

SPT Lodging (CLC) Policy

Purpose: The purpose of this document is to highlight the applicable policies in place and to provide the expectation for all employees of System Production Teams utilizing lodging facilities provided by CSXT.

Background: In the late 1980's, CSX contracted with Corporate Lodging Consultants, Inc. to negotiate the lowest possible room rates with hotels across our system for our forces and teams when they are working away from home. CLC provides management support and reservation assistance to CSX in providing a network of lodging facilities across the network.

Corporate Lodging (CLC) Procedures: CSXT provides hotel accommodations through Corporate Lodging Consultants (CLC) for qualifying Maintenance of Way, Train Control, and Facilities employees.

Showing Proper Conduct: Employees using lodging facilities on CSXT business are representatives of CSX Transportation and should conduct themselves in a professional and courteous manner. On or off duty behavior at a lodging facility that brings discredit to CSXT or otherwise is contrary to CSXT interests, will not be tolerated and will be handled in accordance with IDPAP. Employees will be held responsible for damages they inflict on lodging facilities. Employees will be governed by the following:

- Pets will not be allowed in any lodging facility regardless of the lodging facility's policies.
- Spouses/guests may be allowed in a lodging facility **only if authorized by employee's immediate supervisor**. Employee will be held accountable for actions of spouse or guest and any extra charges incurred. The following examples further illustrate the employee's responsibility for extra charges that may be incurred:
 - Example A: An employee is rooming two to a room and a guest is authorized; the employee with the authorized guest will be responsible for the entire cost of a new room for the employee and the guest.
 - Example B: An employee does not have a roommate and a guest is authorized; the employee will be responsible for the differential between the single and the double room rate.
- CSXT's no smoking policy is in effect in corporate lodging facilities.
- Lodging facility policies will govern for such things as cooking in rooms, improper conduct, proper payment of additional charges (meals, phone, movies, etc.) and room damages (grease, burns, etc.).

Employees will respect the privacy and personal property of their roommates and other motel guests.

Staying Two (2) to a Room: Foremen and Assistant Foreman-Timekeepers are lodged in single rooms to conduct confidential company business and other administrative duties in the room. All other employees will be provided lodging in accordance with the prevailing Agreement. Employees requiring a single room for medical reasons must have their documentation reviewed and approved by the CSX medical department.

It is necessary that both employees staying in the room check in and have their card information taken by the motel. If there is a problem with the lodging facility not swiping both cards, the employee shall notify the Assistant Foreman-Timekeeper of the difficulty.

Any time a double room is available, employees of the same gender, who are required to share a room, will share a room. Otherwise, the Foreman will assign single rooms. If an employee is in

a double room and for some reason his roommate must check out, both employees must check out at the same time so the remaining employee can find a new roommate.

When Foremen have difficulty complying with these instructions, they should contact their Supervisor or Corporate Lodging. **Failure to comply with these instructions may result in the Foreman, as well as the individual who wrongly stays in a single room, receiving disciplinary action.**

Weekend Lodging: This section only applies to employees who are entitled to company provided weekend lodging. Due to motel billing requirements, employees will sign out on the last day of their scheduled workweek even if they desire weekend lodging or Sunday night check-in.

Weekend Reservations: Employees may retain their rooms over the weekend provided they have a reservation and check in with the motel immediately after signing out. Employees will advise their Foreman no later than end of shift on Wednesday if they desire weekend lodging or Sunday check-in. Foreman must contact the Reservation Center no later than Thursday morning in order to confirm weekend reservations. If an employee does not reserve a weekend or Sunday night room, and shows up anyway, a room may not be available, in which case the employee must arrange for his own accommodations.

Canceling Weekend Reservations: When a weekend room is reserved and an employee does not show up, the employee will be responsible for paying “no show” charges unless they cancel the reservation by calling the hotel before 4:00 p.m. Employees must obtain a cancellation confirmation number from the hotel and give the number to CLC by calling the Reservation Center.

Making Reservations: CLC makes the necessary room reservations for all employees and advises them of the confirmation number for those rooms. Foreman or designated person (typically the Assistant Foreman-Timekeeper for SPTs) is responsible for making reservations through CLC for their team and they may advise preferences for roommate assignments. The reservation center is staffed 24 hours per day / 7 days per week.

To Contact a Customer Service Representative (CSR):

1. As far in advance as possible, call 1-800-332-5892.
2. Provide CSR with the following information:
 - Name and employee number of each employee needing a room reservation.
 - Your Team number
 - Nearest city to your work location (the CSR can provide information about CSX approved hotels in your area)
 - Arrival and departure dates
 - Rooming list
 - Desired method of confirmation (fax, voice mail, or E-mail)
3. If all representatives are busy, your call will be queued and answered by the next available CSR.

Changing or Canceling Reservations: Once reservations are confirmed by CLC, the employee who made the original reservation must arrange to change or cancel the reservation by contacting the Reservation Center. If a Customer Service Representative is unavailable, the employee must leave a voice mail and contact the lodging facility directly. Employees may be held personally responsible for “No Show” charges unless they cancel their reservation by calling the reservation center 24 hours prior to the day of the reservation

Check INN Cards: To simplify employee identification at CSXT approved motels, qualifying employees have been issued a Check INN card. Each card is embossed with the employees’

name and 6-digit employee I.D. number. Employees must make sure the name and employee identification number on their card is correct. Use of the Check INN card means the employees accept full responsibility to be personally liable for any charges which accrue for use of the card for other than business purposes as provided in these instructions.

Requesting New and Replacement Check INN Cards: Motels are required to allow company paid lodging only to employees presenting a Check Inn card. Employees who do not have a card or if card is damaged, lost or stolen, must report the problem to their supervisor who will notify Bonnie G. Christian (904/245-1074; or RNX 292-1074).

Using Check Inn Cards: The Check Inn card is to be used only for lodging expenses that an employee is entitled to in accordance with the prevailing agreement. Any expenses incurred for food, telephone, etc. **MUST** be paid by the employee in a manner satisfactory to hotel management prior to departure.

Check Inn cards are authorized for the sole use of the employee whose name and identification number is embossed on the card. Unless a card is reported lost or stolen, employees will have to pay for charges in case of unauthorized use. The Check Inn card must be presented to the lodging facility by the qualified employee when checking in. Each qualified employee must sign the registration voucher at the registration desk when checking in and when checking out. CLC has provided the hotels with a form on which employee's Check Inn cards will be imprinted. Each employee **MUST SIGN IN** at the registration desk. Each employee **MUST SIGN OUT** when departing to verify the length of the stay. **When checking out, be sure to sign the form, verifying that the dates of lodging are correct. Indicate on the form what Team/Force you are working at time of check-in.**

Reporting Lost or Stolen Check INN Cards: Lost or stolen Check Inn cards must be reported immediately to your supervisor who will contact Bonnie G. Christian.

INN Cards Management Supervisors will be responsible for the collection of all cards from retirees, quits, or terminated employees. This practice is necessary to eliminate any risk of fraudulent charges being made to CSX.

Quality of Lodging Facilities: Corporate Lodging maintains Hotel Comment Forms at approved lodging facilities for CSXT employees to use to record complaints on adverse lodging conditions. Complete the form and mail it to the address below:

Ms. Kelsey Warner
Corporate Lodging Consultants, Inc.
8110 East 32nd Street, North
Wichita, KS 67226-2614

Corporate Lodging will investigate the complaint and attempt to resolve it with the facility or find an alternative facility in the same area.

Employees can also direct concerns about lodging facilities to a Corporate Lodging Consultants Customer Service Representative by calling 1-800-332-5892.



Approved: L.E. Houser