

Effective Date: March 1, 2012

## ARCOS Callout Expectations Summary

Objective; this document details expectations for ComEd represented employees who are required to respond to ARCOS callouts and their respective Supervisors responsibilities. This document supersedes in its entirety the ARCOS Callout Summary document dated 9/12/2008.

### **1. Represented Employee ARCOS Responsibilities:**

- 1.1. An employee is required to have a 35% or greater callout response performance, for all types of callouts, if they receive 7 or more callouts in a 6-month review period. (Review periods are: January 1 through June 30, and July 1 through December 31.).
- 1.2. An employee is required to establish their own Personal Identification Number (PIN) in the ARCOS Voice Response Unit (VRU).
- 1.3. An employee shall ensure their contact phone numbers are correct.
- 1.4. An employee has the obligation to immediately notify their supervisor upon any change to a contact number or identifying an invalid contact number. (Inaccurate phone numbers in ARCOS are not a basis for having callout results reversed/corrected.) Employees can contact their Timekeeper, Supervisor, MyHR (at 1-877-7EXELON or 1-877-739-3566) or the ARCOS Administrator to have their ARCOS contact number updated.
- 1.5. Employees should review the ARCOS Availability Report for inaccuracies or other extenuating circumstances for callout corrections and report them immediately (within 10 business days after the posting of the latest Availability Report) to the supervisor. Submittal for the correction shall be documented per the instructions of Management Model Document #AD-CE-P030. Click on the below link to access the document. [http://mgmtmodel.exeloncorp.com/AllDocs/2009-04-17T07-24-15Z/AD-CE-P030\\_HRSP2V.doc](http://mgmtmodel.exeloncorp.com/AllDocs/2009-04-17T07-24-15Z/AD-CE-P030_HRSP2V.doc)
- 1.6. Employees may call into the ARCOS Voice Response Unit (VRU) to obtain their Availability Response Rate. (ARCOS Phone Number 1-866-402-7267, Press "4").
- 1.7. Employees are responsible for checking out with the Supervisor, On Duty FLS, or OCC at the end of a callout/holdover.

**NOTE:** Employees can designate up to three phone numbers to receive callouts, including a company-provided pager and a temporary contact number in the event that they are out of reach at one of their previously listed three contact numbers. Providing more than one contact number does not increase the number of actual call-outs received, charged or credited.

### **2. Supervisor ARCOS Responsibilities:**

- 2.1. Supervisors shall maintain current and accurate roster and schedule data in ARCOS, as defined in the Standard & Directive TRM-ARC-001 on ARCOS Schedule & Roster Maintenance.
- 2.2. Supervisor or designee, posts the Callout & Response Availability report on the first day of the pay period.
- 2.3. In the event an issue arises to where the supervisor is unable to resolve, they are to immediately elevate alleged extenuating circumstances to their Manager.
- 2.4. Supervisors shall investigate circumstances related to corrected responses PRIOR to performing correction, and communicating resolution of the dispute back to the employee and correcting in ARCOS, if applicable, **within 5 business days** after receipt of dispute submittal.

## **2. Supervisor ARCOS Responsibilities: (Cont'd.)**

- 2.5. Supervisors shall enforce the rules of Callout & Response Process:
  - 2.5.1. Supervisors shall issue Discipline, Discipline Reminder, Free Weekend Pass, & Remediation Letters to employees within 30 days after receipt of information from Human Resources.
  - 2.5.2. Upon issuing the letter to the employee Supervisors must complete ComEd Communication Meeting Protocol Discipline Administration Supervisory Checklist.
  - 2.5.3. Supervisors should enter a note in PECS that this meeting has taken place and keep a copy of the letter and completed checklist for the employees' departmental file.
- 2.6. Supervisors shall return completed ComEd Communication Meeting Protocol Discipline Administration Supervisory Checklist and a copy of the signed Discipline letter to Human Resources for entry into discipline database.

## **3. ARCOS Callout Types**

Below are the types of callouts made through ARCOS:

- 3.1. **Normal** callouts are used for the majority of all callouts performed. Employees will not be charged for the first pass through the roster on a Normal callout, under the "First Call Free" program, but will be charged if a second callout to the employee is received.
  - 3.1.1. The roster is run twice (if the number of positions needed is not met on the first pass through the roster).

On the first pass, the employee will hear "this is a voluntary callout."  
On the second pass, employees will hear "this is a chargeable callout."
  - 3.1.2. If a second call is made, there is a 20-minute delay between the first and second pass through the roster(s).
- 3.2. **All Hands** callouts are reserved for events requiring all qualified and available personnel to respond, as deemed by the Emergency Response Director, Regional Emergency Response Manager, Regional Manager or their designee(s).
  - 3.2.1. With an All Hands Callout, the roster is run once (there is no First Call Free for this callout type). The employee will hear "this is a chargeable callout."

## **4. General Callout and Response Process Guidelines**

### **Employees' obligation to respond to callouts:**

- 4.1. Employees have a 20-minute grace period to call back and accept a callout.
  - 4.1.1. The 20-minute clock begins with the start of the call to his/her last listed device.
  - 4.1.2. If the callout is not filled, the employee can accept the callout, even if outside of his/her 20-minute grace period.
  - 4.1.3. If the callout is filled, the employee must still attempt to accept the callout (by calling the inbound VRU) within the 20-minute grace period in order to be excused.

#### **4. General Callout and Response Process Guideline (Cont'd.)**

- 4.2. If accepted, employees should generally report to work in approximately the same time of the normal commute for regular work, considering the time to prepare work clothing, materials, etc.
  - 4.2.1. If an employee cannot report within this general timeframe, the employee shall call the supervisor to communicate an estimated time of arrival. The supervisor will determine if the delayed reporting time is acceptable for that callout response, but the reporting time shall generally not exceed 2 hours.
- 4.3. Employees reporting to work must be fit for duty.
- 4.4. Employees will be charged a maximum of two declines in a 24-hour period (midnight to midnight).
- 4.5. Callouts for upgraded job classifications - A different callout ID should be used. Employees will be called if they are qualified to perform the work related to the callout, however, they will not be charged with a decline if the callout is not accepted. If a callout is accepted, the acceptance will be added to the employee's availability response rate for the review period.

#### **5. Progressive Discipline/Remediation Process**

- 5.1. Employees who do not meet the callout and response performance expectations will be subject to progressive discipline.
  - 5.1.1. For all callout types, employees with 7 or more calls in a 6-month review period (January 1 through June 30, and July 1 through December 31) are required to have a 35% or greater callout response performance.
  - 5.1.2. For All Hands callouts, failure to contact the duty supervisor upon receiving an All Hands message can result in a conversation with their immediate supervisor upon return to work. During this conversation, the supervisor will determine if the reason given was appropriate. If not acceptable, the employee(s) may be subject to appropriate administrative action.
  - 5.1.3. Employees can remediate their callout response disciplinary record by meeting the expectations for any two successive review periods. A threshold of 7 calls per each 6-month review period must be achieved. In doing so, their callout response disciplinary record will be reduced by one step, but the employee will not receive any back pay for any disciplinary action for time off.
  - 5.1.4. Starting in 2008, Employees may be eligible for further remediation and have any prior ARCOS progressive discipline reduced by two levels if during two successive 6-month review periods (12-months) they achieve a 70% or better callout performance in each 6-month review period. A threshold of 7 calls per each 6-month review period must be achieved. In doing so, their callout response disciplinary record will be reduced by two steps, but the employee will not receive any back pay for any disciplinary action for time off.
- 5.2. Employees who achieve an 80% response rate or higher will be eligible for a **Free Weekend Pass** from callout obligation.
  - 5.2.1. The free weekend pass is only good for the review period following that in which it was earned. It may not be carried over.
  - 5.2.2. Employees may still work non-callout related overtime (Valtin, etc.) during the weekend in which they use their free weekend pass.

## **6. Other Rules:**

### **6.1. Vacations / Floating Holidays:**

- 6.1.1. A vacation day is considered midnight to midnight. A full week of vacation is Sunday midnight to Sunday midnight.
- 6.1.2. A floating holiday exempts the employee from callout only for their regularly scheduled shift, not for the entire 24-hour period. However, if a floating holiday is used in conjunction with a vacation day(s) to comprise a full week, then the employee is exempt from callout for the entire 24-hour period on the day(s) the floating holiday are used.
- 6.1.3. Employees are not available the Saturday/Sunday following a full vacation week just completed (Monday-Friday). The rules allow an employee to be excused from callout the weekend prior to the scheduled full week of vacation. However, the employee must give notice in writing and he/she would like to be excused from the weekend prior to the scheduled full week of vacation and get prior approval from his/her supervisor to be excused the weekend before.
- 6.1.4. Effective 7/1/2008, when an employee has previously scheduled and has been approved for vacation days (including floating holidays) that are less than a full week and which immediately precede and follow scheduled regular days off (i.e. Floating Holiday on Friday, RDO on Saturday and Sunday, and Vacation on Monday), the Company will afford the employee the opportunity to be exempt from ARCOS Callout, during the scheduled regular days off subject to the following:
  - 6.1.4.1. Employee must obtain supervisor approval in order to be eligible for this weekend free pass.
  - 6.1.4.2. The Company reserves the right to call the employee out in the event operating conditions required it to do so. In no case will the employee be charged a call if the employee elects not to respond.
- 6.1.5. Employees on vacation may be called out under extreme conditions, but will NOT be charged if they do not report to work.

### **6.2. Code 22/Sick Time:**

- 6.2.1. Employees will be exempt from callout on the day that they are on Code 22/sick time (the 24-hours clock will start at the employee's normal shift start time, and will end 24 hours later). (For example if an employee's start time is 0700, and they call in sick, ARCOS should be updated for a Schedule Exception to start at 0700 on the day they call in, to 0700 the next day.)
- 6.2.2. **In situations where the employee is on Code 22/sick leave on a Friday, or the day before his/her regular day off (RDO), the employee will be eligible for callout on the weekend or RDO. To be excused from the weekend or RDO callouts, the employee must provide medical documentation.**

### **6.3. FMLA**

- 6.3.1. Employees can be exempt from callout for the days specified, if properly documented and approved, FMLA (or other approved leave) indicates the employee is not available for overtime.

### **6.4. Death in Family, Funeral Leave, Bereavement Time**

- 6.4.1. Employees can be exempt from callout for the days specified per the Collective Bargaining Agreement (CBA) or at the Supervisor's discretion.

**Other Rules: (Cont'd.)****6.5. Mutual Aid:**

- 6.5.1. When practicable, if a Mutual Aid assignment is made via the ARCOS system the Supervisor or designee will record a Custom Message with the details of the Mutual Aid assignment.
- 6.5.2. Employees interested in the mutual aid assignment must contact the supervisor or designee within two (2) hours of notification to the employees' last listed device to accept such assignment.
- 6.5.3. Employees will not be granted an acceptance if they accept the Mutual Aid assignment nor will they be charged a decline if they refuse the Mutual Aid assignment. Employees who accept the assignment, if eligible, will be entitled for Call-back allowance per the CBA.

The ARCOS Callout Expectations Summary is not inclusive of all aspects of the ARCOS callout process. Additionally, and consistent with the rights under the Collective Bargaining Agreement (CBA), Management of the Company reserves all it's rights and privileges to amend any provision in this summary.

**References:**

- Standard & Directive TRM-ARC-0001, ARCOS Schedule & Roster Maintenance
- Management Model Document, ARCOS Corrected Response Process, AD-CE-P030
- HR Callout & Response Process

**Document History:**

<b>Revision 0, Date 3/1/2012</b>	
Writer	Dorothy Mitrenga
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