- Printing, checking, processing, sorting, and distributing job cards, network plans, reports, and other working documents.
- Perform data entry.
- Supporting and administrating all organizational activities in PE
- Take an active role in the implementation of processes improvements within PE.
- Administer Maintenance Data (MD) and Maintenance Records (MR)
- Support CRS activities
- Performs scanning of job cards
- Control of job card closure
- Be thoroughly familiar with the applicable regulations, RSQCM manual, Repair Station Training Program, and the IQ MOVE processes used by LTPR for ensuring work is performed properly.
- Input data in computer system for historic and statistical analyzes and evaluations.
- Scan, OCR, sort and convert in Word / Excel format, paper, or PDF documents.
- Print and attach necessary references to the job cards.
- Administer the Technical Library (On-going administration of the library)
- Register and revise MD.
- Perform Project Preparation in terms of MD.
- Perform MD Control Activities
- Cooperate and support with IT Department regarding MD and MR
- Ensure all document revisions are incorporated.
- Collect and de-activate the assigned documentation after maintenance check completion.
- Update and distribute maintenance data in hard copy format.
- Archive MD
- Address additional maintenance data demands during project layover (assisting production with MD problems including requests for additional MD)
- Control of MD flows to the production sites under Production System
- Perform audit of MD usage in the bays regarding Central Standards and Restrictions
- Administer customer requests regarding MD and Maintenance Records as per contract.
- Provide daily input regarding availability and usage of project documentation.
- Perform visual check of JCs.

- Close JCs in SAP
- Snag problematic JCs and hand them back to Production System for correction.
- Handle Level 1 and Level 0 reports
- Scan incoming customers JCs.
- Provide Job Card manual control during “SAP down” procedures.
- Digitalize Job Cards and other Work Documents for archiving and check consistency of the archived work packs in accordance with relevant procedures.
- Provide support to OSP regarding sorting and attachments of job cards.
- Ensure EASA Part - 145 compliance in technical library.
- Close cooperation with Production System to permanently improve the maintenance processes.
- Administer and coordinate Technical Library as required.
- Contribute to Departmental and Company projects as assigned.
- Other duties and tasks as assigned by Senior On-Site Planning Engineer

Other Responsibilities

- Maintains working area clean and organized.
- Comply and ensure compliance with company policies, procedures, local and federal regulations.
- Perform other tasks and projects, as requested.
- Ensure adherence to compliance culture requirements.

1

2

Tool Crib Technician Responsibilities

Responsible for issuing, receiving, monitoring and control of tools available at the Tool Crib and the tool stores.

Tool Crib Technician Job Duties

- Issuing and receiving tools, which encompasses activities in both the Tool Crib and outside tool stores.
- Perform tool inspections to ensure their functionality and compliance with safety standards.
- Loan tools in/out control system to maintain accurate records.
- Add to database tooling information.
- Regularly updating the database with pertinent tooling information to ensure comprehensive and up-to-date records.
- Move tools for loan to Tool Crib
- Support lifting inspections (Tool Crib tools)
- Assign tool numbers.
- Engraving both new and existing tools to facilitate easy identification and tracking.
- Control of storage and locations for maintaining an organized tool inventory.
- Generate reports to monitor and address instances of unreturned tools.
- Tool Kit control
- Conducting periodic inventory checks ensures the accuracy of the tool inventory records.
- Managed replacement tools to ensure that the tool inventory remains complete and functional.

- Generate statistics for unavailable tools to provide insights into tool availability and usage patterns.
- Routing tools to workshops as required by inputting relevant information into the SAP system.
- Perform liquidation of tool process when tools are no longer in use or obsolete.
- Ongoing support is provided to Tool Technicians and Tool Engineers to address any issues and facilitate smooth operations.
- Support Tool Technicians and Tool Engineers to address any issues and facilitate smooth operations.

Other Responsibilities

- Maintains working area clean and organized.
- Comply and ensure compliance with company policies and procedures, local and federal regulations.
- Perform other tasks and projects, as requested.
- Ensure adherence to compliance culture requirements.
- Shows flexibility and willingness to take on additional tasks and projects as needed, demonstrating a team-oriented attitude and a willingness to go beyond to ensure the success of the organization.

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2

Tooling Engineer Responsibilities

Responsible for providing Tool Engineering services that support the needs of the ONE Tooling and Equipment and the Production department.

Tooling Engineer Job Duties

- Coordinate with OTE Central on loan tool requirements, coordinate loaned tools, manage replacement of tools, tool liquidation.
- Calibration support as required, alternative (equivalency) tooling process implementation.
- Prepare a project list for the A320 family and 737, outlining necessary tasks and requirements.
- Develop dynamic planning strategies to adapt to changing project needs and timelines.
- Assign docks, jacks, and other resources efficiently for optimal project execution.
- Determine bay assignments for specific tasks within the A320 family and 737 projects.
- Coordinate the loan of tools, ensuring that locally available tools are utilized effectively.
- Oversee the replacement of tools as needed during the projects.
- Manage the liquidation process for tools that are no longer required.
- Implement alternative tooling processes when necessary, ensuring seamless project continuity.
- Control costs throughout the project lifecycle, adhering to budgetary constraints.
- Monitor and control planned maintenance activities to ensure adherence to schedules.
- Create purchasing requisitions for necessary materials and resources.
- Supervise contractors and conduct audits to maintain quality and compliance.
- Handle concession requests, ensuring they are appropriately documented and addressed.
- Serve as the production interface and point of contact for relevant project-related matters.
- Generate budget reports to keep managers informed of financial status and projections.

- Implement procedures for the scrapping of tools and equipment in accordance with guidelines.

Other Responsibilities

- Maintains working area clean and organized.
- Comply and ensure compliance with company policies, procedures, local and federal regulations.
- Perform other tasks and projects, as requested.
- Ensure adherence to compliance culture requirements.

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Tooling Technician Responsibilities

Responsible for monitoring, controlling, implementing, and maintaining the proper functionality of the ground support equipment and tools

Tooling Technician Job Duties

- Responsible for the general repair and maintenance of tooling to ensure optimal functionality.
- Administrate the planned maintenance schedule for ensuring timely and efficient maintenance activities.
- Handles the administrative tasks associated with lifting equipment inspections to meet safety standards.
- Perform the lifting equipment following inspections to address any identified issues.
- Performs changes to ensure accuracy and relevance in the tool revision status.
- Calibrate schedule and administration to uphold precision and compliance.
- Perform the docking repairs to address any issues with the docking systems.
- Define calibration methods for maintaining the accuracy and reliability of tools.
- Manage replacement of tools to ensure the availability of functional equipment.
- Tool liquidation.
- Generate shipping sheets to facilitate the organized shipment of tools.
- Create purchase requests (PR) to initiate the procurement of necessary tools and equipment.
- Manage contractors to ensure smooth collaboration.
- Manages audits to assess the effectiveness and compliance of tooling processes and procedures.

Other Responsibilities

- Maintains working area clean and organized.
- Comply and ensure compliance with company policies and procedures, local and federal regulations.
- Perform other tasks and projects, as requested.
- Ensure adherence to compliance culture requirements.
- Shows flexibility and willingness to take on additional tasks and projects as needed, demonstrating a team-oriented attitude and a willingness to go beyond to ensure the success of the organization.

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ARTICLE 7 - PROBATIONARY EMPLOYEES

- A. The probationary period for any new employee who is hired shall be ninety (90) days. If the employee completes the probationary period, the employee will become a regular employee. However, the Company reserves the right to extend the probationary period up to ninety (90) additional days. The Company shall notify the Union of any extension of the probationary period and the term of such extension, which shall not exceed ninety (90) days.
- B. While the employee is on the probationary period, he/she will acquire the benefits provided by this Collective Agreement, except in the security of employment that the Company may terminate the employment of the probationary period employee without the case being submitted to the Complaints and Grievances and Arbitration Procedure.
- C. After the probationary period is completed, the employee's seniority will be calculated from the date of commencement of employment in the Appropriate Unit.
- D. The Company will provide District 142 with the names, classifications, and salary scales of new employees every month during the first ten (10) working days of the following month.

ARTICLE 8 - SENIORITY

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3 A. Definition

4 The seniority of employees shall be determined by the total length of their service in the
5 Company, counted from the first day of employment in the Company. New employees on
6 probationary period shall not enjoy seniority benefits until the time established in this Collective
7 Bargaining Agreement to obtain the status of regular employee has elapsed. No employee of
8 the bargaining unit will lose their seniority when moved, within the bargaining unit, department,
9 or area either permanently or temporarily, including transfers, promotions, among others.

10 B. Seniority List

11 On each anniversary date of the signing of this Collective Bargaining Agreement, the Company
12 shall provide District 142 with a list of employees covered by the Collective Bargaining
13 Agreement indicating the date of seniority. In the event of a Company confirmed discrepancy,
14 such list shall be amended.

15 C. Loss of Seniority

16 Seniority within the bargaining unit will be automatically lost under the following
17 circumstances:

- 18 1. Voluntary resignation.
- 19 2. Dismissal for just cause.
- 20 3. Accepting work with another employer while on authorized absence or leave.
- 21 4. Failure to report to work after the authorized absence or leave has expired.
- 22 5. If the employee accepts a position outside the bargaining unit.
- 23 6. A lay-off of six (6) months.
- 24 7. If the employee is called to work in accordance with Section 6 of this Article and
25 do not respond or report to work within three (3) working days of the call.

26 When an employee loses their seniority, he/she will lose all their rights as an employee of the
27 Company, except where the Law provides otherwise.

28 D. Lay-Off

1 In any case, in which employees of the bargaining unit were laid-off due to technological or
2 reorganization changes, as well as those of style, design or nature of the product produced or
3 handled by the establishment and changes in the services rendered, reductions in employment
4 that become necessary due to a reduction in the volume of production, sales or profits,
5 anticipated or prevailing upon dismissal or for the purpose of increasing the Company's
6 competitiveness or productivity, the Company will initially lay off temporary and probationary
7 employees. The Company will retain in employment regular employees with more seniority
8 as long as there are positions vacant or occupied by regular employees with less seniority in
9 employment within their occupational classification that can be performed by them. However,
10 at the time of the lay-off where there is a reasonably clear or obvious difference in the capacity,
11 productivity, performance, competence, efficiency or conduct history of the regular employees
12 compared, the Company may select based on such criteria.

13 E. Reinstatement after a Lay-Off

14 It being understood that preference shall be given to the regular employees laid-off in the event
15 that, within six (6) months following the layoff, the Company needs to employ a person in
16 tasks equal to or similar to those performed by the regular employees at the time of their layoffs
17 and within their occupational classification, also following the order of seniority in the
18 reinstatement. However, at the time of re-hiring, where there is a reasonably clear or obvious
19 difference in the capacity, productivity, performance, competence, efficiency or conduct
20 history of the regular employees compared, the Company may select based on such criteria.

21 F. Notification of Reinstatement

22 The employee to be recalled shall be notified, by certified mail acknowledgement of receipt
23 requested, to the last postal address that is in the employee's human resources file. In the event
24 that the employee fails to report to work within three (3) working days of the receipt of the
25 reinstatement notification letter, as agreed in Section 3 (g) of this Article, the employee's
26 seniority within the bargaining unit will be automatically lost. The employee's name will be
27 removed from the seniority list and their employment with the Company will be terminated.

28 G. Superseniority of Union Designate Delegate

1 For purpose of Sections 4 and 5 of this Article only, during their official appointment by the
2 Union, the Union designated delegate shall have superseniority rights.

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5 **ARTICLE 9 HOURS OF SERVICE**
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7 A. The regular workday for all employees except those listed in paragraph (N) shall be scheduled
8 for eight (8) hours and a one-hour unpaid meal period. The regular workday shall be completed
9 consecutively, without being fractioned. It may be interrupted by the meal period as provided
10 in this Article.

11
12 B. Five (5) workdays totaling forty (40) hours shall constitute a standard work week. The
13 Company will determine the available work schedules as appropriate in accordance with this
14 paragraph. If the situation arises where there is no work for an extended period, then the
15 Company will notify the IAM International/District 142 Representative and the alternatives
16 available to the affected employees. Notwithstanding, this shall not be understood that the
17 Company guarantees a number of hours of work per day or per week.

18
19 C. Each employee except those listed in paragraph (N) will be scheduled for two (2) days off
20 during each workweek. The Company will make every reasonable effort to arrange work
21 schedules so that, whenever practicable, those days will be Saturday and Sunday. When an
22 employee's scheduled days off are other than Saturday and Sunday, the Company will arrange
23 for those days to be two (2) consecutive days.

24 The Company retains the right to schedule more than 5 days, to include the entire workweek
25 beforehand, and, to eliminate any days within the week should operational needs require it be
26 done. "Scheduling" for the purposes of this article is meant to mean the process of planning
27 for future events to maximize production efficiency. It is not meant to guarantee any number
28 of days or hours.

- 1 D. If employees are needed to work due to operational needs on their scheduled Days Off, the
2 company will ask for qualified (skills needed, authorizations and/or certifications) volunteers
3 in the job classification to work on such days off first, and if no one is available the Company
4 will require employees to work such shift in reverse seniority order, subject to applicable laws
5 and regulations. Any work on a scheduled Day Off will be paid in accordance with any
6 applicable Overtime provision agreed by the parties in this Collective Bargaining Agreement.
7
- 8 E. All employees except those listed in paragraph (N) will be allowed a fifteen (15) minute paid
9 rest period during the last half of their shift.
10
- 11 F. Work schedules and Days Off will be posted at the facility with three (3) days' notice. Any
12 changes due to unforeseeable reasons shall be notified to affected employees as soon as
13 practicable.
14
- 15 G. All Employees except those listed in paragraph (N) shall be granted an uninterrupted sixty (60)
16 minute unpaid meal period. Every reasonable effort will be made to allow all employees to
17 take their meal period as scheduled.
18
- 19 H. The Meal period shall not begin before the end of the second (2nd) hour or after the beginning
20 of the sixth (6th) consecutive hour of work.
21
- 22 I. However, if the meal period is interrupted, due to operational necessity, the employee will be
23 paid at the rate of double time (2x) for all time missed from their Lunch Period with a minimum
24 of fifteen (15) minutes.
25
- 26 J. If an employee does not receive their lunch period during the designated timeframe above, then
27 such employee will be compensated for not receiving their meal period as described above at
28 double time (2X) the regular hourly rate for that hour.
29
- 30 K. If the total hours worked by the employee in the day does not exceed six (6) hours, the meal

1 period is waived.

2

3 L. To the extent applicable law requires that employees covered by this Collective Bargaining
4 Agreement be provided with different break and meal periods than are set forth in this
5 Collective Bargaining Agreement, the employee shall be entitled to the more generous break
6 and meal period schedule provided by applicable law or this Collective Bargaining Agreement.

7

8 M. Work Schedules and days off will be posted and awarded based on Business Needs, and
9 seniority of those qualified employees (skill set, certifications and/or authorizations) described
10 in this Collective Bargaining Agreement.

11

12 N. For the Purpose of this Article Exempt employees are considered only in the following
13 Classifications.

14

- 15 1. On-Site Planners
- 16 2. Quality Specialists
- 17 3. Quality Auditor
- 18 4. Tooling Engineering
- 19 5. Production Standards and Training Specialists
- 20 6. Quality Specialists Auditor

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23 **ARTICLE 10 - ABSENCE FROM DUTY**

24

25 A. Employees unable to report for duty or report on time, unless prevented by reasons beyond
26 their control, will notify their immediate supervisor or other central point set up for reporting
27 purposes by the Company the day before such attendance occurrence, if employee is able to
28 do so, or in emergency situations at least two (2) hours after the start of their shift if employee
29 is able to do so. The employee must inform their supervisor in writing the reasons beyond
30 their control.

- 1 B. If the employee has made an attempt to communicate with their supervisor before starting the
2 shift and has not received a response, the employee must leave a text or voice message (not
3 WhatsApp) to their supervisor or contact the People Department.
4
- 5 C. The employee must notify their supervisor of the nature (i.e. personal or sick) and duration of
6 the absence, if known, at the time of the notification.
7

8
9 **ARTICLE 11 - LEAVES OF ABSENCE**
10

- 11 A. All requests for leave of absence, or extensions, shall be submitted to the People’s Department
12 in writing on the proper form and/or the disability management provider, if applicable.
13
- 14 B. The following are current Leave of Absences provided by Lufthansa Technik Puerto Rico and
15 will continue to be provided to employees covered by Collective Bargaining Agreement. Such
16 Leaves will not be changed during the life of this Collective Bargaining Agreement by
17 Lufthansa Technik Puerto Rico unless specifically required by any Law covering such Leaves
18 of Absence excluding Bereavement Leave.
19
- 20 C. To the extent that Federal or Puerto Rico Laws provide more expansive Leaves Benefits, those
21 benefits will be applied to employees covered by this Collective Bargaining Agreement.
22
- 23 D. Any written communications between the Company and an Employee on a Leave of Absence
24 will be via regular United States mail certified or registered United States mail, return receipt
25 requested.
26
- 27 E. Maternity, Adoption and Breastfeeding Leave: As provided under PR Law 3-1942, known as the
28 Law for the protection of Working Mothers and PR Law 427-2000, known as the Law to
29 regulate the period of Breastfeeding or Expression of Breast Milk. Adoption leave will
30 commence on the date the employee takes custody of the child or the date the child is placed in
31 the employee’s home.

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The Company may require adoption/maternity leave to run concurrently with FMLA (if such leave otherwise qualifies as FLMA leave).

F. Family Medical Leave Act: Eligible Employees will be eligible for leave from work pursuant to the terms of the Family and Medical Leave Act (FMLA) of 1993, as amended. When approved FMLA leave is taken for an employee’s own qualifying serious health condition, the employee must exhaust all sick time and may also, at his option use any accrued vacation or other paid time off before being placed on unpaid status.

When approved FMLA leave is taken for any other reason provided for under FMLA, the employee may at his option use accrued vacation or other paid time off prior to going unpaid but cannot use sick time unless required by Federal or Puerto Rico Law. An employee granted a leave of absence under the provisions of FMLA, referred to as a Family Leave of Absence or "FMLA," will retain and continue to accrue all seniority during the leave.

G. Temporary Non-Occupational Disability Insurance (SINOT) Leave: As provided under PR Law Number.139 and 26 June 1968, as amended, known as the Temporary Non-Occupational Disability Insurance Law.

H. Leave under the Chauffeurs Social Security Insurance Act: As provided under PR Law 428-1950, known as the Chauffeur’s’ Social Security Act.

I. Occupational Accidents or Illness Leave State Insurance Fund: As provided under PR Law Number 45 of April 18, 1935, as amended, known as the Compensation System for Work-Related Accidents Act.

J. Leave Under the Motor Vehicle Accident Social Protections Act: As provided under PR Law Number 111 of August 14, 2020, known as the Motor Vehicle Accident Social Protection Act of 2020.

K. Military Leave: As provided under the Uniformed Services Employment and Reemployment

1 Rights Act of 1994, enacted October 13, 1994 (Title 38 U.S. code, Chapter 43, sections 4301-
2 4335, Public Law 103-353, as amended and PR Act number 88-2023, known as the Puerto
3 Rican Military Code of the 21st Century (“Military Code”), and PR Act Number 203-2007,
4 known as the Bill of Rights of the Puerto Rican Veteran of the 21st Century.

5
6 L. Jury Duty: As provided under PR Law Number 281 of September 27, 2003, as amended, known
7 as the “Law for the Administration of the Jury Services of Puerto Rico.

8
9 M. Witness in Criminal Case Leave: As provided under PR Law 122-1986, known as the Law on the
10 Appearance of Employees as Witness in a Criminal Case.

11
12 N. Sports Leave: As provided under PR Law 19-2022 and PR Law 49-1987, known as the Special
13 Sports Leave Law.

14
15 O. Bereavement Leave: The Company will provide its regular Full-Time employees three (3)
16 consecutive days of bereavement leave with pay (not to exceed eight (8) hours per day), from
17 the day of the death or at a time upon mutual agreement between the employee and the
18 Company, in the event of the death of immediate family member of the employee. Immediate
19 family members are the employee’s spouse, domestic partner, parents, son/daughter, parents-
20 in-law, grandparents, and siblings.

21
22 P. In the event of the death of a non-immediate family member, the Company will provide its
23 regular Full-Time employees one (1) day of bereavement leave with pay (not to exceed eight
24 (8) hours) from the day of death or at a time upon mutual agreement between the employee
25 and the Company. Non-Immediate family members are uncle, aunt, cousin, nephew, niece,
26 sister-in-law, and brother-in-law.

27
28 Q. The Company may request evidence of the fact of the death and of the kinship.

1 **ARTICLE 12 - SICK LEAVE**

2
3 A. All employees represented by the Union will receive the Sick Leave benefits described
4 below, except those employees in the following Exempt Classifications.

- 5
6 1. On-Site Planners
7 2. Quality Specialists
8 3. Quality Auditor
9 4. Tooling Engineer
10 5. Production Standards and Training Specialists
11 6. Quality Specialist Auditor

12 These are the only Classifications that will be considered Exempt for the purpose of this
13 Article.

14
15 B. Employees will accrue eight (8) hours of sick leave credit for each month of service up to
16 twelve (12) days, which is in accordance with the current Puerto Rico law. Employees must
17 work one hundred fifteen (115) hours (all paid hours) in such month in order to accrue eight
18 (8) hours of sick leave.

19
20 The sick hours not used by the employee during the year will be accumulated for subsequent
21 years up to a maximum of fifteen (15) days one hundred twenty (120) hours. Any hours over
22 the 15 days will be paid to employees no later than February 1st.

23
24 As long as they are able to leave a minimum balance of five (5) sick leave days for their own
25 illness, employees may use up to a maximum of five (5) days of their unused sick leave balance
26 to: take care of or attend to a child, spouse, mother or father or elderly person (60 or older) or
27 a person with disabilities who is in their custody or under their guardianship.

28
29 C. If the Puerto Rico or any other law that covers employees of Puerto Rico is amended to provide
30 for a greater accrual and/or requirement to work fewer hours for such accrual, employees shall
31 be entitled to the more generous accrual/hours provided by such law.

1 D. The use of sick leave does not excuse the employee from complying with the standards of
2 conduct established by the Company related to attendance, punctuality, certifications, and
3 medical certificates, periodic reports about the ongoing nature of the illness and the attendance
4 and punctuality policy.

5
6 E. The employees and the Union recognize their obligation of being truthful and honest in
7 preventing unnecessary absences or other abuses of sick leave privileges. Employees who
8 are absent for more than two (2) working days will be required to submit a medical
9 certification.

10
11 F. In case of death of an employee, any accrued Sick Leave on date of Death, shall be paid to
12 their Legal Heir or representative, subject to the presentation to the People Department of
13 the Deceleration of Heirship issued by the court. Such payment will be made no later than
14 thirty (30) days from receipt of Heirship Paperwork.

15
16 G. Employees in the following classifications will be covered under the Wellness, Health, and
17 Personal Hours (WHPH) policy as follows (employees are eligible for a total of 120
18 Wellness, Health, and Personal Hours (WHPH) per calendar year. WHPH entitlement will
19 be prorated to the hire date. WHPH can be used for personal or family illness or injury,
20 doctors' appointments, preventive care, birthday, or personal purposes) These benefits will
21 not be reduced during the life of this Collective Bargaining Agreement.

- 22 1. On-Site Planners
- 23 2. Quality Specialists
- 24 3. Quality Auditor
- 25 4. Tooling Engineer
- 26 5. Production Standards and Training Specialists
- 27 6. Quality Specialist Auditor

28
29 **ARTICLE 13 - VACATIONS**
30

31 A. All employees covered by this Collective Bargaining Agreement other than those listed in
32 paragraph (k) shall accumulate 1.25 days for each month in which their has worked a

1 minimum of one hundred fifteen (115) hours (all paid hours), that is, a maximum of fifteen
2 (15) days a year.

3
4 B. Vacation accruals may accumulate up to a maximum of two (2) years. Once accruals reach
5 two (2) years an employee will be paid twice the normal rate of pay for any vacation days
6 over the maximum accrual.

7
8 C. If Puerto Rico or any law that covers employees of Puerto Rico is amended to provide for
9 a greater accrual and/or requirement to work fewer hours for such accrual, employees shall
10 be entitled to the more generous accrual/hours provided by such law.

11
12 D. When considering any vacation request submitted in accordance with paragraph (E), the
13 Company will take into consideration an employee's Company seniority in cases when
14 more than one (1) employee requests the same vacation period, and due to operational
15 needs, the Company can't award all requests.

16
17 E. All vacation requests shall be submitted to the employee's supervisor by completing the
18 appropriate Company form. The Supervisor will consider such vacation requests and award
19 such vacation as soon as possible, but in no case less than twenty-one (21) days prior to the
20 start of the requested vacation period. Any last-minute request for vacation will be granted
21 based on needs of service.

22
23 F. Vacations will be enjoyed in a consecutive manner, nevertheless, by way of an agreement
24 between the Company and the employee, these may be fractioned as long as the employee
25 enjoys at least ten (10) vacation days a year, of which five (5) should be consecutive.

26
27 G. Once a vacation request is granted to an employee, the Company will make every
28 reasonable effort not to change such vacation if such employee transfers to a different work
29 area.

30
31 H. Once vacation is awarded to an employee, no changes can be made without mutual
32 agreement between the employee and the supervisor.

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I. Vacation accrued through the last day of work will be paid to any employee who ceases employment. In case of the death of an employee, the amount due shall be paid to their legal heir or representative, subject to the presentation to the People Department of the Declaration of Heirship issued by the court. Such payment will be made no later than thirty (30) days after employee ceases employment or from receipt of Heirship paperwork.

Regularly scheduled days off or recognized holidays at the beginning or end of a vacation period will not be considered as part of the vacation period.

J. If recognized holidays fall within an employee's vacation period, the employee will receive holiday pay for the holiday(s) and extend vacation by the applicable number of day(s).

K. Exempt employees in the below classifications will receive the Vacation Leave Benefits described below:

1. Exempt employees are eligible for fifteen (15) vacation days per year at the beginning of each Calander year. The vacation balance will be prorated to the hire date. In case the exempt employee terminates employment, the Company will liquidate the prorated accrued vacation up to fifteen (15) days.

2. All eligible exempt employees may transfer to the next year a maximum of five (5) days of their vacation balance as of December 31. These days must be used before March 31 of the next year. If not used, these days are considered waived by the employee.

3. These are the only classifications that will be considered exempt for the purpose of this article.

- a) On-Site Planner
- b) Quality Specialists
- c) Quality Auditor
- d) Tooling Engineer

1 e) Production Standards and Training Specialists

2 f) Quality Specialists Auditor

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5 **ARTICLE 14 - HOLIDAYS**
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7 A. Employees covered by this Collective Bargaining Agreement are eligible to the following
8 paid Holidays.

9
10 New Year's Day

11 Three Kings Day

12 Good Friday

13 Memorial Day

14 Independence Day

15 Commonwealth of Puerto Rico Constitution Day

16 Labor Day

17 Thanksgiving Day

18 Thanksgiving Recess

19 Christmas Day

20 Election Day (every four (4) years)

21
22 B. Holidays that fall on a Saturday will be observed on the prior Friday and Holidays that fall on
23 a Sunday will be observed on the following Monday.

24 C. To be eligible for holiday pay the employees covered by this Collective Bargaining Agreement
25 must work the Full scheduled day prior to the holiday and the Full scheduled day after the
26 holiday unless hours are reduced by the employer.

27
28 D. To the extent applicable law is inconsistent with the terms of this Collective Bargaining
29 Agreement, an employee shall be entitled to the more generous Holiday protections provided
30 by applicable law or this Collective Bargaining Agreement.
31

1 E. For employees other than those listed in paragraph (I) who work an eight (8) hour schedule, in
2 addition to the eight (8) hours straight time pay for the holiday, such employees who are
3 scheduled to work on a holiday shall be paid at the straight time rate (1.0) times for the first
4 eight (8) paid hours worked.

5
6 F. For employees other than those listed in paragraph (I) who work more than eight (8) hours on
7 a holiday, the excess of eight (8) hours shall be paid at time and one half (1.5) their regular
8 rates of pay.

9
10 G. Employees not scheduled to work (Day Off) on the above-mentioned holidays, will receive
11 eight (8) hours of holiday pay at their regular straight time rate.

12
13 H. Paragraph E, and F do not apply to the following Exempt classification employees for the
14 purpose of this article.

- 15
16 1. On-Site Planners
17 2. Quality Specialists
18 3. Quality Auditor
19 4. Tooling Engineering
20 5. Production Standards and Training Specialists
21 6. Quality Specialists Auditor

22 The above Exempt classifications are the only classifications that will be considered Exempt under
23 this Article.

24 **ARTICLE 15 - FLOATING DAYS- BIRTHDAYS**

25
26 A. Employees covered under this Collective Bargaining Agreement other than those listed in
27 Article 13 paragraph (H) will enjoy two (2) floating days per calendar year, at their
28 convenience. These days must be used during the current calendar year and will not be carried
29 over or liquidated. Employees other than those listed in Article 13 paragraph (H) are required
30 to coordinate with their supervisor at least two (2) weeks in advance. Such days cannot be used
31 to work and receive any premium pay for the days worked.

1 B. Employees other than those listed in Article 13 paragraph (H) covered under this Collective
2 Bargaining Agreement will enjoy one (1) day during their birthday month. This day must be
3 used during the Birthday month and will not be carried over or liquidated. Employees other
4 than those listed in Article 13 paragraph (H) are required to coordinate with their supervisor at
5 least two (2) weeks in advance. Such day cannot be used to work and receive any premium
6 pay for the day worked.

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9 **ARTICLE 16 - SEVERABILITY CLAUSE**

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11 A. In the event that any article or paragraph of this Collective Bargaining Agreement is declared
12 null or illegal by a federal or state court decision, by federal and/or state law or regulation, or
13 by any governmental agency, the remaining articles and/or paragraphs of the Collective
14 Bargaining Agreement shall remain in full force and effect.

15

16 B. If the above occurs, the parties agree to meet within thirty (30) days from the date of the final
17 decision to negotiate a new article and/or section. If the parties do not reach an agreement, the
18 matter will be resolved through the arbitration procedure provided herein.

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1 **ARTICLE 17 - UNION SECURITY**
2

3 A. It shall be a condition of employment that all employees included in the appropriate unit are
4 members of the Union and remain current in the payment of their dues in "good standing" on
5 the first day of the effective date of this Collective Bargaining Agreement and shall remain
6 members in "good standing". Those employees who are not members of the Union, on the first
7 day of the effective date of this Collective Bargaining Agreement, shall, on the thirty-first day
8 following the effective date of this Collective Bargaining Agreement, become members of the
9 Union and remain as such in "good standing". It shall also be a condition of employment that
10 all employees within the appropriate unit covered by this Collective Bargaining Agreement
11 shall, on the thirty-first (31) day following the date of becoming regular employees, become
12 member of the Union and remain in it as members in "good standing".
13

14 B. The Company agrees that it will dismiss, at the written request of the Union, any employee
15 within the appropriate unit covered by this Collective Bargaining Agreement who does not
16 become a member of the Union upon the expiration of the specified period or who does not
17 remain in the Union as a member in "good standing".
18

19 C. The Union shall indemnify and hold harmless the Company against any and all claims,
20 included but not limited to any claims for damages of any nature and penalties arising as a
21 result of any action taken by the Company at the written request of the Union in order to comply
22 with the provisions of this Article.
23
24

25 **ARTICLE 18 -DUES**
26

27 A. Upon receipt of the authorization signed by the employee, the Company will deduct from the salary of
28 each employee covered by this Collective Bargaining Agreement the initiation dues and the regular
29 periodic Union dues for the period covered by said authorization. The amount of the payable dues shall
30 be certified by the Union.

31 B. Deductions for initiation and/or reinstatement dues, and the Union dues shall be made from the
32 employee's first salary upon receipt of authorization for such deduction, and biweekly thereafter.

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- C. The deductions referred to in paragraph A shall be remitted to the Secretary-Treasurer or other officer designated by the Union not later than the tenth day of the following month. The Company will provide a list of the employees to whom the deductions, and the corresponding amounts, have been made, as well as those employees who have not been made any deduction and the reason for doing so.
- D. The amount corresponding to the sums so deducted and withheld during the preceding calendar month shall be issued to the IAM District 142 by electronic transfer to the account that the Union reports in writing to the Company.

ARTICLE 19 -DRUG AND ALCOHOL TESTING

- A. All Company drug and alcohol testing policies must continue to comply with applicable Puerto Rico and Federal laws and regulations.
- B. As such, Company’s drug and alcohol testing policies cannot deviate from Puerto Rico and Federal laws, which state, among other things, that a first confirmed positive result will not result in immediate termination of employment.
- C. If such positive drug/alcohol test is not covered by any Federal or Puerto Rico law or regulation, and an employee fails to comply with reasonable requirements set in the Company policies in lieu of termination, such failure to comply may result in termination.
- D. Nothing in this article prohibits the Union or employee from exercising their contractual right to the Grievance Procedure.

1 **ARTICLE 20 - NON-DISCRIMINATION**

2

3 A. The Company will not interfere, restrict, or coerce employees covered by this Collective
4 Agreement by reason of their membership in or activity representing the Union. The Company
5 will not discriminate with respect to recruitment, tenure of employment or any term or condition
6 of employment against any employee covered by this Collective Agreement by reason of their
7 membership in or activity representing the Union, nor will it discourage or attempt to discourage
8 membership in the Union or attempt to encourage membership in another Union. The
9 participation of employees in any activity representing the Union will be outside working hours and
10 outside Company premises and will not affect the proper and normal functioning of the operations
11 and service offered by the Company and will not violate the Company's rules/standards of
12 conduct and/or the Human Resources policies or Article 26 - No Strike – No Lockout of this
13 Collective Bargaining Agreement.

14

15 B. The provisions of this Collective Bargaining Agreement shall apply to all employees covered
16 by this Collective Bargaining Agreement without discrimination as to race, color, age, social
17 status, national origin, religious beliefs, physical or mental disability, veteran or national guard
18 status, sexual orientation or gender identity, pregnancy, having been a victim or considered a
19 victim of domestic violence, assault or stalking or other reason prohibited by law.

20

21 C. This Equal Employment Opportunity standard extends to disabled individuals and veterans and
22 not only has to do with hiring employees, but also with the type of employment, promotions and
23 any opportunities offered by the Company to its employees.

24

25 **ARTICLE 21- ECONOMICS**

26

27

28 A. This proposal is based on the wage data that Lufthansa Technik Puerto Rico will provide to
29 the Union for different classifications, including Hourly and Salaried employees.

30

31 B. LTPR commits to providing the Union with any updated Data and/or New Hire information
32 every month during the first ten (10) working days of the following month.

33 C. Employees covered under this Collective Bargaining Agreement will receive wage increases
34 and Lump Sum payments as follows:

1 1. Date of Ratification (DOR), with such increase becoming effective on the first payroll of
2 July 2026, Base wages will increase by a minimum average of three percent (3%) for all
3 employees covered under this Collective Bargaining Agreement based on the employee’s
4 overall performance evaluation results. Employees whose salaries are at or above the salary
5 scale for the job classification will receive a lump-sum payment instead of a base wage
6 increase. In certain cases, such increase may be less than the minimum average of three
7 percent (3%), which may include no increase, for employees who receive an overall result
8 of “Needs Improvement” or an overall result of “Unsatisfactory” rating in their
9 performance evaluation. Employees who are still on their probationary period, employees
10 who were promoted within the past year and received an increase as a result of the
11 promotion, and employees who were team leaders and have transferred to a Class or Craft
12 position whose salaries remain frozen until they reach the relevant experience in the salary
13 structure are not eligible for the increase. For employees on a leave of absence, and new
14 hires at the time of the increase, the increase, if any, will be prorated.

15
16 2. DOR + 12 Months, with such Lump Sum becoming effective on the first payroll of July
17 2027, a Lump Sum Payment, equal to two percent (2%) of Base Wage calculated as
18 follows: Base Wage times two percent (2%) times (X) 2,080 hours = Lump Sum Payment
19 for all employees covered under this Collective Bargaining Agreement. Employees who
20 are still in the probationary period are not eligible. For employees on leave of absence and
21 new hires, the Lump Sum Payment, if any, will be prorated.

22
23 3. DOR + 24 Months, with such increase becoming effective on the first payroll of July 2028,
24 Base wages will increase by a minimum average of two percent (2%) for all employees
25 covered under this Collective Bargaining Agreement based on the employee’s overall
26 performance evaluation results. Employees whose salaries are at or above the salary scale
27 for the job classification will receive a lump-sum payment instead of a base wage increase.
28 In certain cases, such increase may be less than the minimum average of two percent (2%),
29 which may include no increase, for employees who receive an overall result of “Needs
30 Improvement” or an overall result of “Unsatisfactory” rating in their performance
31 evaluation. Employees who are still on their probationary period, employees who were
32 promoted within the past year and received an increase as a result of the promotion, and

1 employees who were team leaders and have transferred to a Class or Craft position whose
2 salaries remain frozen until they reach the relevant experience in the salary structure are
3 not eligible for the increase. For employees on a leave of absence, and new hires at the time
4 of the increase, the increase, if any, will be prorated.

5
6 4. DOR + 36 Months, with such Lump Sum becoming effective on the first payroll of July
7 2029, a Lump Sum Payment, equal to two percent (2%) of Base Wage calculated as
8 follows: Base Wage times two percent (2%) times (X) 2,080 hours = Lump Sum Payment
9 for all employees covered under this Collective Bargaining Agreement. Employees who
10 are still in the probationary period are not eligible. For employees on leave of absence and
11 new hires, the Lump Sum Payment, if any, will be prorated.

12
13 5. DOR + 48 Months, with such increase becoming effective on the first payroll of July 2030,
14 Base wages will increase by a minimum average of two percent (2%) for all employees
15 covered under this Collective Bargaining Agreement based on the employee's overall
16 performance evaluation results. Employees whose salaries are at or above the salary scale
17 for the job classification will receive a lump-sum payment instead of a base wage increase.
18 In certain cases, such increase may be less than the minimum average of two percent (2%),
19 which may include no increase, for employees who receive an overall result of "Needs
20 Improvement" or an overall result of "Unsatisfactory" rating in their performance
21 evaluation. Employees who are still on their probationary period, employees who were
22 promoted within the past year and received an increase as a result of the promotion, and
23 employees who were team leaders and have transferred to a Class or Craft position whose
24 salaries remain frozen until they reach the relevant experience in the salary structure are
25 not eligible for the increase. For employees on a leave of absence, and new hires at the time
26 of the increase, the increase, if any, will be prorated.

27
28 6. DOR + 60 Months, with such Lump Sum becoming effective on the first payroll of July
29 2031, a Lump Sum Payment, equal to two percent (2%) of Base Wage calculated as
30 follows: Base Wage times two percent (2%) times (X) 2,080 hours = Lump Sum Payment
31 for all employees covered under this Collective Bargaining Agreement. Employees who

1 are still in the probationary period are not eligible. For employees on leave of absence and
2 new hires, the Lump Sum Payment, if any, will be prorated.

3
4 D. The term of the Collective Bargaining Agreement will be five (5) years as described above,
5 with the last raise being on the amendable date.

6
7 E. Each employee covered by this Collective Bargaining Agreement on the date of ratification,
8 will receive a Ratification Bonus of seven hundred dollars (\$700.00). Such Ratification Bonus
9 will be paid within sixty (60) days after the ratificación of the Collective Bargaining
10 Agreement to all employees covered by this Collective Bargaining Agreement on date of
11 ratification.

12
13
14 **ARTICLE 22 - CHRISTMAS BONUS**
15

16 A. The Company shall pay no later than December 15 a Christmas Bonus.

17
18 B. The bonus will be paid to any employee covered by this Collective Bargaining Agreement who
19 meets the requirements of the Christmas Bonus Law, (Law 148-1969, as amended, Christmas
20 Bonus Law in the Private Sector), as long as business conditions allow and in compliance with
21 PR Law 148-1969, as amended, its applicable Regulation and Puerto Rico Labor Department
22 requirements. The Company reserves the exclusive right to increase the Christmas bonus if
23 business conditions allow.

24
25
26 **ARTICLE 23 – OVERTIME**
27

28 A. All hourly employees covered by this Collective Bargaining Agreement can choose between
29 the following two options until December 15 of the running year, which will be effective from
30 January 1 to December 31 of the following year. Changes to the selected option during a year
31 are not allowed.

1 **B. Option 1:** available to all hourly employees (Direct & Indirect)

- 2
- 3 1. To qualify for this benefit, a full-time employee must work a minimum of eighty (80) hours
- 4 cumulatively in any payroll period. Until an employee reaches eighty (80) hours worked
- 5 in any payroll period, they will be paid straight time for all hours worked excluding any
- 6 hours worked on a scheduled Day Off or the seventh (7th) consecutive day which will be
- 7 paid at the overtime rates as described in 2, 3 and 4 below.

8

9 Example:

10 *An employee works Monday eight (8) hours and works four (4) additional hours, such*

11 *employee will be paid twelve (12) hours at the straight time rate of pay, and the twelve (12)*

12 *hours worked will count towards the eighty (80) hours in a payroll period for the purpose*

13 *of any Overtime Payment as described in one (1) above.*

- 14
- 15 2. Regardless of how many hours if any, an employee works daily or weekly, any hours
- 16 worked on an employee's scheduled First Day Off will be paid at the time and one half (1
- 17 ½) rate of pay for all hours worked. This day off is considered a scheduled Day Off even
- 18 if the company schedules the employee to work under paragraphs (C) and (D) as described
- 19 in the hours-of-service article.

20

21 Example:

22 *An employee who works any hours on their first scheduled Day Off will be paid at the time*

23 *and one half (1 ½) rate of pay for all hours worked regardless of how many hours if any*

24 *the employee may have worked prior to the scheduled Day Off and all hours worked will*

25 *count towards the eighty (80) hours in a payroll period for the purpose of any Overtime*

26 *Payment as described in one (1) above.*

- 27
- 28 3. Regardless of how many hours if any, an employee works daily or weekly, any work on an
- 29 employee's scheduled Second Day Off will be paid at the time and one half (1 ½) rate of
- 30 pay for all hours worked, unless such employee worked any hours on their first scheduled
- 31 Day Off, in which case all hours worked on the second Day Off will be paid at the double
- 32 time (2x) rate of pay. This day off is considered a scheduled day off even if the company

1 schedules the employee to work under paragraphs (C) and (D) as described in the hours-
2 of-service article.

3
4 Example:

5 *An employee who works any hours on their second scheduled Day Off will be paid at the*
6 *time and one half (1 ½) rate of pay for all hours worked regardless of how many hours if*
7 *any the employee may have worked prior to the Day Off unless such employee worked any*
8 *hours on their first scheduled Day Off, in which case all hours worked will be paid at the*
9 *double time (2x) rate of pay and all hours worked will count towards the eighty (80) hours*
10 *in a payroll period for the purpose of any Overtime Payment as described in one (1) above.*

11 *An Employee works no hours on the first scheduled Day Off and works four (4) hours on*
12 *the second scheduled Day Off. Such employee will be paid four (4) hours at time and one*
13 *half (1 ½) rate of pay and will be credited for four (4) hours worked towards the eighty*
14 *(80) hours in a payroll period for the purpose of Overtime Payment as described in one*
15 *(1) above.*

16 *An Employee works four (4) hours on the first scheduled Day Off and works four (4) hours*
17 *on the second scheduled Day Off. This employee will be paid four (4) hours at the time and*
18 *one half (1 ½) rate of pay for the first scheduled Day Off and four (4) hours at the double*
19 *time (2X) rate of pay for the second Day Off and will be credited for four (4) hours worked*
20 *on the first scheduled Day Off and four (4) hours worked on the second scheduled Day Off*
21 *towards the eighty (80) hours in a payroll period for the purpose of Overtime Payment as*
22 *described in one (1) above.*

- 23 4. All hours worked on a seventh (7th) consecutive day will be paid at the double time (2X)
24 rate of pay. All such hours worked will be counted towards the eighty (80) hours in a
25 payroll period for the purpose of Overtime Payment as described in one (1) above.
26
- 27 5. A Payroll Period consists of two weeks for the purpose of calculating the eighty (80) hours
28 as described in one (1) above.
29
- 30 6. Once an employee reaches eighty (80) hours worked in any payroll period, all hours
31 worked above eighty (80) will be paid at the time and one half (1 ½) rate of pay for all

1 hours worked, which are over eighty (80) hours in such payroll period. In addition, all
2 hours worked will count towards the eighty (80) hours in a payroll period for the purpose
3 of Overtime Payment as described in one (1) above.
4

5 7. If an employee works fewer than eighty (80) hours during a payroll period, they will only
6 be paid for any hours worked at straight time rate of pay excluding any hours worked on a
7 scheduled Day Off or a seventh (7th) consecutive day, which will be paid at the overtime
8 rate as described in 2, 3 and 4 above.
9

10 8. Employees who work (or are required to work) more than twelve (12) hours on a calendar
11 day will be entitled to a half-hour (1/2) break with pay. The employee must clock out at
12 the beginning of the break and clock back in at the end of the break in the system or
13 platform established by the Company.
14

15 9. It is not the intent of Lufthansa Technik Puerto Rico to schedule employees for more than
16 twelve (12) hours on any given day unless the needs of service/workload require additional
17 hours, but the parties agree that in no case will any employee be required to work more
18 than sixteen (16) hours unless the employee agrees.
19

20 10. Any employee who chooses option one (1) and has any Bank Hours accumulated from the
21 previous year will be paid out for such Bank Hours at the rate of pay in effect for all Bank
22 Hours.
23

24 11. It is not the intent of Lufthansa Technik Puerto Rico to schedule any employee off to avoid
25 the payment of overtime because an employee has reached the eighty (80) hours as
26 described in one (1) above. This excludes any time off, which may be required due to needs
27 of service, workload and qualifications at the facility.
28

29 12. In calculating the eighty (80) hours as described in one (1) above, the following will be
30 included:
31

1 a) All hours worked including any additional hours paid at straight time. (Bank Hours
2 used in case of no work will be considered as hours worked for the purpose of
3 calculating the 80 hours as described in one (1) above.)
4

5 b) All hours worked on any scheduled Day Off or a seventh (7th) consecutive Day
6 regardless of being paid at Overtime Rate
7

8 C. Option 2: available to all hourly employees (Direct & Indirect)
9

- 10 1. To qualify for this benefit, a full-time employee must work a minimum of eighty (80) hours
11 cumulatively in any payroll period. Until an employee reaches eighty (80) hours worked
12 in any payroll period they will be paid straight time for all hours worked excluding any
13 hours worked on a scheduled Day Off or the seventh (7th) consecutive day which will be
14 paid at the overtime rates as described in 2, 3 and 4 below.
15

16 Example:

17 *An employee works Monday eight (8) hours and works four (4) additional hours, such*
18 *employee will be paid twelve (12) hours at the straight time rate of pay, and the twelve (12)*
19 *hours worked will count towards the eighty (80) hours in a payroll period for the purpose*
20 *of any Overtime Payment as described in one (1) above.*
21

- 22 2. Regardless of how many hours if any, an employee works daily or weekly, any hours
23 worked on an employee's scheduled First Day Off will be paid at the time and one half
24 (1 ½) rate of pay for all hours worked. This day off is considered a scheduled Day Off even
25 if the company schedules the employee to work under paragraphs (C) and (D) as described
26 in the hours-of-service article.
27

28 Example:

29 *An employee who works any hours on their first scheduled Day Off will be paid at the time*
30 *and one half (1 ½) rate of pay for all hours worked regardless of how many hours if any*
31 *the employee may have worked prior to the scheduled Day Off and all hours worked will*

1 *count towards the eighty (80) hours in a payroll period for the purpose of any Overtime*
2 *Payment as described in one (1) above.*

- 3
- 4 3. Regardless of how many hours if any, an employee works daily or weekly, any work on an
5 employee's scheduled Second Day Off will be paid at the time and one half (1 ½) rate of
6 pay for all hours worked, unless such employee worked any hours on their first scheduled
7 Day Off, in which case all hours worked on the second Day Off will be paid at the double
8 time (2x) rate of pay. This day off is considered a scheduled day off even if the company
9 schedules the employee to work under paragraphs (C) and (D) as described in the hours-
10 of-service article.

11

12 *Example:*

13 *An employee who works any hours on their second scheduled Day Off will be paid at the*
14 *time and one half (1 ½) rate of pay for all hours worked regardless of how many hours if*
15 *any the employee may have worked prior to the Day Off unless such employee worked any*
16 *hours on their first scheduled Day Off, in which case all hours worked will be paid at the*
17 *double time (2x) rate of pay and all hours worked will count towards the eighty (80) hours*
18 *in a payroll period for the purpose of any Overtime Payment as described in one (1) above.*

19 *An Employee works no hours on the first scheduled Day Off and works four (4) hours on*
20 *the second scheduled Day Off. Such employee will be paid four (4) hours at time and one*
21 *half (1 ½) rate of pay and will be credited for four (4) hours worked towards the eighty*
22 *(80) hours in a payroll period for the purpose of Overtime Payment as described in one*
23 *(1) above.*

24 *An Employee works four (4) hours on the first scheduled Day Off and works four (4) hours*
25 *on the second scheduled Day Off. This employee will be paid four (4) hours at the time and*
26 *one half (1 ½) rate of pay for the first scheduled Day Off and four (4) hours at the double*
27 *time (2X) rate of pay for the second Day Off and will be credited for four (4) hours worked*
28 *on the first scheduled Day Off and four (4) hours worked on the second scheduled Day Off*
29 *towards the eighty (80) hours in a payroll period for the purpose of Overtime Payment as*
30 *described in one (1) above.*

- 1 4. All hours worked on a seventh (7th) consecutive day will be paid at the double time (2X)
2 rate of pay. All such hours worked will be counted towards the eighty (80) hours in a
3 payroll period for the purpose of Overtime Payment as described in one (1) above.
4
- 5 5. A Payroll Period consists of two weeks for the purpose of calculating the eighty (80) hours
6 as described in one (1) above.
7
- 8 6. Once an employee reaches eighty (80) hours worked in any payroll period, all hours
9 worked above eighty (80) hours will be paid at the straight time rate during the payroll
10 period in which they are worked and the employee will receive an additional 0.5 per hour
11 over the eighty (80) hours worked in such payroll period, which will be deposited into the
12 employees Bank Hours.
13
- 14 7. The Hour Bank can accumulate a maximum of 160 hours, which is equivalent to two full
15 payroll periods, in a calendar year.
16
- 17 8. Once an employee accumulates one hundred sixty (160) hours in their Bank Hours, all
18 hours worked above eighty (80) hours in a payroll period will be paid at the time and one
19 half (1 ½) rate of pay in the payroll period they occur.
20
- 21 9. In case of lack of work, the employee under Option two (2) will automatically be paid from
22 the hours he/she has accrued in the hour bank.
23
- 24 10. Employees who work (or are required to work) more than twelve (12) hours on a calendar
25 day will be entitled to a half-hour (1/2) break with pay. The employee must clock out at
26 the beginning of the break and clock back in at the end of the break in the system or
27 platform established by the Company.
28
- 29 11. It is not the intent of Lufthansa Technik Puerto Rico to schedule employees for more than
30 twelve (12) hours on any given day unless the needs of service/workload require additional
31 hours, but the parties agree that in no case will any employee be required to work more
32 than sixteen (16) hours unless the employee agrees.

1
2 12. It is not the intent of Lufthansa Technik Puerto Rico to schedule any employee off to avoid
3 the payment of overtime because an employee has reached the eighty (80) hours as
4 described in one (1) above. This excludes any time off, which may be required due to needs
5 of service, workload and qualifications at the facility.

6
7 13. In calculating the eighty (80) hours as described in one (1) above, the following will be
8 included:

9
10 a) All hours worked including any additional hours paid at straight time. (Bank Hours
11 used in case of no work will be considered as hours worked for the purpose of
12 calculating the 80 hours as described in one (1) above.)

13
14 b) All hours worked on any scheduled Day Off or a seventh (7th) consecutive Day
15 regardless of being paid at Overtime Rate

16
17 14. Should an employee's hour bank fall to zero, the Company will allow an overdraft of up to
18 160 hours to the negative (equivalent to two full payroll periods).

19
20 15. If an employee's bank hours fall below 160, only the hours worked will be paid 1.0 times
21 the hourly rate.

22
23 16. Once the workload is reestablished, any hours worked above 80 per payroll period will first
24 be used to refill the hour bank to zero until a zero-balanced hour bank is reached again.

25
26 17. Should the hour bank have a positive balance on December 15 of a given year, the
27 remaining hours will be paid out at the employee's hourly rate unless the employee elects
28 to carry over any unused Bank Hours up to forty (40) hours, with any remaining to be paid
29 out.

30
31 18. If the Hour Bank has a negative balance on December 15, the Company will forgive 50%
32 of the negative balance. The remaining 50% will remain as negative hours in the hour bank
33 and will be carried over to the following year.

1 19. If an employee has a negative balance of bank hours as of December 15 and wants to switch
2 to Option 1 for the upcoming calendar year, any hours worked beyond 80 in a payroll
3 period will not be compensated at time and a half (1 ½) until the negative balance of bank
4 hours is reconciled.

5
6 20. If an employee has a negative bank hours balance at the time of their termination of
7 employment—whether due to resignation or dismissal, with or without just cause—that
8 employee must pay the Company 100% of the bank hours owed as of the termination date.
9 The Company will withhold the owed amount from any amount owed to the employee at
10 their termination date.

11
12 21. If the employee chooses this Option, he/she may use for personal reasons up to a maximum
13 of three (3) days per calendar year from the available bank hours, subject to the following
14 conditions:

- 15
16 a) The employee must have taken at least ten (10) days of vacation in the year.
17 b) The employee has not accrued more than twenty-five (25) vacation days.
18 c) Employees must first use all accrued sick days if requested for a reason covered
19 by the employee's accrued sick leave.
20 d) The employee has requested in writing authorization from the supervisor at least
21 five (5) days in advance, and the supervisor has approved the request.

22
23 22. Employees who fail to make an option selection for the first enrollment period would
24 default to option 2. In subsequent enrollment periods, employees who fail to make an
25 option selection would be maintained in their current option.

26
27 23. This Article does not apply to Exempt Employees.

28
29 C. These are the only classifications that will be considered exempt for the purpose of this
30 Article.

- 31 1. On-Site Planner
32 2. Quality Specialist

1 E. Articles of personal protective equipment lost or damaged by the employee will be replaced
2 by the employee at its own cost. Personal protective equipment damaged in the performance
3 of their duties on the job will be replaced by the company at no cost to the employee.
4

5 F. The Company will promptly provide the employees and the Union information about the
6 hazardous material and equipment to which they may be exposed and whenever a new hazard
7 is introduced into the work area. The company will provide applicable training to their
8 employees about the hazardous material and equipment to which they may be exposed.
9

10 G. The company will provide the Union with the results of any required government health and
11 safety survey concerning the employees represented by the Union.
12

13 H. Employees injured while at work shall be given medical attention at the earliest possible
14 moment. Such injured employees will be allowed to obtain medical attention without loss of
15 time only on the day of such injury; thereafter such injured employee will be covered by
16 applicable Federal, State or Local workers compensation laws. It is the responsibility of the
17 injured employees to immediately report work-related accidents, incidents, injuries, and/or
18 illnesses to their immediate supervisor or if unavailable, another member of management.
19

20 I. When the Company is made aware, by the manufacturer or distributor, of a product recall or
21 equipment recall, the Company will take appropriate action to ensure the safety of its
22 employees. The Company will also notify the Union of the issue as soon as possible and of
23 any subsequent action that is taken.
24
25

26 **ARTICLE 25 - TRAVEL TIME EXPENSE** 27

28 A. If an employee is required to work outside of Aguadilla and it is necessary to travel and wait,
29 the Company shall follow its Duty Travel Policy. If the employee uses their own vehicle,
30 he/she shall be paid the DTOP mileage rate.
31

1 **ARTICLE 26 - TEMPORARY EMPLOYEES**
2

3 A. The parties agree that the Company may utilize temporary employees, which does not include
4 sub-contractors, due to operational needs which require additional personnel for a
5 predetermined period of time. Temporary employees may accomplish and perform work not
6 to exceed the term of any applicable Visa, if a Visa is required, if a Visa is not required such
7 temporary employees are limited to one (1) year or the length of an approved Leave of Absence
8 of a covered employee, unless extended by mutual agreement between the Company and the
9 International/District 142 Representative of the Union.

10
11 B. If the need to utilize temporary employees in any job classification is due to a lack of qualified
12 union employees in that job classification, LTPR will provide the necessary training to qualify
13 those employees in that job classification, in seniority order, to minimize the need to utilize
14 temporary employees in the future.

15 The Number of Temporary Employee at the Lufthansa Technik Puerto Rico performing
16 Covered work will not exceed fifteen (15%) percent of the total employees covered by the
17 Collective Bargaining Agreement unless by mutual agreement between the Company and the
18 International/District 142 Representative of the IAM.

19
20 C. The parties agree that operational needs include, capacity issues, emergency situations, carry
21 out a specific project or work, substitute employee during approved leaves of absences, carry
22 out extraordinary or short-term tasks such as, but not limited to, repair of equipment, machinery
23 or company facilities, temporary projects, production increases, production delays and annual
24 inventories. The use of any temporary employees in any classification will not be used to
25 circumvent the hiring of full-time employees.

26
27 D. The Company will not circumvent overtime when utilizing temporary employees. During
28 shift(s) when temporary employees are working, the Company will, at a minimum, offer and
29 award overtime to qualified and available class and craft employees in the same job
30 classification to cover normal lost time (e.g. sick, vacation, FMLA, jury duty, bereavement or
31 any other approved absences that commences within the temporary assignment period).

1 E. Should the Company utilize temporary employees, no employees covered under the Lufthansa
2 Technik Puerto Rico collective bargaining agreement in the same classification will be
3 reassigned, furloughed, or displaced as a result of temporary employees being utilized in the
4 same classification.

5
6 F. If a reduction is required in any classifications that are not utilizing Temporary Employees,
7 any affected employees may displace any Temporary Employee in any classification covered
8 under the Collective Bargaining Agreement if they are qualified to perform the work associated
9 with the job classification or they will be qualified within the term of temporary assignment.

10
11
12 **ARTICLE 27 - SUB-CONTRACTING**
13

14 A. It is agreed that Lufthansa Technik Puerto Rico will have employees covered under this
15 Collective Bargaining Agreement performing the necessary work as outlined in the Job
16 Classification Article, to fulfill the business needs.

17
18 B. Sub-Contracting may happen from time to time, because of various situations. Lufthansa
19 Technik Puerto Rico may need to utilize sub-contractors to perform work normally performed
20 by employees covered under this Collective Bargaining Agreement. The use of sub-contractors
21 to perform any work will not be used to circumvent the hiring of Full-Time employees.
22 Should it be necessary to subcontract any work normally performed by employees covered
23 under this Collective Bargaining Agreement, Lufthansa Technik Puerto Rico, will notify the
24 International/District 142 Union Representative of such action, and upon request by the Union,
25 the Company will promptly meet with the Union to discuss any effect upon the bargaining unit,
26 the scope of work to be sub-contracted and the time period during which the sub-contractors
27 will be used.

28
29 C. No employee covered under this collective bargaining agreement will be displaced or replaced
30 because of any agreement to utilize subcontractors.

1 **ARTICLE 28- NO STRIKE - NO LOCKOUT**
2

- 3 A. There shall be no strikes, work stoppages, picketing, slow down, cessation of work or strike
4 of any kind, including a sympathy strike, by members of the bargaining unit during this
5 Collective Bargaining Agreement. No officer or union representative shall authorize,
6 instigate, and/or condone such activities. No employee shall participate in any of these
7 activities. The Union, its officers and agents, employees covered by this Collective
8 Bargaining Agreement will strictly comply with the RLA and NMB.
9
- 10 B. Any employee who participates in or promotes a strike or other stoppage in violation of this
11 section, even of momentary nature, may be discharged.
12
- 13 C. There will be no lockouts on the part of the Company during the term of this Collective
14 Bargaining Agreement.
15

16
17 **ARTICLE 29 - ACCESS TO FACILITY**
18

- 19 A. International/District 142 Officers, Accredited Representatives, or Local Officers of the Union after
20 coordination with the Head of the People Department and/or their designated representative may,
21 during regular working hours, have access to the facility of the Company, for the purpose of official
22 Union Business of the Contracting Unit. Notice of an intended visit will be given by the Union to the
23 Head of the People Department and/or their designated representative under normal circumstances five
24 (5) business days prior to such visit and in urgent situations twenty-four (24) hours prior to such visit.
25
- 26 B. Such visits by the Union are not intended to interrupt the proper and normal operations of the Company.
27
- 28 C. During the visit, International/District 142 Officers, Accredited Representatives, or Local Officers of
29 the Union must comply with federal, state, or local regulations applicable to LTPR operations.
30
31
32

1 **ARTICLE 30 - DELEGATES AND REPRESENTATIVES OF THE UNION**
2

- 3 A. The parties agree that the Union shall appoint three (3) delegates and three (3) sub-delegates
4 who are included within the Contracting Unit, who shall at all times be employees of the
5 Company within the Contracting Unit.
6
- 7 B. Sub-delegates shall only exercise the functions of the delegate when the delegate is not
8 available.
9
- 10 C. These delegates shall act as such in all matters related to complaints and grievances during the
11 last hour of their shift or during the time agreed with their supervisors. In the event that the
12 matter extends beyond the time at which their work shift ends, such time will not be paid. The
13 exercise of the functions of the delegate, or in their absence those of the sub-delegate, will not
14 affect and/or interrupt the good and normal functioning of the operations and services of the
15 Company.
16
- 17 D. The Union shall notify the Company's People Department in writing of the names of such
18 delegates and sub-delegates as soon as they are appointed and shall also notify in writing when
19 changes are made.
20
- 21 E. Subject to Collective Bargaining Agreement of the parties in Section 3 of this Article, the
22 Company agrees that it will allow delegates to properly fulfill their responsibilities, provided
23 that their activities are notified and coordinated with the immediate supervisor and/or
24 department manager.
25
- 26 F. The visits of the Union's representatives to the Company will be coordinated with the Head of
27 the People Department or their authorized representative at least five (5) working days in
28 advance. Meetings will be held in the Company's People Department. The meeting time frame
29 will be discussed with the Head of the People Department.
30
31
32
33

1 **ARTICLE 31- INSURANCE & OTHER BENEFITS**

2
3 A. The following described benefits will be provided to all employees covered under this
4 Collective Bargaining Agreement. During the life of this Collective Bargaining Agreement,
5 the parties agree that there will be no reduction of such benefits unless specifically stated
6 otherwise.

7
8 B. If New benefits are offered above those listed below or are required by Puerto Rico law,
9 Lufthansa Technik Puerto Rico will meet with the Union to discuss implementation of such
10 benefits.

11
12 1. The Company will provide employees covered by this Collective Bargaining Agreement,
13 Medical, dental, vision and prescription insurance. The Company will be responsible for
14 seventy (70%) of the full cost and the employee will be responsible for thirty (30%) of the
15 full cost.

16 Example of 2024 Cost Breakdown:

17

Status	2024 Full Monthly Cost	Company Yearly Share 70%	Employee Yearly Share 30%	Bi-Weekly Employee Contribution
Employee	\$152.48	\$1280.83	\$548.93	\$21.11
Couple	\$303.65	\$2550.66	\$1093.14	\$42.04
Family	\$359.43	\$3019.21	\$1293.95	\$49.77

18
19 *The above chart is for illustration purposes only and each year the full cost of the plan will*
20 *be established. Once the full cost is determined, the Company will be responsible for*
21 *seventy (70%) of the Full Cost and the Employee will be responsible for thirty (30%) of the*
22 *Full cost.*

23
24 2. The Company will provide employees covered by this Collective Bargaining Agreement,
25 Basic Amount of Life Insurance: a maximum amount equal to 2 times the employee's
26 annual rate of basic Earnings, subject to a maximum of \$300,000 without Evidence of

1 Good Health, rounded to the next higher multiple of \$1,000, if not already such a multiple.
2 In no event, however, will the Basic Amount of Life Insurance be less than \$10,000. This
3 Life Insurance will be paid 100% by the Company.
4

5 3. The Company will provide employees covered by this Collective Bargaining Agreement a
6 Business Travel Accident Insurance, which provides AD&D and other benefits in case of
7 certain events during business travel accident. This insurance will be paid 100% by the
8 Company.
9

10 4. The Company will provide all employees covered by this Collective Bargaining
11 Agreement, Eligible after 6 months of employment for discounted rates for stand-by or
12 confirmed flights on Lufthansa Airlines. This benefit is provided to employees covered
13 under this Collective Bargaining Agreement and is subject to change or elimination from
14 the Parent Company and not Lufthansa Technik Puerto Rico.
15

16 5. The Company will provide employees covered by this Collective Bargaining Agreement
17 SINOT, Chauffeur's Social Security, Workers' Compensation (FONDO), FMLA, ACAA,
18 Maternity Leave, Break Time for Nursing Mothers, among others, as provided by
19 applicable laws.
20

21 6. The Company will provide employees covered by this Collective Bargaining Agreement
22 reimbursement to support our employees to obtain degrees relevant to the business and
23 needs of the Company. Up to \$2,000 per semester for credit courses.
24

25 7. The Company will provide employees covered by this Collective Bargaining Agreement
26 Dollar for Dollar employer match up to 6% of employee's salary in a 1165(e) savings plan.
27 The vesting for any Company Match is as follows:
28

- 29 a) 1 year of service – 33%
 - 30 b) 2 years of service – 66%
 - 31 c) 3 years and up -100%
- 32

1 8. The Company will provide employees covered by this Collective Bargaining Agreement,
2 Accidental Death and Dismemberment Insurance equal to two (2) times annual earnings,
3 subject to a minimum of \$10,000 and maximum of \$300,000 rounded to the next higher
4 \$1,000 if not already a multiple of \$1,000. This insurance will be paid 100% by the
5 Company.

- 6
- 7 a) Percentage of Principal Sum for Loss of
- 8 b) Life 100%
- 9 c) Both Hands 100%
- 10 d) Both Feet 100%
- 11 e) Sight of Both Eyes 100%
- 12 f) One Hand and One Foot 100%
- 13 g) Speech and Hearing 100%
- 14 h) Either hand or Foot Sight of One Eye 100%
- 15 i) Movement or Both Upper and Lower Limbs (Quadriplegia) 100%
- 16 j) Movement or Both Lower Limbs (Paraplegia) 75%
- 17 k) Movement or Both Upper and Lower Limbs of One Side of Body 50%
- 18 (Hemiplegia)
- 19 l) Either hand or Foot 50%
- 20 m) Sight of One Eye 50%
- 21 n) Speech or Hearing 50%
- 22 o) Thumb and Index Finger or Either Hand 25%
- 23
- 24

25 **ARTICLE 32 - NEW EQUIPMENT AND NEW TECHNOLOGY**

26

27 A. The Company reserves the right to implement new technology and/or equipment
28 and/or procedures at the time and in the manner designated by the Company. The
29 operation of the new equipment and/or technology or procedure will be assigned to
30 employees covered by this Collective Bargaining Agreement as described in the
31 Classification Article who normally perform such work that requires the new
32 technology. When new equipment and/or technology is put into service by the

1 Company, those employees who will be required to perform such work, will be trained
2 on the new equipment and/or technology. Employees shall be given every opportunity
3 with comprehensive instructions to become familiar with the new equipment and/or
4 technology.

- 5
- 6 B. This article is not intended to prohibit the Company from training and/or assigning to
7 other individuals the operation of such new technology and/or equipment and/or
8 procedures to ensure that the needs of the operation are satisfied, to supplement
9 employees covered by this Collective Bargaining Agreement, and to comply with
10 applicable regulations.

11

12

13 **ARTICLE 33- IAM UNION BULLETIN BOARD**

14

- 15 A. The Company will provide a locked and secured bulletin board at the facility, where employees
16 are employed, marked International Association of Machinist, AFL-CIO, and the appropriate
17 Local number, for the posting of official notices of Union activities not inconsistent with the
18 Railway Labor Act, as amended. Notices will bear the signature of an officer of the Union and
19 will not contain anything of a defamatory or personal nature attacking the Company or its
20 representatives. No political or religious circulars, propaganda or advertisements will be
21 placed on the bulletin board or in violation of Company policies, local and federal laws, and
22 regulations. The Company will not oppose the Union's posting of any communications
23 offering benefits provided by any insurance company sanctioned by the Union on the bulletin
24 board for employees covered under this Collective Bargaining Agreement.

- 25
- 26 B. The Company and the Union will work together to identify a location for the Bulletin Board
27 that will be easily accessible to all employees.

28

1 People's Department representative will be present when an employee's Human Resources
2 File is reviewed. In case of a grievance, and prior to the hearing, at the Unions written request,
3 the Company will provide copy of relevant documentation.
4

5 H. Disciplinary actions including documented verbal warnings, written warnings and suspensions
6 issued to employees covered by this Collective Bargaining Agreement shall not remain in
7 effect for a period of more than three (3) years from date of said disciplinary action.
8

9 I. Employees who resign will give the Company at least two (2) weeks' notice of resignation in
10 writing. The Company may, at its option, give the employee two (2) weeks of pay at his regular
11 hourly rate, in lieu of working the notice period.
12
13

14 **ARTICLE 35 - ADVERSE CONDITIONS DAY AND FACILITY CLOSURE** 15

16 A. Adverse Condition Day - When a decision is made by Federal, State or Local Government
17 officials that prohibits an individual employee from reporting to work (i.e. Travel Ban, Curfew,
18 or State of Emergency), the employee will notify the Company as soon as practical, and the
19 Company will approve the options listed below.
20

21 1. An employee who is scheduled to work will be entitled to full pay for the first day of such
22 Adverse Condition.
23

24 2. After the first day of an Adverse Condition Day the employees may use any other
25 compensated time off (excluding sick pay) to make up his wages for time missed when
26 absent due to adverse conditions.
27

28 3. If any of the above applies, an employee will not be charged with an absence/tardiness
29 under the Attendance and Punctuality Policy.
30

31 B. Facility Closure - Employees will be notified by the Company of any unplanned and

1 unforeseeable facility closure and shall be paid as follows.

- 2 1. An employee who is scheduled to work will be entitled to full pay for the first day of such
3 Facility Closure.
- 4
- 5 2. After the first day of a Facility Closure the employees may use any other compensated time
6 off (excluding sick pay) to make up his wages for time missed when absent due to Facility
7 Closure.
- 8 3. If any of the above applies, an employee will not be charged with an absence/tardiness
9 under the Attendance and Punctuality Policy.

12 **ARTICLE 36 - MODIFICATIONS TO THE AGREEMENT**

- 14 A. No alteration, variation, waiver, or modification of any of the terms, conditions or
15 agreements contained in this Collective Bargaining Agreement shall be made by any
16 employee or group of employees with the Company, and in no event shall it be binding
17 on the parties, unless such agreement is made in writing, is executed between the parties.
- 18
- 19 B. The waiver of any violation or condition of this Collective Bargaining Agreement by any
20 of the parties shall not constitute a precedent for the future enforcement of all terms and
21 conditions contained herein.

24 **ARTICLE 37 - UNIFORMS**

- 26 A. The Company will supply each production employee covered by this Collective Bargaining
27 Agreement a standard uniform set every two (2) years. A standard uniform set consists of six
28 (6) short sleeve shirts and six (6) pairs of shorts or trousers. The employees will be allowed to
29 wear union pins.
- 30 B. Uniforms provided by the company will be cleaned and cared for properly, at the employee's
31 expense. The uniform is intended to be worn while on duty only, but traveling to and from
32 work is considered on duty. All uniforms provided by the company will remain the property
33 of the company and are to be returned when no longer required, unless otherwise specified.

1 C. Employees who lose uniform pieces or damage uniform pieces as a result of improper
2 care/maintenance or cleaning or as a result of not wearing personal protective equipment will
3 be responsible to pay for replacement pieces. Uniform pieces damaged in the performance of
4 their duties on the job will be replaced by the company at no cost to the employee.

5
6
7 **ARTICLE 38 - COMPLAINTS, GRIEVANCES AND ARBITRATION PROCEDURE**
8

9 A. - Procedure

10 1. Grievance procedures may be invoked only by authorized Union Representatives,
11 Delegates in conjunction with the employee, or the Employer.

12
13 2. Any complaints, controversy, misunderstanding or dispute the parties may have with
14 regard to the interpretation or administration of the Collective Bargaining Agreement will
15 be resolved in the following way, unless it is mutually agreed in writing between the
16 Company and the Union.

17
18 3. Any grievance not presented, taken to the next step or answered within the established
19 timeframe will be resolved based on the Company's last position if the Union fails to abide
20 with the agreed timeframe.

21
22 B. – Complaints / Grievances Procedures

23 1. First Step

24 The grievant, or the employee in conjunction with the Delegate, may bring to their immediate
25 supervisor and/or department manager, in writing, any matter for which he or she feels
26 aggrieved within five (5) working days following the facts that are the subject of the
27 complaint. The immediate supervisor and/or department manager and the grievant may try
28 to resolve the matter through such discussion. The employee may request the presence of
29 the Delegate. The immediate supervisor and/or the department manager shall answer the
30 complaint in writing within five (5) working days of the receipt of the complaint. In the
31 event that the grievant is not satisfied with the answer provided by the immediate supervisor

1 and/or department manager or the immediate supervisor and/or department manager does
2 not respond in writing within five (5) working days of the receipt of the complaint, the
3 complaint will be deemed denied and the grievant and/or the Delegate must file the complaint
4 in the Second Step as established in the Complaints and Grievances Procedure.

5 6 2. Second Step

7 If there is no settlement of the complaint or grievance in the first step, the grievant and the
8 Delegate shall submit the complaint in writing in the second step to the Head of the People
9 Department or their authorized representative, within five (5) working days of the answer to
10 the complaint in the first step or the date on which the supervisor and/or department manager
11 should have answered. Such a complaint must state the details of the incident on which the
12 complaint is based; it must specify the section or sections of Collective Bargaining
13 Agreement that are considered to have been violated, and it must propose the solution sought
14 by the grievant and the Delegate.

15
16 If the complaint is not submitted to the Head of the People Department or their authorized
17 representative in the manner set forth above and within the prescribed time limit, the matter
18 will be considered definitively settled and/or that the complaint has been withdrawn.

19
20 The Head of the People Department or their authorized representative will have five (5)
21 working days after receipt of the written complaint to provide a response in writing. If such
22 an answer is not given within the prescribed period of time, it will be presumed that the
23 complaint has been denied. In the event that the grievant is not satisfied with the answer
24 provided by the Head of the People Department or their authorized representative or the Head
25 of the People Department or their authorized representative does not respond in writing
26 within five (5) working days of the receipt of the complaint, the complaint will be deemed
27 denied and the grievant and the Delegate on behalf of the Union may proceed to the third
28 step.

29 Any agreement reached by the parties at any step of the Complaints and Grievance Procedure
30 is final and binding upon the parties.

31

1 3. Third Step - Arbitration

2 In the event that the grievant is not satisfied with the answer provided by the Head of the
3 People Department or their authorized representative or the Head of the People Department
4 or their authorized representative does not respond in writing within five (5) working days
5 of the receipt of the complaint, the grievant and the Delegate on behalf of the Union may, no
6 later than ten (10) working days after the decision becomes known, request arbitration. The
7 arbitration shall be requested from the Director of the Conciliation and Arbitration Bureau
8 of the Department of Labor of Puerto Rico and in accordance with the regulations that govern
9 it.

10 C. – Authority of the Arbitrator

11 The Arbitrator shall have the authority to apply the provisions of this Collective Bargaining
12 Agreement, and to render a decision, on any grievance coming before him/her, but shall not
13 have the authority to amend or modify this Collective Bargaining Agreement or establish
14 new terms and conditions under this Collective Bargaining Agreement. The decision of the
15 Arbitrator shall be final and binding on the parties and employees involved and must be
16 issued in accordance to law.

17 1. Exclusion

18
19 All the rest of the employees, including but not limited to managerial employees,
20 supervisors, managers, office clerical employees, administrative employees, salespersons,
21 officials, confidential employees, and security guards, as defined by law.