

On Trac, Incorporated

2012 Holiday Operations Schedules

		CUSTOMER CLOSED (check marks).....						
Date	Event	Day	AES	BTES	BVU	CDE	DU	GVTC	LUS
16-Jan	MLK	Monday	na	na	✓	✓	✓	na	✓
20-Feb	President's Day	Monday	na	na	✓	✓	na	na	na
21-Feb	Fat Tuesday/Mardi Gras	Tuesday	na	na	na	na	na	na	✓
6-Apr	Good Friday	Friday	na	✓	✓	na	na	na	✓
28-May	Memorial Day	Monday	✓	✓	✓	✓	✓	✓	✓
4-Jul	Independence Day	Monday	✓	✓	✓	✓	✓	✓	✓
3-Sep	Labor Day	Monday	✓	✓	✓	✓	✓	✓	✓
12-Nov	Veteran's Day	Monday	na	na	✓	✓	na	na	na
22-Nov	Thanksgiving Day	Thursday	✓	✓	✓	✓	✓	✓	✓
23-Nov	Post-Thanksgiving	Friday	✓	✓	✓	✓	✓	na	✓
24-Dec	Pre-Christmas	Monday	✓	✓	✓	✓	✓	na	✓
25-Dec	Christmas Day	Tuesday	✓	✓	✓	✓	✓	✓	✓
1-Jan	New Year's Day- 2013	Tuesday	✓	✓	✓	✓	✓	✓	✓

OTI Holiday Definitions and Clarifications

OTI Paid Holidays

2012 includes FIVE standard paid holidays for On Trac employees: Independence Day, Labor Day, Thanksgiving Day, Christmas Day, and New Years Day. These dates also align with closed dates for our core customers. The "paid" status applies to full time (salary/hourly) employees, including production techs, who have reached their 90 day anniversary.

Limited Production Holidays

Limited Production Holidays account for those dates where our customer is closed but On Trac is open. The Project Manager is challenged to craft a profitable operating day balancing BOTH billable invoicing and reduction in personnel costs. PMs should meet in advance with customers to schedule/plan as much billable jobs as possible, requiring as few (limited/skeleton) crews as possible. Salaried staff should be used to maximum potential on those days to replace production technicians and front office (hourly) employees. PMs are fully responsible to turn customer holidays into MAXIMUM PROFIT days. Hourly and/or salaried staff who wish to participate in holiday celebration should request (in advance) to use that day as vacation time, provided vacation time is available. If a salaried employee does not wish to use a vacation day, he/she can appeal to the PM to take that day without pay for "personal reasons" (as allowed by the FSLA statute).

Managing Operations Around Holiday Issues

1. UNDERSTAND "QUALIFIED" PAID HOLIDAY: The nature of our production work requires special qualifications to receive wages for stated PAID Holidays. First, the employee must have reached a 90-day "contiguous" employment period. Second, the employee must have worked the last scheduled day BEFORE the Holiday date. And thirdly, the employee must have worked the first/next scheduled work day AFTER the Holiday date.

2. MAKE UP PRODUCTION: Paid Holidays create serious issues with production. Project Managers are responsible to plan ahead for SHORT-WEEK situations and strive for special projects or general allowed work (i.e. UG or H/L) or weekend work. The goal is to creatively seek billable invoicing to make up for the lost holiday production. Be aggressive in recouping lost production and meet with our customer to explore any opportunities for "invoiceable" work.

3. GENERAL WEEKEND RULE: If Christmas/New Years fall on a Saturday, the On Trac Paid Holiday will be taken on Friday. If Christmas/New Years fall on a Sunday, the On Trac Paid Holiday will be taken on Monday. However, this weekend rule can be adjusted given changes to how the majority of system customers manage holiday weekends.

4. DON'T FUMBLE BILLING: The holidays often mean some key personnel are either combining holiday time with vacations or are just distracted by the season. Take extra care to make sure invoicing is submitted quickly and timely even in the holiday juggling. Delays in submitting billing results in delayed payment and problems in cash flow.

5. CAUTION ON VACATIONS: In many cases, full time hourly/salaried staff as well as production technicians request vacation time during the Thanksgiving and/or Christmas seasons. This OFTEN leaves systems and corporate short handed at a critical time of the year. EVERYONE can't be off at the same time- including Project Managers. Managers must exercise wisdom and be firm with holiday-related vacation requests. KNOW what you need to efficiently run the operation and LIMIT vacations at those times. Remember, vacation requests MUST be submitted 30 days in advance.

Reminder Concerning Christmas Recognitions

Corporate does not maintain a pattern or standard of recognition to technicians and staff related to Christmas gifts/giving or bonuses. Anything along those lines are left to the PM to consider and recommend. A common response has been a meal or party- often including staff from customer offices/shops. Recommendations along with cost estimates should be submitted by October 1st to the VP of Operations. Approval is always based on relative cash flow at 4th quarter and can not be guaranteed.