

Letter of Agreement

Conduent State & Local Solutions, Inc. (“Conduent”)

-and-

Communications Workers of America, AFL-CIO (“the National Union”)

CWA Local 1102 (“the Union”)

Extension of Contract and Related Clarifications

Conduent and the Union agree that the term of the collective bargaining agreement between them effective January 12, 2017 (“Agreement”) shall be extended through 11:59 pm on February 29, 2024, pursuant to Article 38 of the Agreement. All the terms and conditions of the existing Agreement are extended through and including February 29, 2024. All the dates in the Agreement shall be adjusted to reflect the new term.

In order to avoid misunderstanding between the parties, the following clarifications apply to the extension:

1. Article 15: Effective pay period beginning January 7, 2023, a minimum base rate will be established for each job title and department as outlined in the “Agreement Compensation Matrix” (attached to this agreement). For all employees currently not meeting the minimum base rate, their rate will be increased to the minimum base rate according to their role.
2. Article 15: Effective pay period beginning July 8, 2023, employees who are on Non-ABC Compensation and eligible as determined by the Q1 performance review cycle will be considered for a merit increase with the current increase percentages in the Agreement compensation matrix attached.
 - Exceeds Expectations: 3.5%
 - Meets Expectations: 2.85%
 - Active employees assigned to an eligible position on or after January 1st of the plan year as outlined in the Collective Bargaining Agreement will receive a 1% increase.
3. Article 15(1)(b): Employees must be in good standing with regard to overall performance. Work leads will not be eligible for the incentive if the work lead has an active formal Final Written Warning (above a Written Warning) for failing to meet the minimum requirements of his/her position which includes, but is not limited to, violations of a policy, failing to meet standards, or failing to

address safety, performance or policy violations. This does not include counseling for failing to adhere to attendance standards as this is included as a component of the incentive program.

4. Article 16(1)(a-d): Effective the pay period beginning January 7, 2023, ABC plan rates will change based on the Agreement Compensation Matrix. See attached updated chart.
5. Article 16(1)(j): Effective the pay period beginning January 7, 2023, "99" time rates will increase by \$0.50. See attached Agreement Compensation Matrix.
6. Article 16(1)(k): Effective the pay period beginning January 7, 2023, no employee on ABC pay will earn less than \$17.25 per hour.
7. Article 12(3): Tardy: For a Work from Home employee a tardy consists of missing scheduled work start time by 8 minutes or more. The calculation is based on FEPS log in time.
 - 8 to 45 minutes: .25
 - 45.01 minutes or more: .50
8. Article 17: Conduent will offer healthcare benefits to eligible employees in 2023 and 2024.
9. The Work from Home Program as established by Conduent will continue and the parties will agree to the minimum requirements for the program as outlined below;
 - Work from Home employees will continue to comply with the standards previously established to support work from home production.
 - Call Center Work from Home employees must connect through a hard-wired connection. Upon request from employee, Conduent will provide the supporting cables and wires for the hard-wired connection.
 - Hot spots are not permitted, use of hotspots may be subject to disciplinary action.
 - Work from Home employees must work at the approved address on file. At no time may an employee work outside of the Greater New York City area without management's prior approval. At no time is an employee permitted to take Conduent equipment outside of the domestic United States, access Conduent / client systems or provide any work product outside of the domestic United States. If an employee accesses Conduent's systems or information in these circumstances, access

shall be terminated, and employee may be subject to immediate suspension pending a review for termination of employment.

10. Article 22 – Holidays: Juneteenth is added into the observed and paid holidays.
11. Article 24; Section 2: Replace with - Paid sick time may be used in two (2) hour increments or greater. An employee who becomes sick at the end of his/her shift may use paid sick time in increments of less than two (2) hours.
12. Article 26; Section 4: Except as set forth in paragraph 8, time off for Union activities under this section will be limited to no more than one hundred twenty (120) hours per Union Representative. For two (2) named and authorized Union Representatives additional time, above the 120 hours, may be requested by the Union and will not be unreasonably withheld.
13. The Company agrees that it will give the Union at least two (2) weeks' or as much as foreseeable notice before adopting or changing any rule, policy, or practice. If the Union requests, the employer will engage in good faith negotiations before carrying out any such changes where mandatory subjects of bargaining are impacted.
14. The Company and the Union agree to meet upon request by either party on the following sub-committees:
 - Work From Home/Training and Development - Monthly
 - Work Leaders/Analysts - Monthly
 - Scheduling – Upon request by either party
 - NY E-ZPass Contract Status – Upon request by either party

Nothing in this agreement will prevent the Union or Conduent from exercising their respective rights under the Agreement.



**Representative: Krista Abbruzzese, Conduent Human Resources
Conduent State & Local Solutions, Inc.**

Date: December 20, 2022

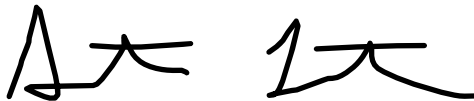
**Representative: Scott Ryan, Program Manager
Conduent State & Local Solutions, Inc.**

Date:



Representative: Steve Delanni, CWA Staff Representative

Date: December 20, 2022



Representative: Steve Lawton, President, CWA Local 1102

Date: December 20, 2022

Attachment: Agreement Compensation Matrix (ABC Rates, Non-ABC (RBC) Rates)

2023 Agreement Compensation Matrix

2023 ABC Rates	
ABC Base Subsidy Rate (Current)	New 2023 ABC Base Subsidy Rate
\$16.50	\$17.25

*2022 is highlighted in yellow

*2023 is highlighted in Orange

99 Time Rates		Rate increase 2023
Department	2022	\$0.50
Call Center	\$ 18.0000	\$ 18.5000
Device Exchange (Tags)	\$ 18.0000	\$ 18.5000
Correspondence	\$ 19.0000	\$ 19.5000

2023 Agreement Compensation Matrix

Call Center (CSR) ABC Rates				
Activity/Task	QA Grade B Rate	Rates for 2022 (2.25%)	Rates for 2023 (ACW 3.3%)	6%
GENERAL CALLS		\$ 1.1254	\$ 1.1930	
VIOLATIONS CALLS		\$ 1.2403	\$ 1.3147	
BUSINESS CALLS		\$ 0.9991	\$ 1.0591	
RETAIL SALES CALLS		\$ 1.2977	\$ 1.3756	
SPANISH CALLS		\$ 1.3781	\$ 1.4608	
TOLL BILLS		\$ 1.2633	\$ 1.3391	
AFTER CALL WORK (Per Second)		\$ 0.0046	\$ 0.0049	
NEW VCC - SECURE PAYMENT (Per Second)			\$ 0.0050	

Per hour \$ 17.51

Per hour \$ 18.00

*2022 is highlighted in yellow

*2023 is highlighted in Green

2023 Agreement Compensation Matrix

Correspondence (CSR) ABC Rates Activity/Task	Rates 2022 2.25%	*2023 Rate Increase Varies	*2023 Rate Increase Difference	*2023 Rate Variance
ACCT. UPDATE DEMOGRAPHICS	\$ 1.2666	\$ 1.3300	5.00%	0.06
ACCT. UPDATE PAYMENT_INFO	\$ 1.2666	\$ 1.2666	0.00%	-
ACCT. UPDATE PLANS	\$ 1.2666	\$ 1.2666	0.00%	-
ACCT. UPDATE VEHICLES	\$ 1.4041	\$ 1.4743	5.00%	0.07
DISPUTE FEE	\$ 1.4041	\$ 1.4743	5.00%	0.07
DISPUTE PAYMENT – PARKING	\$ 1.2666	\$ 1.3300	5.00%	0.06
DISPUTE PAYMENT - REPLENISHMENT	\$ 1.4041	\$ 1.4743	5.00%	0.07
FULFILLMENT APPLICATION	\$ 1.2666	\$ 1.2666	0.00%	-
FULFILLMENT BAG	\$ 1.2666	\$ 1.2666	0.00%	-
FULFILLMENT –FULFILLMENT	\$ 1.2666	\$ 1.2666	0.00%	-
FULFILLMENT PROFILE	\$ 1.2666	\$ 1.2666	0.00%	-
FULFILLMENT SCREWS	\$ 1.2666	\$ 1.2666	0.00%	-
FULFILLMENT STRIPS	\$ 1.2666	\$ 1.2666	0.00%	-
MAIL HOUSE REQUEST	\$ 1.2666	\$ 1.2666	0.00%	-
REQUEST COMMUTER PLAN	\$ 1.2666	\$ 1.2666	0.00%	-
REQUEST PLAN	\$ 1.2666	\$ 1.2666	0.00%	-
REQUEST STATEMENT - ARCHIVE	\$ 1.4041	\$ 1.4041	0.00%	-
REQUEST STICKER	\$ 1.4041	\$ 1.4041	0.00%	-
REQUEST TAG	\$ 1.2666	\$ 1.2666	0.00%	-
REQUEST TAG - L/S REPLACEMENT	\$ 1.2666	\$ 1.2666	0.00%	-
REQUEST TAG SPECIFIC PLAN	\$ 1.2666	\$ 1.2666	0.00%	-
STATEMENT QUESTIONS	\$ 1.4041	\$ 1.4041	0.00%	-
STATEMENT REQUEST	\$ 1.2666	\$ 1.2666	0.00%	-
SUBPEONA	\$ 1.8722	\$ 1.8722	0.00%	-
ACCT. CLOSURE BUSINESS	\$ 1.6790	\$ 1.6790	0.00%	-
ACCT. CLOSURE NON-REV	\$ 1.8722	\$ 1.8722	0.00%	-
ACCT. CLOSURE PENDING	\$ 1.8722	\$ 1.8722	0.00%	-
ACCT. CLOSURE PRIVATE	\$ 1.6790	\$ 1.6790	0.00%	-
APP. STATUS BUSINESS	\$ 1.8722	\$ 1.8722	0.00%	-
APP. STATUS PRIVATE	\$ 1.8722	\$ 1.8722	0.00%	-
APPLICATION BUSINESS	\$ 1.8722	\$ 1.8722	0.00%	-
APPLICATION NON-REVENUE	\$ 1.8722	\$ 1.8722	0.00%	-
APPLICATION PRIVATE	\$ 1.8722	\$ 1.8722	0.00%	-
DISPUTE PLAN	\$ 1.8722	\$ 1.8722	0.00%	-
DISPUTE TOLL	\$ 1.8722	\$ 1.8722	0.00%	-
DISPUTE TOLL – AWAY	\$ 1.8722	\$ 1.8722	0.00%	-
DISPUTE TOLL – BUSINESS	\$ 1.8722	\$ 1.8722	0.00%	-
REQUEST GREEN PLAN	\$ 1.8722	\$ 1.8722	0.00%	-

2023 Agreement Compensation Matrix

Correspondence (CSR) ABC Rates Activity/Task	Rates 2022 2.25%	*2023 Rate Increase Varies	*2023 Rate Increase Difference	*2023 Rate Variance
REQUEST SIR STICKER	\$ 1.4041	\$ 1.4041	0.00%	-
DISPUTE VIO LICENSE PLATE	\$ 1.4041	\$ 1.4954	6.50%	0.09
DISPUTE VIO TAGGED	\$ 1.4041	\$ 1.4954	6.50%	0.09
DISPUTE VIO TRANSFER RESPONSIBILITY	\$ 1.4041	\$ 1.4954	6.50%	0.09
DISPUTE VIO SPEED APPEAL	\$ 1.4041	\$ 1.4041	0.00%	-
FETOR	\$ 0.6240	\$ 0.6240	0.00%	-
Sort SR	\$ 0.0622	\$ 0.0716	15.00%	0.01
Bankruptcy	\$ 2.2466	\$ 2.2466	0.00%	-
PA Car Pool	\$ 1.8722	\$ 1.8722	0.00%	-
Refund -Open Account	\$ 1.6790	\$ 1.6790	0.00%	-
MTA PRIORITY / NON REVENUE	\$ 1.7161	\$ 1.7161	0.00%	-
MTA STANDARD / NON REVENUE	\$ 1.7161	\$ 1.7161	0.00%	-
NY STANDARD / NON REVENUE	\$ 1.7161	\$ 1.7161	0.00%	-
NYSBA PRIORITY / NON REVENUE	\$ 1.7161	\$ 1.7161	0.00%	-
NYSBA STANDARD / NON REVENUE	\$ 1.7161	\$ 1.7161	0.00%	-
NY PRIORITY / NON REVENUE	\$ 1.7161	\$ 1.7161	0.00%	-
NY12	\$ 1.6790	\$ 1.6790	0.00%	-
DISPUTE VIO LICENSE PLATE	\$ 1.4041	\$ 1.4954	6.50%	0.09
DISPUTE VIO SPEED APPEAL	\$ 1.4041	\$ 1.4041	0.00%	-
DISPUTE VIO TAGGED	\$ 1.4041	\$ 1.4954	6.50%	0.09
DISPUTE TOLL BILL	\$ 1.4300	\$ 1.5230	6.50%	0.09
DISPUTE VIO TOLL BILL	\$ 1.4300	\$ 1.5230	6.50%	0.09
DISPUTE_VIOLATION-DISPUTEC	\$ 1.4300	\$ 1.5230	6.50%	0.09
DISPUTE_VIOLATION-NYV	\$ 1.4300	\$ 1.5230	6.50%	0.09
DISPUTE_VIOLATION-PAV	\$ 1.4300	\$ 1.5230	6.50%	0.09
DISPUTE_VIOLATION-TBV	\$ 1.4300	\$ 1.5230	6.50%	0.09

94.66

1.37%

1.30

*2022 is highlighted in yellow

*2023 is highlighted in Green

Device Exchange (CSR) ABC Rates		Current Rate	*2023 Rate	*2023 Rate Increase Percent	*2023 Rate Variance
Activity/Task	Rate per transaction				
PRIVATE – TAG ASSIGNMENT/PACKING	\$0.07	0.0804	\$ 0.0824	2.50%	0.0020
76 REPORT	\$0.23	0.2641	\$ 0.2707	2.50%	0.0066
NIXIES – UPDATING ADDRESSES	\$0.30	0.3445	\$ 0.3531	2.50%	0.0086
NIXIES – SETTING NIXIE FLAG	\$0.21	0.2412	\$ 0.2472	2.50%	0.0060
RETURN TAGS – SORTING AND BATCHING	\$0.03	0.0345	\$ 0.0353	2.50%	0.0009
RETURN TAGS – REMOVING FROM ACCOUNT	\$0.03	0.0345	\$ 0.0353	2.50%	0.0009
PROGRAMMING – NON-PRIVATE TAGS	\$0.0533	0.0612	\$ 0.0627	2.50%	0.0015
PRIVATE FME TAG ASSIGNMENT/PACKING	“92” time	“92” time	“92” time	N/A	N/A
BUSINESS TAG ASSIGNMENT/PACKING	“92” time	“92” time	“92” time	N/A	N/A

*2022 is highlighted in yellow

*2023 is highlighted in Green

2023 Agreement Compensation Matrix

NON-ABC (RBC) Associates					
BASE RATE RECOMMENDATIONS				MERIT	
Department	Job Title	Group	Base Rate	2023 Meets Expectations	2023 Exceeds Expectations
Call Center	Call Center Work Leaders	Work Leaders	\$ 20.00	2.85%	3.50%
Call Center	Workforce Management Real Time Analyst	WFM Clerk	\$ 20.00	2.85%	3.50%
Correspondence	Correspondence Work Leaders	Work Leaders	\$ 20.50	2.85%	3.50%
Correspondence	Correspondence Analyst	Analysts	\$ 24.00	2.85%	3.50%
Finance	Accounts Payable, Payroll, Reciprocity, Jr. Reciprocity Analyst, Refunds, Bank Reconciliation, NSF, Chargebacks	Multiple	\$ 18.50	2.85%	3.50%
Violations	Violations Analyst/Court Analyst	Analysts	\$ 24.00	2.85%	3.50%
Tags/Device Exchange	Device Exchange Work Leaders	Work Leaders	\$ 20.00	2.85%	3.50%