

Letter of Intent # 10
Workplace Security

As detailed in Article 108 of the Master Agreement, Kaleida Health, Communication Workers of America and 1199SEIU United Healthcare Workers East acknowledge and agree that the safety of staff, patients and visitors is a top priority.

This Letter of Intent is entered into as part of the parties' commitment to assessing and improving security at the various Kaleida sites. The Workplace Violence Sub-Committee will continue to meet and evaluate safety and security concerns and make recommendations to enhance workplace safety and develop strategies to help ensure a safe and secure work and patient care environment.

Kaleida and the Unions dedicated substantial time during the 2025 Master Agreement negotiations to discussing security-related matters, which included presentations and opportunities for input from Kaleida security representatives and Union safety directors. From those discussions, the parties developed short- and long-term initiatives and continuing strategies to further their mutual interest to enhance system security.

Short-Term Initiatives

Kaleida has implemented or will begin implementing the following initiatives within six (6) months of ratification of the 2025-_____ Master Agreement:

- Develop a dashboard to monitor the status of pending Kaleida Health security initiatives;
- Evaluate existing complement of security and guest relation positions at patient check-in areas and adjust as appropriate (to include a security guard at HighPointe first shift);
- Evaluate existing complement of security at employee entrances and adjust as appropriate (to include a security guard during high traffic times at the E building entrance);
- Work with third-party stakeholders on security issues, including but not limited to providing for escorts to vehicles at appropriate off-site locations;
- Install weapons/acceptable behavior signage;
- Incorporate security overview and education into new employee orientation;
- Provide training and education programs on violence prevention, verbal de-escalation, and other relevant security issues, including didactic and in-environment training of all employees;
- Evaluate need for additional surveillance cameras and install in appropriate locations;
- Evaluate need for additional panic alarm systems and install in appropriate locations;
- Evaluate need for additional door locking mechanisms/card access restrictions and install in appropriate locations;
- Research, test and, as appropriate, implement employee "wearable" alarms; and

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- Evaluate need for security impact film and/or ballistic glass and install in appropriate locations.

Long-Term Initiatives

Kaleida has implemented or will begin implementing the following initiatives within twelve (12) months of ratification of the 2025-_____ Master Agreement:

- Research, test and implement a weapons detection system in the emergency departments;
- Research, test and implement a mass communication system Kaleida-wide;
- Evaluate existing access points at all facilities and potential reduction of same; and
- Evaluate safety and security issues relative to parking structures.

Continuing Strategies

Kaleida will, on an ongoing basis, research and evaluate the advantages and feasibility of implementing additional security measures, including but not limited to:

- Installing a system of bag checks, wandings, and other weapons detection technology, or a combination thereof at various facilities throughout Kaleida;
- The assignment and scheduling of security personnel, including potential onboarding of additional personnel;
- Coordinating with law enforcements and other entities relative to workplace safety and security-related issues;
- Performing vulnerability assessments to better understand risks and identify potential areas for enhancement or adjustment of current security processes and practices; and
- Developing metrics for success, including response times, security breach occurrences, and employee feedback scores.

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