



# **LifeServe Blood Center Team Member Handbook**



## From Our Leader:

*Today, an individual in our community woke up not realizing they would need YOU and a VOLUNTEER to save their life. Blood donation is something most people take for granted. Every day in the United States, 43,200 people will rely on a volunteer blood donor to save their life. In fact, one in seven of us will need a blood transfusion in our life. LifeServe is built on the commitment and dedication of our team members who work hard to live our mission every day. Our mission is a simple statement that describes what we do and why we do it: "we save lives."*

*As we approach our work we want to be "trusted by patients, sought by hospitals, favored by communities, and chosen by team members." Saving lives isn't easy but we are guided by our values of Service, Quality, Accountability, Integrity, Respect and Stewardship. Our values define and shape our organization's commitment to our customers, blood donors, hospitals, community members and team members, like you.*

*Your commitment to our organization and our hospitals, patients, blood donors, community members and fellow team members allows LifeServe Blood Center to continue to live our mission. My commitment to you is to work tirelessly to make LifeServe Blood Center a dynamic and rewarding place to work. Together, the work we do saves the lives of cancer patients, newborn babies, surgery patients, organ transplant recipients, trauma patients, burn victims, and countless other hospital patients. Your work is a great reminder that not all heroes wear capes. Every day, you are a hero to a patient who needs a blood product. Thank you for being part of our life-saving team.*

*The following material is intended to familiarize you with our company policies and employment benefits. Please be assured that any questions or suggestions you have will be welcomed and appreciated at any time. We are happy to have you on our team!*

*We save lives, of course!*

A handwritten signature in cursive script that reads "Stacy Sime".

Stacy Sime  
President/CEO



# Table of Contents

**SECTION I: ABOUT THIS BOOK.....7**

**SECTION II: COMPENSATION.....8**

EMPLOYMENT CLASSIFICATIONS POLICY .....8

EMPLOYMENT STATUS .....8

PAY SCHEDULE.....9

OVERTIME COMPENSATION .....9

TIMEKEEPING.....9

MEAL PERIODS POLICY .....10

BREAK POLICY.....10

NURSING MOTHERS.....11

ON-CALL HOURS.....11

CALLBACK .....12

SHIFT DIFFERENTIAL.....12

UNSCHEDULED SHIFT DIFFERENTIAL .....12

TRAVEL TIME .....13

TRAVEL REIMBURSEMENT .....13

PAY TRANSPARENCY POLICY.....14

**SECTION III: BENEFITS.....15**

LIFESERVE BENEFITS PACKAGE .....15

PAID TIME OFF (PTO) .....16

ACCUAL RATE OF PTO.....16

MAXIMUM CARRYOVER OF PTO.....17

PTO BUY DOWN PROGRAM .....17

PTO PAYOUT UPON TERMINATION .....18

REQUESTING AND TRACKING PTO.....18

USE OF PTO .....18

EXTENDED ILLNESS BANK (EIB).....21

FIRST-TIME OR LAPSED DONOR PTO PROGRAM.....21

BLOOD DRIVE ORGANIZATION/CHAIRPERSON PTO PROGRAM .....22

BEREAVEMENT.....22

INSURANCE: GROUP MEDICAL, DENTAL, AND VISION PLANS .....23

SUPPLEMENTAL ACCIDENT POLICY.....23

SUPPLEMENTAL CRITICAL ILLNESS POLICY .....23

FLEXIBLE SPENDING ACCOUNTS (FSA) .....23

COBRA BENEFITS .....23

LIFE AND AD&D INSURANCE.....24



SHORT-TERM AND LONG-TERM DISABILITY INSURANCE .....	24
RETIREMENT SAVINGS PLAN.....	24
EMPLOYEE ASSISTANCE PROGRAM (EAP).....	24
WELLNESS BENEFITS .....	25
<b>SECTION IV: ATTENDANCE .....</b>	<b>26</b>
SCHEDULED ABSENCE.....	26
ATTENDANCE INCIDENT .....	26
MISSING A SHIFT OR PART OF A SHIFT.....	27
LATE/TARDY OR LEAVING A SHIFT EARLY .....	27
CALLING IN.....	27
TEAM MEMBER ILLNESS .....	27
JOB ABANDONMENT .....	27
INCLEMENT WEATHER/EMERGENCY NOTICE POLICY .....	28
JURY DUTY .....	29
COURT APPEARANCES .....	31
<b>SECTION V: WORKPLACE CULTURE AND PROFESSIONALISM .....</b>	<b>32</b>
LIFESERVE’S DESIRED CULTURE.....	32
STANDARDS OF SERVICE EXCELLENCE .....	32
STANDARDS OF QUALITY.....	33
CODE OF CONDUCT .....	34
BUSINESS ETHICS & CONFIDENTIALITY .....	35
TOBACCO POLICY .....	35
USE OF COMPANY CREDIT CARD .....	35
CONFIDENTIAL INFORMATION.....	36
HIPAA .....	36
DRESS FOR YOUR DAY POLICY (DRESS CODE).....	37
WORK AREA NEATNESS AND APPEARANCE GUIDELINE (DRESS CODE FOR OFFICES).....	37
GIFTS AND FAVORS PROVIDED BY LIFESERVE BLOOD CENTER.....	39
GIFTS AND FAVORS RECEIVED FROM OUTSIDE SOURCES .....	39
GIFTS AND FAVORS RECEIVED BETWEEN TEAM MEMBERS .....	40
SOLICITATION POLICY .....	40
BULLETIN BOARDS .....	40
COMMUNICATION .....	40
SOCIAL MEDIA .....	41
MEDIA (COMMUNICATION WITH THE PRESS) .....	41
AFFIRMATIVE ACTION POLICY STATEMENT.....	42
VETERAN STATUS .....	42
ANTI-HARASSMENT/DISCRIMINATION .....	43



WORKPLACE BULLYING.....	44
REPORTING AND GRIEVANCE PROCEDURES .....	45
RETALIATION .....	45
HOW TO REPORT PRODUCT QUALITY CONCERNS.....	46
<b>SECTION VI: GENERAL EMPLOYMENT POLICIES.....</b>	<b>47</b>
VOTING TIME .....	47
ELECTION LEAVE.....	47
HOLIDAY POLICY .....	47
LEAVES OF ABSENCE .....	49
PERSONAL LEAVES .....	49
BENEFIT CONTINUATION.....	49
MATERNITY LEAVE.....	50
FAMILY MEDICAL LEAVE (FMLA).....	51
PAY WHILE ON FMLA .....	53
BENEFITS DURING LEAVE .....	54
RETURNING FROM FMLA .....	55
FAMILY MEDICAL LEAVE ACT (FMLA) – FAMILY MEMBER IN MILITARY .....	55
MILITARY LEAVE – TEAM MEMBER IN MILITARY.....	56
REWARD AND LOYALTY PROGRAMS .....	58
CONFLICT OF INTEREST .....	58
NEPOTISM.....	58
AMERICANS WITH DISABILITIES ACT AMENDMENTS ACT .....	59
<b>SECTION VII: SAFETY AND SECURITY.....</b>	<b>61</b>
SAFETY TEAM .....	61
FACILITY SAFETY AND SECURITY: OUTDOORS.....	61
FACILITY SAFETY AND SECURITY: INDOORS.....	61
IDENTIFICATION BADGES.....	61
INFORMATION SAFETY AND SECURITY .....	62
TEAM MEMBER SAFETY AND SECURITY .....	62
ALCOHOL AND DRUG-FREE WORKPLACE POLICY.....	64
ALCOHOL TESTING.....	64
DRUG TESTING.....	64
PRESCRIPTION MEDICATIONS .....	65
WORKER’S COMPENSATION & WORK-RELATED INJURIES/ILLNESSES .....	66
<b>SECTION VIII: TEAM MEMBER DEVELOPMENT .....</b>	<b>67</b>
TUITION REIMBURSEMENT.....	67
CONTINUING EDUCATION UNIT (CEU) REIMBURSEMENT.....	67



INTERNAL JOB POSTING (TRANSFER).....68  
ONE-ON-ONE MEETINGS AND THE PROGRESSIVE FEEDBACK PROCESS.....68  
VOLUNTARY RESIGNATION .....69

**SECTION IX: VEHICLE POLICIES .....70**

TEAM MEMBER REQUIREMENT TO DISCLOSE VIOLATIONS.....70  
VEHICLE PARKING STICKERS .....70  
COMPANY VEHICLE RESPONSIBILITY.....70  
ELECTRONIC COMMUNICATION DEVICES .....71  
USE OF HEADPHONES/EAR BUDS.....71  
COMMERCIAL DRIVER’S LICENSE (CDL) DRUG TESTING .....71  
GPS MONITORING DEVICE ACKNOWLEDGEMENT AND AGREEMENT .....72



## Section I: About this Book

LifeServe strives to be a diverse, equitable and inclusive place to work. LifeServe provides a positive work environment and a solid financial foundation, upon which all team members may build a future. This book contains important information about your employment relationship with LifeServe and replaces all previous policies and handbooks.

This handbook is not an employment contract. LifeServe is committed to making decisions based on what is best for our team members and/or the organization. Every team member has the right to terminate their employment with LifeServe for any reason, or for no reason, with, or without, notice. LifeServe has similar rights and may end the employment relationship with a team member for reasons it deems necessary. LifeServe will not end the employment relationship for unlawful reasons.

Additionally, taking into consideration what is best for team members, donors, customers, and/or the organization, human resources alone may change or discontinue any policies, benefits, plans, procedures, or other information in this handbook.

This handbook is a general guide and not intended to address all situations which might occur. If you have questions about LifeServe's policies, benefits, or your job, it is expected that you will discuss them with your supervisor, manager, or human resources.

Nothing in LifeServe's team member handbook is designed to interfere with, restrain, or prevent team member communications regarding wages, hours, or other terms and conditions of employment. It is LifeServe's intention to honor all protected activities. Nothing in this handbook should be construed as being contrary, or in conflict, with the National Labor Relations Act (NLRA).



## Section II: Compensation

This section is intended to define employment classification and status, as well as provide explanation of various pay policies.

### Employment Classifications Policy

Team members are classified as either exempt or non-exempt for pay administration purposes, as determined by the Fair Labor Standards Act (FLSA). The definitions of the employment classification categories are summarized as follows:

- **Exempt** - Management, supervisory, professional, sales, or those whose positions meet FLSA standards, are compensated on a salaried basis and are exempt from overtime pay requirements.
- **Non-Exempt** - Team members classified as non-exempt generally work in non-supervisory, non-professional, or non-administrative capacities. Compensation for this classification is based on an hourly wage and these positions are eligible for overtime pay.

A common misconception is that all exempt positions are paid on a salary basis and all non-exempt positions are paid hourly. While this is usually true, it is not always the case, and in rare occasions positions do fall into a salaried but non-exempt classification.

For further explanation of how to determine if a position is classified as exempt or non-exempt, please contact human resources.

### Employment Status

The following definitions of team member status will be used to classify team members:

- **Full time**  
Team members routinely working 32 or more hours per week ( $\geq 64$ hr/per pay period).
- **Part time plus**  
Team members averaging 30+ hours during a 12-month rolling period. Team members are not hired into the part time plus status. Part-time team members will be notified, if and when, they qualify for this designation based on Affordable Care Act regulations (effective 11-1-2015).
- **Part time**  
Team members routinely working 0 to less than 30 hours per week ( $>0$  to  $<60$  hr/per pay period).
- **Temporary**  
Team members hired for a position with a predetermined end-of-employment date. Compensation is on an hourly basis.
- **PRN**  
Team members who fill these positions are utilized "when necessary or needed." PRN positions are considered non-exempt and paid hourly for the work performed. Team members in this status should typically average a minimum of 5 hours per week in a 6-month period.





## Pay Schedule

LifeServe adheres to a bi-weekly payroll system. There are 26 pay periods in each year. Pay periods run from Sunday 12:00 AM and end every 14 days on Saturday at 11:59 PM. Earning statements are issued bi-weekly on the Friday following the end of a pay period. Team members can view their pay stubs online using the electronic payroll system. Federal and state withholding taxes, FICA (Social Security and Medicare) taxes, any voluntary contributions (such as 403(b) team member contributions, team member benefits, or United Way) will appear as deductions. If a team member feels there is an error in their paycheck, they should contact the accounting department to resolve the issue.

## Overtime Compensation

Because of the nature of work LifeServe does, team members may be asked to work overtime, work on weekends or holidays, and/or additional hours during the regular workday. All hourly team members must receive authorization from their leader before working overtime.

Overtime compensation is paid to all team members being paid by the hour, in accordance with the Fair Labor Standards Act (FLSA). Hourly team members are paid 1.5 times their regular hourly rate of pay for hours worked in excess of 40 hours per week. In accordance with FLSA, comp time cannot be issued in lieu of overtime pay.

Example 1: an hourly team member's pay rate is \$10 per hour and they work 44 hours in one week.

Their pay is:

$$\begin{aligned} &= 40 \text{ hrs} \times \$10 + 4 \text{ hrs} \times (\$10 \times 1.5) \\ &= \$400 + 4 \text{ hrs} (\$15) \\ &= \$400 + \$60 \\ &= \$460 \text{ for the week} \end{aligned}$$

Example 2: an hourly team member's pay rate is \$10 per hour and they work 44 hours in one week and only 36 hours the next week in the same pay period.

Their pay is:

$$\begin{aligned} &= 76 \text{ hrs regular time} \times \$10 \text{ per hour} + 4 \text{ hrs} \times (\$10 \times 1.5) \\ &= \$760 + 4 \text{ hrs} (\$15) \\ &= \$760 + \$60 \\ &= \$820 \text{ for the pay period} \end{aligned}$$

Overtime pay is based on actual hours worked. Paid time off (PTO), extended illness bank (EIB), both unscheduled and scheduled shift differential, and any leave of absence will not be factored in as hours worked when calculating overtime.

Example: A team member has requested and has been approved for 8 hours of PTO time. The team member ends up working 34.50 hours that week. The team member will be paid 6 hours PTO at their regular hourly rate plus 34.50 hours at their regular hourly rate. No overtime will be paid.

## Timekeeping

All work must be paid. There is no such thing as "working off the clock" for hourly team members. Team members are issued a LifeServe identification (ID) badge. Hourly team members use this badge to provide a record of worked hours by clocking in and out of the organization's timekeeping system.



Remote workers should use KRONOS to punch in and out or have a previously arranged agreement with their leader to accurately track hours. A team member unable to clock in/out, or missing a timeclock punch, must inform their leader.

## Meal Periods Policy

All team members paid on an hourly basis are expected to clock out for 30 minutes for meal breaks using LifeServe's automated timekeeping system. Meal periods are scheduled according to department schedules, work demand, and shift assignment. The schedule for meal breaks is determined by the leader, and based on business conditions and scheduling needs. Leaders will inform team members of the schedule, and any required changes.

In a typical 8.5 hour shift, a team member receives a 30 minute unpaid meal break. The lunch period may not be used to account for a team member's late arrival or early departure, or to cover time off for other purposes. A team member should have a leader's approval for any situation that prevents that team member from taking the allowed 30-minute period.

For any shift consisting of 6 consecutive hours without a team member clock out, the time-keeping system will automatically deduct 30 minutes unless manually overridden by a leader. Departments may have specific break processes in place and leaders are responsible for communicating this process to team members. Please see department management with questions.

## Break Policy

Rest breaks may be provided as team members need and department operational requirements allow. Team members paid on an hourly basis are allowed and encouraged to take a 15-minute rest break for each 4 hours of work. Team members are not required to clock out because this time is considered "time worked" and is paid. Only 1 paid break may be taken every 4 hours. If a team member chooses to take a shorter break, they still have used up their allotment for paid breaks in that 4 hour segment. For instance, a team member may NOT take 3 breaks, with each having a duration of 5 minutes.

Example 1: In a typical 8 hour shift, a team member may take 2 paid 15 minute breaks and 1 unpaid 30 minute meal break as described above.

Example 2: In a typical 6 hour shift, a team member may take 1 paid 15 minute break and 1 unpaid 30 minute meal break as described above.

These break policies also apply to "tobacco breaks."

Salaried team members, while not paid by the hour, should use this as a general guideline as well.

Rest breaks must not be used to account for a team member's late arrival or early departure or to cover time off for other purposes. For example, rest breaks must not be accumulated to extend a meal period, and rest breaks must not be combined to equal a 30 minute break. LifeServe may vary the scheduling of break periods when, in its opinion, the demands of work require a variance.



## Nursing Mothers

LifeServe supports breastfeeding mothers by accommodating those who express breast milk during the workday. Team members will be provided reasonable break times (breaks of more than 20 minutes in length will be unpaid and the team member must indicate this break period on her time record) to express breast milk. LifeServe provides designated areas for this purpose. Please contact HR for locations and access.

## On-Call Hours

Team members who are designated "on call" are free to do as they choose in their "on-call" time, provided they are reachable by phone and are able to report to work in a timely basis and in a manner capable of satisfactorily performing their assigned responsibilities.

While on call, team members receive an hourly stipend for hours on-call, but not working. When a team member is called to work, either on site or remotely, they begin receiving their regular hourly rate of pay. Once the work is complete, they cease being paid at their regular hourly rate. For example, an on-call team member performs work over the phone for 10 minutes. That team member will be paid their normal rate of pay for those 10 minutes. Team members should track all of the incremental times worked and submit them to their leader once the shift is complete. If a team member is being paid their regular rate of pay for 1 hour or more, then the on-call pay is reduced by that same number of hours. If the team member only received their regular rate of pay for a short period of time, such as 10 minutes of work, their on-call pay continues through that time as well.

EXAMPLE: An hourly team member is scheduled on call from 5:00 PM Friday through 8:00 AM Monday.	<b>And...</b>	<b>Then...</b>
	The team member is never called to work during that time.	Team member is paid 68 hours of on-call pay at \$1.00 per hour.
	The team member is called to work 0-59 minutes during that time.	The team member is paid for 68 hours of on-call pay at \$1.00 per hour, and the amount of minutes they worked at regular wages.
	The team member is called to work one hour during that time.	The team member is paid for 67 hours of on-call pay at \$1.00 per hour and one hour at regular wages.
	The team member is called to work one hour and 15 minutes during that time.	The team member is paid for 67 hours of on-call pay at \$1.00 per hour and 15 minutes at regular wages.



## Callback

If an hourly team member is on call and is required to come into a LifeServe location to work, that team member will receive a \$10.00 "callback" stipend for each trip.

EXAMPLE: An hourly team member is scheduled on call from 5:00 PM Friday through 8:00 AM Monday.	<b>And...</b>	<b>Then...</b>
	The team member is never called to work during that time.	The team member receives no callback stipend.
	The team member is called to work at a LifeServe facility 2 times throughout the weekend.	The team member is paid a total of \$20.00 in callback stipend.
	The team member is called to work at a LifeServe facility 1 time throughout the weekend and is called to work remotely 1 time as well.	The team member is paid a total of \$10.00 in callback stipend.

## Shift Differential

A shift differential will be paid to hourly team members, in addition to their hourly pay, for any hours worked before 6:00 AM and after 6:00 PM. Shift differential pay does not apply to:

- Time paid for attending meetings or classes.
- Time paid for non-worked time off (PTO, Bereavement, etc.).
- On-call hours worked and paid at the on-call rate of pay.
- Occasional weekend, evening work, primarily as a convenience to the team member.

## Unscheduled Shift Differential

A shift differential will be paid to hourly team members, in addition to their hourly pay, for any hours worked during an additional and unscheduled shift in the operational areas (donor services and hospital services). This does not include hours worked during "on-call" time. The unscheduled shift differential will be applied based on the following:

- It must be a shift that is not a scheduled shift for that team member in an operational area such as lab, components, or donor services.
- The shift must be requested by a manager or by the resource department.
- It applies to full-time or part-time team members who agree to fulfill an unscheduled shift when a need arises.
- An additional shift must be above and beyond a scheduled shift by at least 2 hours.

This shift differential does not apply to:

- Hours traded with another team member.
- Departmental requests to temporarily or permanently adjust schedules for all team members to meet an operational need.
- Time paid for attending meetings or classes.



- Work that is requested as a convenience to the team member's schedule.
- Schedule changes due to requests by a team member for health restrictions, or other accommodations are generally not eligible for shift differential.

For more detail regarding any shift differential see manager for department-specific guidelines.

## Travel Time

Travel time for hourly team members might be paid time and is not dependent on whether the team member is traveling by a company-owned vehicle or personal vehicle.

### **Examples of when travel time is considered work time and is paid:**

- When a team member begins their day working at 1 location and is asked to go to another location to continue their workday, then the travel time between the 2 work locations will be paid.
  - A team member works at the Des Moines Donor Center for 3 hours and then is asked to work the remainder of their shift at a mobile blood drive or the Urbandale Donor Center. Travel time to that second location will be paid.
  - A team member is part of a load team for a blood drive and then travels to the mobile blood drive site. Travel time between the first work location and the blood drive will be paid.
- When an hourly team member's travel time (not including travel for commute purposes) falls within normal work hours, then those hours are paid. This is true even if travel is on a normal day off. All travel hours which fall outside normal work hours are not paid.
  - A team member's normal work hours are from 8-5 Monday through Friday, and the team member is required to travel for work purposes 12-8 on a Saturday. Travel time from 12-5 will be paid.

### **Examples of when travel time is not considered work time and is not paid**

- The commute/travel time between a team member's home and the work location will not be paid.  
Example: A team member chooses to leave from their home and meet a mobile team at the mobile site, rather than travel with the team from a LifeServe fixed site. The team member is not paid commute time. Rather they should be "punched in" when they arrive at the mobile and begin to work.
- When a team member chooses to deviate from the route or schedule during travel time to or from the work location to attend personal business, such as shopping or remaining in a location to visit friends/family, the travel time will not be paid.

## Travel Reimbursement

Monetary reimbursement for required business travel is offered by LifeServe. Managers and team members should discuss business travel and reimbursement prior to travel arrangements being made. The following information pertains to travel reimbursement:



- A \$25 per diem for each overnight stay while traveling for LifeServe business is provided. If a team member has been issued a company credit card, it should be used in lieu of the \$25 per diem.
- Certain business trips require team members to spend more than the \$25 per diem. With prior approval, team members may utilize the company-issued credit card for all expenses, or switch to direct reimbursement, which requires submitting all receipts with the "Expense Reimbursement Form."
- A completed "Expense Reimbursement Form" (found in G:\General\All LifeServe Staff\FORMS) must be approved by the team member's supervisor and submitted to accounting.
- Using a personal vehicle for work-related travel should be avoided if possible. A LifeServe vehicle should be used for work purposes when available.

## Pay Transparency Policy

LifeServe will not terminate, take adverse action against, or in any way treat differently any team member or applicant because they have inquired about, discussed, or disclosed their own pay or the pay of another team member or applicant. However, team members who have access to the compensation information of other team members or applicants as a part of their essential job functions cannot disclose the pay of other team members or applicants to individuals who do not otherwise have access to compensation information, unless the disclosure is: (a) in response to a formal complaint or charge; (b) in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by LifeServe; or (c) consistent with LifeServe's legal duty to furnish information.



## Section III: Benefits

This section is intended to provide team members with a list of available benefits based on employment status, as well as paid time off (PTO) policy.

### LifeServe Benefits Package

LifeServe cares about the well-being of team members and their families. Our goal is to assist team members in achieving and maintaining physical, emotional, and financial wellness. We understand team members need and value a well-rounded, reasonably-priced benefits package which provides options to fit individual needs. The following is a list of benefit programs available to team members:

Benefit <i>Benefits which require team member contributions are marked with an asterisk (*)</i>	Employment Status			
	Full Time	Part Time Plus	Part Time	PRN
Medical Insurance*	✓	✓		
MDLive	✓	✓	✓	✓
SmartScripts	✓	✓	✓	✓
Dental Insurance*	✓			
Vision Insurance*	✓	✓	✓	
Flexible Medical Spending Account*	✓	✓	✓	✓
Flexible Dependent Care Spending Account*	✓	✓	✓	✓
Supplemental Accident Policy*	✓	✓	✓	✓
Supplemental Critical Illness Policy*	✓	✓	✓	✓
Retirement Plan/403(b)*	✓	✓	✓	✓
Basic Life Insurance & Accidental Death and Dismemberment	✓			
Short-Term Disability Insurance	✓			
Long-Term Disability Insurance	✓			
Generous Paid Time Off (PTO)	✓	✓	✓	
Annual PTO Buy Down Opportunity	✓	✓	✓	
Opportunity to Earn Extra PTO <ul style="list-style-type: none"> <li>• First Time/Lapsed Blood Donor Recruitment</li> <li>• Serve as a Blood Drive Chairperson</li> </ul>	✓	✓	✓	
Dress for Your Day (Dress Code Policy)	✓	✓	✓	✓
Compensated Bereavement Leave	✓			
Tuition Reimbursement*	✓			
Leadership Development Opportunities	✓	✓	✓	✓
Continuing Education Units (CEU) Reimbursement*	✓			
Wellness Program Benefits*	✓	✓	✓	✓
Employee Assistance Program (EAP)	✓	✓	✓	✓
Rewards and Recognition Program	✓	✓	✓	✓
Opportunities to Participate in Charitable Causes and Fun Team Member Events	✓	✓	✓	✓

*Benefits which require team member contributions are marked with an asterisk (\*).*



Most LifeServe benefits take effect immediately. Insurance benefits (including flex spending accounts) take effect the first of the month following start of employment. Team members should refer to the eligibility requirements in the *Summary Plan Descriptions* of each benefit. Listed below is a brief description of some of the benefits listed above. To learn more about these benefits refer to the *Team Member Benefit Booklet*, the *Summary Plan Descriptions*, and other educational materials available through the human resources department.

## Paid Time Off (PTO)

Paid time off (PTO) is available to allow all team members time away from work for rest, relaxation, and leisure; as well as to cope with illness, care of dependents, or fulfill other personal commitments. Paid time off can be used for vacation time, personal days, holidays and illness. Paid time off will be earned based on paid hours worked and begins to accrue immediately.

## Accrual Rate of PTO

The PTO accrual rate is based upon a team member’s anniversary date and changes according to completed years of service. For example, if a team member is hired July 2020, the 4<sup>th</sup> anniversary is July 2024; therefore, the team member will be eligible for the second tier of PTO accrual at that time.

- Team members will accrue PTO while using PTO.
- Team members will not accrue PTO while receiving company-sponsored disability income replacement and/or on unpaid leave.
- PTO is not considered accrued until it is added to the team member’s bucket at the end of each pay period.

### ***Full-time/part-time/part-time plus hourly team members***

<b>Years of Service</b>	<b>Rate of Accrual Per Hour Worked (added to PTO accrual bucket at the end of each pay period)</b>	<b>Annual Days/Hours (example based on a team member working 40 hours/week)</b>
Date of Hire - completion of year 4	.103846 each hour worked	27 days / 216 hours
Beginning of year 5 - completion of year 9	.123077 each hour worked	32 days / 256 hours
Beginning of year 10 - completion of year 14	.142308 each hour worked	37 days / 296 hours
Beginning of year 15 +	.161539 each hour worked	42 days / 336 hours





**Salaried Team Members**

<b>Years of Service</b>	<b>Hours Accrued Per Pay Period</b>	<b>Annual Days / Hours</b>
Date of Hire - completion of year 4	8 hrs. 19 min. each pay period	27 days / 216 hours
Beginning of year 5 - completion of year 9	9 hrs. 51 min. each pay period	32 days / 256 hours
Beginning of year 10 - completion of year 14	11 hrs. 23 min. each pay period	37 days / 296 hours
Beginning of year 15 +	12 hrs. 55 min. each pay period	42 days / 336 hours

**Maximum Carryover of PTO**

All team members’ maximum carryover of PTO hours must not exceed the annual PTO accrual (based upon a 40-hour workweek). If a team member has more than the maximum carryover allowed at their anniversary date, the excess PTO is rolled over into the team member’s Extended Illness Bank (EIB).

For example:

- A team member reaches their second anniversary with 320 hours (40 days) of accrued PTO. They may carry over only 216 hours (27 days). The remaining 104 hours (13 days) PTO will be rolled over into their EIB bank.

Any PTO carryover that would take the EIB bank above 520 hours will not be applied to the EIB bank, and therefore lost. In order to avoid PTO rolling over into the EIB bank, please refer to the buy down program section. In preparation for the PTO buy down opportunity, a team member should review their projected accrual of PTO vs. their anticipated use of PTO (including vacation, sick time, and holidays) from the buy down date to the team member’s next anniversary date.

**PTO Buy Down Program**

Annually, team members are given the opportunity to buy down their PTO bank during a designated pay period. LifeServe will choose the buy down pay period each year. Generally, it occurs between Thanksgiving and New Year’s Day. The buy down will be paid at a rate equal to 100% of the team member’s current hourly pay. To qualify for this benefit, team members must meet the following eligibility requirements:

- Full-time team members employed for at least 1 year:
  - The team member has used at least 80 hours of PTO in the last 12 months.
  - The team member has more than 40 hours of PTO in their PTO bank. PTO banks cannot be “bought down” to lower than 40 hours.
- Any team member (full time, part time plus, and part time) employed for less than 1 year:
  - The team member has more than 40 hours of PTO in their PTO bank. PTO banks cannot be “bought down” to lower than 40 hours.

It is the team member’s responsibility to complete associated paperwork for the PTO Buy Down Program at the designated time to be eligible for the benefit. Team members should evaluate the PTO hours to buy down based upon scheduled vacations, time-off requests, and the potential for unexpected events. In the event that a team member buys down their PTO bank and then runs out of PTO time, time-off



hours for that team member would be unpaid until they accrue additional PTO. Unpaid time for team members also means they will be responsible for their portion of their elected benefits.

## PTO Payout Upon Termination

Any PTO in the team member’s PTO bucket will be paid to team members in good standing upon termination. If a team member fails to provide 14 calendar days of notice of resignation prior to last day of work, or if a team member is involuntarily terminated, they will not be paid out their unused PTO.

- PTO and/or EIB time may not be used to extend a team member’s last day of employment.
- The purpose of PTO is to allow for future days off; therefore, if a team member’s last day is within a pay period, no PTO will be added to their bucket for that pay period.
- EIB is not paid out upon termination.

## Requesting and Tracking PTO

Generally, PTO requests are to be made in advance of the requested time off. Specific departments’ policies for PTO request notification and notification timeframes are to be followed by team members. Based on departmental needs, every effort will be made to grant PTO dates as requested. Please note, there may be times that business needs warrant the rescheduling or revocation of previously approved PTO requests; however, this resolution will only be used in extreme business situations as determined by the appropriate individuals.

## Use of PTO

Team members will only be able to take PTO once it has been accrued.

Hourly team members must use PTO in 1-hour increments.

PTO time cannot be used to exceed a team member’s regularly scheduled hours.

PTO may not be used on a consistent basis in order to maintain full-time status or benefits.

Below are examples on how PTO will be used for full-time hourly team members regularly scheduled to work 40 hours per week:

<b>If...</b>	<b>Then...</b>
...the full-time hourly team member requests to be scheduled for less than 80 hours during the pay period...	...the team member will have PTO used to bring the team member to 80 hours of paid time.
...LifeServe requests the full-time hourly team member to be scheduled for less than 80 hours during the pay period...	...the team member will be paid for hours worked. PTO will be used to bring full-time team members up to the minimum of 64 hours and additional PTO may be used upon the team member’s request up to 80 hours.

<p>EXAMPLE: A full-time hourly team member is scheduled for 64 hours in the pay period AND has requested 2 days (or 16 hours) of PTO...</p>	<p><b>And...</b> ...the team member works 64 hours...</p>	<p><b>Then...</b> ...16 hours of PTO will be applied.</p>
	<p>...the team member works 62 hours at the team member's request...</p>	<p>...16 hours of PTO will be applied PLUS 2 additional PTO hours for a total of 18 hours of PTO for the team member's requested shortened schedule.</p>
	<p>...the team member works 62 hours at LifeServe's request...</p>	<p>...16 hours of PTO will be applied UNLESS the team member requests 2 additional PTO hours and then 18 hours of PTO will be applied.</p>
<p>EXAMPLE: If a full-time hourly team member is scheduled to work 80 hours in a pay period...</p>	<p><b>And...</b> ...the team member requests 1 day off after the schedule is released, but works a total of 75 hours during the pay period...</p>	<p><b>Then...</b> ...5 hours of PTO will be applied.</p>
	<p>...the team member requests one day off after the schedule is released but works a total of 70 hours during the pay period...</p>	<p>...10 hours of PTO will be applied.</p>

Below are examples of how PTO will be used for a full-time hourly team member regularly scheduled to work <40 hours per week:

If...	Then...
<p>...the full-time hourly team member requests to be scheduled for less than their regularly scheduled hours during the pay period...</p>	<p>...the team member will have PTO used to bring the team member to their regularly scheduled hours of paid time.</p>
<p>...LifeServe requests the full-time hourly team member to be scheduled less than their regularly scheduled hours during the pay period...</p>	<p>...the team member will be paid for hours worked. PTO will be used to bring full-time team members up to the minimum of 64 hours and additional PTO time may be used upon the team member's request up to their regularly scheduled hours.</p>



<p>Example: A full-time hourly team member is scheduled for 64 hours in the pay period AND has requested and been approved for 16 hours of PTO...</p>	<b>And...</b>	<b>Then...</b>
	...the team member works 48 hours in the pay period...	...16 hours of PTO will be applied, bringing them to their regularly scheduled 64 hours.
	...the team member works 50 hours in the pay period...	...14 hours of PTO will be applied bringing them to their regularly scheduled 64 hours.
<p>EXAMPLE: If a full-time hourly team member is regularly scheduled to work 64 hours in a pay period...</p>	<b>And...</b>	<b>Then...</b>
	...the team member requests one day off after the schedule is released but works a total of 62 hours during the pay period...	...2 hours of PTO will be applied.

Below are examples of how PTO will be used for part-time plus and part-time hourly team members:

<b>If...</b>	<b>Then...</b>	
<p>...the part-time/plus team member has a normal schedule (e.g. 3 days a week) or a minimum number of hours to be scheduled in a pay period...</p>	<b>And...</b>	<b>Then...</b>
	...the team member requests a day off...	...PTO will be applied to cover the hours of the shift not worked or the hours below the minimum schedule.
<p>The part-time/plus hourly team member does not have a regular schedule or a minimum number of hours worked...</p>	...the team member does not request a day off but is not scheduled at LifeServe's request...	...PTO will only be applied upon the request of the team member.
	<b>And...</b>	<b>Then...</b>
	...the team member has requested days off...	...PTO will be applied to cover the hours of the shift not worked.

Salaried team members are paid to complete a job. Salaried team members should be aware of the difference and avoid subscribing to the philosophy that they work a 40-hour week. There are times when the job will require they work more than 40 hours and times when the job allows them to work fewer than 40 hours.



Salaried team members must use PTO in half-day (4 hours) or full-day (8 hours) increments. Any time a salaried individual takes time off from their normal schedule for 4 or more hours, they should take PTO for that time. Below are examples of how PTO will be used for salaried team members:

If...	Then...	
...a full-time salaried team member has requested a day off of their normal work schedule...	...8 hours of PTO per day off will be applied.	
...a full-time salaried team member has requested days off during their normal work schedule...	<b>And...</b>	<b>Then...</b>
	...the team member had to work late or come in on the weekend to complete a task...	...PTO in an 8-hour increment will be used for the normal scheduled days not worked.
	...and the full-time salaried team member works fewer hours on other days in the pay period...	...PTO in an 8-hour increment for the days requested off will be used.
...a full-time salaried team member needs to be out of the office for a portion of the normally-scheduled workday...	<b>And...</b>	<b>Then...</b>
	...the team member is out of the office more than 4 hours, but not the entire day...	...PTO in a 4-hour increment will be used.
	...the team member is out of the office less than 4 hours...	...no PTO will be used.

### Extended Illness Bank (EIB)

Team members may have time in an EIB bank if their PTO bank exceeded the limit on their anniversary date and they experienced a carryover of PTO into their EIB Bank (some team members employed prior to the PTO conversion may have grandfathered time in EIB). When a team member is sick, or is on an approved medical FMLA event for themselves or qualified family member, PTO will be taken up to the first 16 hours, then the team member will begin to use their EIB time. If no PTO time is available, the team member must go unpaid for the first 16 hours. EIB is not paid out at termination of employment.

### First-Time or Lapsed Donor PTO Program

Team members may earn PTO by supporting the organization through recruitment of additional blood donors. To earn PTO for a first-time donor's donation, the first-time donor must not be in LifeServe's system as having registered to donate blood in the past, or be a current/prospective team member. To earn PTO for a lapsed donor's donation, the donor must not have registered to donate blood with LifeServe Blood Center within the past 12 months. If the donation is successful (for either a first-time donor and/or a lapsed donor), the team member will earn the number of PTO hours associated with the



type of donation given by the first-time or lapsed donor. To receive the hours of PTO, the team member must complete **LS-FORM-5783 "Lapsed or First Time Donor Program Form"** within a timely manner. The team member will receive a confirmation email from the accounting department once the PTO has been added.

## Blood Drive Organization/Chairperson PTO Program

Team members may also accrue PTO by volunteering to organize a blood drive. The blood drive goal must set more than 20 units collected. Additionally, the results of the blood drive must meet at least 90 percent of the unit goal for the blood drive to be eligible to earn PTO. For the blood drive to be eligible to earn PTO if the blood drive is a first-time event, a Donor Commitment Form must be completed prior to the blood drive and turned into the territory representative. If the blood drive is a qualifying event, the team member blood drive chairperson earns 8 hours of PTO per event. To receive the hours of PTO, the team member must complete **LS-FORM-5784 "Team Member Chaired Blood Drive Program Form"** within a timely manner. The team member will receive a confirmation email from the accounting specialist once the PTO has been added.

A team member may only accrue a maximum of 24 hours of PTO in a calendar year for all volunteer efforts, including blood donations, and serving as blood drive chairperson.

## Bereavement

LifeServe understands the need to be away from work during unfortunate losses. Time-off needs for team members vary for each situation. LifeServe provides up to 3 days of paid bereavement leave for full-time team members, regardless of shift length. If additional time off is needed, team members would utilize their PTO. If they do not have adequate PTO, the time off would be unpaid.

Generally, team members will not need 3 days of paid bereavement leave. LifeServe expects team members to request only as many days as are needed. As with any absence, team members must receive approval from their leader regarding the amount of bereavement leave.

LifeServe reserves the right to request documentation as proof of attendance at funeral services.

Paid bereavement leave is available for the loss of the team member's spouse, partner, children, stepchildren, parents, stepparents, siblings, grandparent, father-in-law, mother-in-law, brother-in-law, sister-in-law, son-in-law, daughter-in-law, aunt, uncle, niece, nephew, or grandchild. Bereavement leave for other relationships not mentioned, requires team members to use PTO. If they do not have adequate PTO, the time off would be unpaid.

Bereavement hours paid must reflect only the hours the team member was scheduled. For example, if a team member is only scheduled for 5 hours for the day, their timecard should show bereavement pay of 5 hours. Bereavement hours awarded cannot bring a team member's total weekly hours above their scheduled hours. Bereavement hours awarded cannot bring a team members total weekly hours above 40.



## Insurance: Group Medical, Dental, and Vision Plans

LifeServe's benefit review team works annually to select plan designs and determine the most competitive insurance package at the least cost to the team member. LifeServe offers medical, dental, and vision plans to qualifying team members.

LifeServe contributes to the cost of the premium of the medical plan and the dental plan. Enrollments are accepted by those eligible to receive the benefits at new hire, when experiencing a qualifying life event, and during annual enrollment.

## Supplemental Accident Policy

LifeServe offers a voluntary supplemental accident policy to team members. Team members who wish to buy this plan have the option of choosing from 2 plans which offer different levels of benefit payout.

## Supplemental Critical Illness Policy

LifeServe offers a voluntary supplemental critical illness policy to team members. Team members who wish to buy this plan must declare if they are a smoker or non-smoker, and may choose between 2 plans, which offer different levels of benefit payout.

## Flexible Spending Accounts (FSA)

LifeServe offers Flexible Spending Accounts (FSA) that allow team members to contribute pre-tax dollars through payroll deduction.

- The medical spending account allows team members to set aside pre-tax dollars to reimburse themselves for IRS-eligible healthcare expenses to pay for deductibles, co-payments, and other out-of-pocket expenses.
- The dependent care spending account allows team members to set aside pre-tax dollars to reimburse themselves for qualifying daycare expenses, and/or before and after school care expenses.

## COBRA Benefits

The Federal Consolidated Omnibus Budget Reconciliation Act (COBRA) gives team members and their qualified dependents the opportunity to continue medical, dental, and vision insurances, as well as flexible spending accounts when a "qualifying event" would normally result in the loss of these benefits. Some common qualifying events are discontinuation of employment, death of a team member, reduction in team member hours, leave of absence, divorce or legal separation, and a dependent child no longer meeting eligibility requirements.

Under COBRA, after a qualifying event, the team member or dependent pays the full cost of coverage through LifeServe's group rate, plus an administration fee. LifeServe provides each eligible team member with a written notice describing rights granted under COBRA when a qualifying event occurs. The notice contains important information about the rights and obligations of the team member and/or dependents. Failure to timely comply with the notice may result in a loss of insurance coverage. It is imperative that each team member keep LifeServe apprised of family life status changes and age of dependents.





## Life and AD&D Insurance

LifeServe provides basic life insurance equal to 1.5 the full-time team member's annual salary\* to a maximum of \$500,000. Team member purchase of additional insurance, such as buy up or inclusion of other family members, is not an option. *\*Benefit reduction due to age will occur after age 65.*

## Short-Term and Long-Term Disability Insurance

Short and long-term disability insurance is designed to provide protection from loss of income due to extended personal illness or injury. Both short and long-term coverage plans provide 60% of the team member's current base wage for qualifying claims. The short-term disability plan has a 14-day waiting period before benefit commences, and the long-term disability plan has a 90-day waiting period before benefit commences. The insurance provider will determine qualification for benefits. Short-term maximum benefit is capped at \$1600 per week. Long-term maximum benefit is capped at \$10,000 per month.

## Retirement Savings Plan

LifeServe offers a very generous retirement savings plan that enables team members to work in partnership with LifeServe to help meet retirement goals. Team members are automatically enrolled upon hire at a default of 4% pre-tax payroll deduction. Team members may choose to opt out of enrollment or change their deduction amount. Team members, at least 18 years of age, are eligible to receive a 100% employer match of up to 4% of compensation, so long as the team member has completed one year of service in which they have at least 1000 service hours. The matching contribution is based on team member elective deferrals. The matching contributions generally occur each payroll period with a true-up contribution made at, or after, plan year end, as needed for each participant. Team members are immediately 100% vested in the employer matching contributions. Please refer to plan materials for further information.

## Employee Assistance Program (EAP)

LifeServe prepays for a confidential third-party organization to provide an Employee Assistance Program (EAP) to all team members and their immediate family. EAP is designed to deal with a wide range of human problems. These include: counseling and services in the areas of family, marital, wellness, financial, work-related, legal, emotional, alcohol/drug concerns, or other concerns that interfere with daily living. Team members and family members may refer themselves to the EAP. EAP is available 24 hours per day, 7 days a week. The services received are confidential. Within strict legal limitations, no one will be given any information about team member visits without permission. Initial sessions with EAP counselors to assess problems are provided at no cost. Please refer to the EAP brochure for additional information. If team members choose additional assistance based on EAP referrals, the financial responsibilities will be that of the team member. Use of the EAP is strictly voluntary, although leaders may refer team members to the EAP for help with a problem that is adversely affecting work performance. Employee assistance can be reached by calling 1 (800) 327-4692.





## Wellness Benefits

LifeServe strives to create a culture of physical, emotional, and financial wellness of our team members. LifeServe has an active wellness team that arranges onsite education programs, newsletters, and other opportunities to meet LifeServe team member needs. Throughout the year, new programs and activities are announced through the company intranet site.



## Section IV: Attendance

LifeServe strives to provide team members with adequate work/life balance. Team members may take advantage of paid time off (PTO) and time-off opportunities. This attendance policy is written to aid in balancing the demands of business with the needs of team members.

*We save lives.* Because the work LifeServe does is important, LifeServe expects team members to be reliable and punctual for their work assignments. We realize that, from time-to-time, everyone gets sick, or has a need which requires time off. If a team member in good standing is sick a few days once or twice per year, it should not negatively affect their performance evaluation or standing within the organization. It is not the intent of this policy to penalize team members for those occasional attendance incidents. We must balance this with meeting the business needs of each department by ensuring we have the team member support necessary to carry out our mission of saving lives. If, for any reason, a team member has a pattern of frequent attendance incidents, there will be ramifications. Excessive attendance incidents are not tolerated.

### Scheduled Absence

A scheduled (approved) absence is defined as time away from a team member's normal work schedule, which was communicated and approved by the leader (or appropriate personnel) prior to the absence, according to department policy and/or guidelines. Scheduled absences do **not** count as attendance incidents. Team members are expected to notify their leader as early as possible when scheduling time off. Approval of time-off requests is based on the needs of the team member and operational needs of the department.

### Attendance Incident

Attendance incidents and overall reliability may be discussed during one-on-one discussions with the leader, and may be included in a team member's progressive feedback. In general, consecutive shifts missed for the same call-in reason are counted as one attendance incident. It need not be consecutive days, but consecutive shifts. This is true even if the call-in reason spans over the weekend. Likewise, it should not be counted against the team member who makes a good faith effort to return to work only to find they must leave again for the same illness. In such situations, only the first is counted as an attendance incident.

LifeServe recognizes and urges team members to realize some attendance incidents are more inconvenient, costly, or problematic than others. If a team member's attendance incidents always occur around holidays, for instance, management may consider them more severe and begin a progressive feedback process.

Legally-mandated time-off situations, such as FMLA, workers' compensation, ADA-approved reasonable accommodations, etc., will not be counted as attendance incidents.



There are 2 ways a team member can have attendance incidents:

## Missing a Shift or Part of a Shift

Defined as: any time a team member misses one or more hours of their scheduled shift without prior management approval. These are coded in Kronos as unscheduled PTO and may only be coded in 1 hour increments.

## Late/Tardy or Leaving a Shift Early

Defined as: clocking in late, or out early, but less than 1 hour after the start (or end) of a team member's scheduled shift. These are coded in Kronos as an occurrence and may only be coded as 0 hours. A team member is allowed to clock in up to 10 minutes prior to the start of their shift. This time is intended to provide team members time to, for example, get computer call systems ready, get on the mobile vehicle, or put on protective equipment. These types of tasks must be done after clocking in. Team members may not clock in more than 10 minutes prior to the beginning of the scheduled shift unless authorized to do so by their management team.

## Calling In

Team members must follow their department's specific guidelines for notifying if they will not be able to make to their scheduled shift. It is the team member's choice whether to give a specific reason for calling in. For instance, a team member does not need to say that they, or their child, are sick. A team member may simply say they cannot make it to work today for personal reasons. It is the team member's responsibility to inform correct personnel if the call-in is for legally mandated time-off situations such as FMLA, workers' compensation, etc.

Providing false call-in information is a breach of honesty and LifeServe's core values. By itself, it may be cause for disciplinary action and/or termination.

## Team Member Illness

Certain illnesses can potentially affect product quality, coworker, or donor health. If a team member has an illness which might affect these, they should avoid coming to work until they are no longer contagious. If a team member is unsure whether they should be at work due to illness, they should consult with their leader. LifeServe will likely require a physician's release before a team member is allowed back to work after a diagnosis of a serious conditions such as, or similar to: MSRA, chicken pox, shingles, or Ebola. This is not an exhaustive list.

## Job Abandonment

- If a team member misses 3 consecutive scheduled shifts without notification, LifeServe will consider this a voluntary resignation.
- In many circumstances, leaving mid-shift without a leader's approval may be considered a voluntary resignation.



## Inclement Weather/Emergency Notice Policy

In the event of inclement weather or other types of emergencies, our main concern is for team member safety. As a geographically diverse organization that must have coverage 24 hours a day in some departments, this policy is designed to address various areas of the organization. Further information and guidance may be provided by the team member’s individual departments.

There are circumstances out of our control that cause mobile collections plans to change, sometimes with short notice. We make every attempt to update the Intranet and weather line as soon as we are aware of mobile delays or cancellations. LifeServe team members working mobile collections are expected to check LifeServe’s intranet site or weather line frequently in the event of any current or forecasted weather conditions which might affect collections for that day. In the event of an emergency, team members should use this same policy to evaluate and determine the appropriate course of action.

Step	Action	
1	In the event of inclement weather or emergency notification, LifeServe team members are responsible to check for notices. <ul style="list-style-type: none"> <li>• Notices are posted on LifeServe’s Intranet site (can be accessed through LifeServe’s main website. Specific log-in instructions are available from team member’s leader).</li> <li>• Notices are available by phone by calling 515-288-1614 or 800-287-4903 ext. 2411 for all locations.</li> <li>• In the event LifeServe’s Intranet site or phone lines are not available, team members should contact their leader. In the event of an emergency, LifeServe may attempt to contact team members via text message.</li> </ul>	
2	We realize that each LifeServe team member will need to make an evaluation regarding their ability to report to work in the event of inclement weather or emergency.	
	<b>If...</b>	<b>Then...</b>
	LifeServe Blood Center is open but the team member decides they cannot make the trip into work...	<ul style="list-style-type: none"> <li>• The team member should notify leader and/or the resource dept.</li> <li>• Team members have the option of working remote if they have received prior approval from their leader.</li> <li>• If the team member does not work, the absence is classified as unscheduled PTO. This will be determined on a case-by-case basis.</li> </ul>
	LifeServe Blood Center is closed prior to reporting to work...	<ul style="list-style-type: none"> <li>• Team members have the option of working remote if they have received prior approval from their leader.</li> <li>• Hourly team members may choose to use PTO according to PTO guidelines.</li> <li>• PTO time used in these situations is considered to be scheduled.</li> </ul>
	LifeServe Blood Center is closed after reporting to work – hourly team members...	<ul style="list-style-type: none"> <li>• Hourly team members will be paid for the time worked.</li> </ul>

		<ul style="list-style-type: none"> <li>• Team members have the option of working remote if they have received prior approval from their leader.</li> <li>• Hourly team members may choose to use PTO according to PTO guidelines.</li> <li>• PTO time used in these situations is considered to be scheduled.</li> </ul>
	LifeServe Blood Center is closed after reporting to work – salaried team members...	Team members have the options of: <ul style="list-style-type: none"> <li>• Team members have the option of working remote if they have received prior approval from their leader.</li> <li>• Team members may choose to use PTO according to salaried PTO guidelines.</li> </ul>
3	There are unique situations that can occur during inclement weather or emergency.	
	<b>If...</b>	<b>Then...</b>
	If a team member has a previously approved PTO request and inclement weather or emergency closing occurs...	...the PTO request still applies.
	If a mobile or work shift is canceled and the team member would like to work...	...it is the leader’s discretion if the team member is reassigned to alternative tasks.
	If a mobile is canceled and the department’s scheduled work is decreased because of the cancellation...	...it is the leader’s discretion if the team member is reassigned or if the work shift is canceled.
	If a mobile or work shift is canceled and LifeServe is closed...	...refer to “LifeServe Blood Center is Closed” in table 2 above for how to handle pay.
If LifeServe Blood Center is closed and team members are working in an area that requires on-call or 24-hour coverage, and are required to work additional hours because others are not able to report to work...	...the team member will be paid as if it is a holiday.	

## Jury Duty

LifeServe recognizes that jury duty is a civic responsibility of our team members. If a team member is summoned for jury duty, the team member must provide a copy of the summons to their leader as soon as it has been received. LifeServe prefers to be notified within one day of the team member receiving the jury duty summons.

LifeServe supports both full-time and part-time team members serving on jury duty and provides paid leave when team members must serve. Team members will be paid their normal salary or hourly compensation while on jury duty. LifeServe does not require team members to return any money paid by the court system.



Occasionally, the summons for jury duty may occur during a time of the year for a team member that could potentially impact our organization’s ability to serve customers or pose a hardship from the loss of team member support when they are called away for jury duty. If these instances arise, LifeServe may write a letter to the court requesting the postponement of the team member’s jury duty. This is the exception and not the rule. In no case will a team member’s employment be affected if they perform jury duty. Team members will not be harassed, threatened, or cajoled into getting out of jury duty, and their same job will be available upon return.

Upon the team member's return from serving, they must submit a signed Certificate of Jury Service to their leader indicating the number of days/hours served. If jury duty dismisses early, team members are required to contact their leader to determine if they are to report to work for the remainder of the shift.

The following information below can be used to determine how compensation will be provided to team members serving jury duty.

<b>If...</b>	<b>Then...</b>
Full-time hourly team member regularly scheduled to work 40 hours per week...	...the team member will be compensated for 8 hours of pay for each full day of jury duty. *
<b>And...</b>	<b>Then...</b>
...the team member is dismissed prior to 8 hours of jury duty and the team member does not wish to return to work for the day...	...the team member can use PTO to cover the hours that they were not in jury duty, to reach hours of pay.*
...the team member dismissed prior to 8 hours of jury duty and LifeServe does not have work for team member to do for the remainder of the day...	...the team member will be paid for 8 hours.*

*\*Jury duty hours will not be paid for more than 80 hours in a pay period or be eligible for overtime.*

<b>If...</b>	<b>Then...</b>
Full-time hourly team member regularly scheduled to work <40 hours per week...	...the team member will be compensated for 8 hours of pay for each full day of jury duty. *
<b>And...</b>	<b>Then...</b>
...the team member is dismissed prior to 8 hours of jury duty and the team member does not wish to return to work for the day...	...the team member can use PTO to cover the hours that they were not in jury duty, not to exceed their regularly-scheduled hours.
...the team member dismissed prior to 8 hours of jury duty and LifeServe does not have work for team member to do for the remainder of the day...	...the team member will be paid for 8 hours or up to their regularly scheduled set hours for the week.*

*\*Jury duty hours will not be paid for more than team member’s regularly-scheduled, set hours for the pay period.*

If...	Then...
Part-time hourly team member who is scheduled less than an 8 hour day...	...the team member will be compensated for the hours scheduled to work during team member's jury duty.*
<b>And...</b>	<b>Then...</b>
...the team member dismissed from jury duty prior to the end of scheduled shift and the team member does not wish to return to work for the day...	...part-timers can either go unpaid or use PTO to reach the hours of the covered shift.*
...the team member dismissed prior to 8 hours of jury duty and LifeServe does not have work for team member to do for the remainder of the day...	...the team member will be paid for the hours of their scheduled shift.*

*\*Jury duty hours will not be paid for more than team member's regularly scheduled, set hours for the pay period.*

If...	Then...
A salaried team member is summoned for jury duty...	...the team member will be compensated for a day of pay for each day of jury duty.

## Court Appearances

If a full-time team member is subpoenaed to appear for a court case, the team member must use their PTO to be compensated for the lost time. If the team member does not have PTO to cover the hours needed, the time will be unpaid.

If a part-time team member is subpoenaed to appear for a court case, the team member may use their PTO to be compensated for the lost time, or choose to go unpaid.



## Section V: Workplace Culture and Professionalism

Every single day, we have the opportunity to create the environment and culture in which we work. Team members deserve to work in an environment of the highest standards. LifeServe Blood Center is committed to providing a collaborative and professional work environment for all team members. LifeServe strives to create and maintain a work environment in which people are treated with equity, inclusion, tolerance, and respect. To be successful in creating this culture, all team members must embrace and model the principles and actions described below. Although not all-inclusive, the rules and conduct stated in this handbook reflect good business practices and good judgment for the benefit of all LifeServe team members. It is the responsibility of every team member to know and abide by Standards of Service Excellence and Standards of Quality to uphold our Code of Conduct and Business Ethics & Confidentiality.

### LifeServe's Desired Culture

**LifeServe's culture is an energy force that becomes woven through the thinking, behavior and identity within the organization by:**

- Being collaborative and having passion for the work we do.
- Celebrating and rewarding achievements and learning from hardships and failures.
- Investing in and nurturing team members.
- Being safe, transparent, inclusive, connected, motivated, flexible, and most of all happy
- Building trust.

**Every day we all have the opportunity to create the environment in which we would like to work. It starts with YOU!**

### Standards of Service Excellence

#### **Always Create a Positive First Impression**

- Show our customers courtesy and respect, giving them confidence in our ability to serve them.
- Acknowledge those we encounter by making eye contact, smiling, and greeting them.
- Listen with empathy, confirming what has been heard.
- Assume the best and speak positively about others – praise whenever possible.
- Respond to requests in a timely manner.

#### **Always Remember that Appearance and Environment Matter**

- Dress professionally and wear ID badges above the waist.
- It is everyone's job to keep our workplace clean, clutter-free and safe.
- Address any unsightly facility issues.

#### **Always Be Committed to the Highest Standards of Quality**

- Work to ensure that the right product gets to the right patient at the right time.
- Take responsibility and initiative for your own work and assist others in any way possible.
- Be good stewards of the blood supply by using resources wisely and eliminating waste.





### **Always Treat Others as You Would Like to be Treated**

- Partner with coworkers and volunteers to make LifeServe Blood Center the best place to work.
- Thank donors, coworkers, and volunteers for their contributions.
- Recognize and respect everyone's right to privacy.
- Resolve conflict promptly, respectfully, and directly with the individual involved. Stop gossip.
- Practice "off stage" and "on stage" behaviors.

### **Always Create a Positive, Lasting Impression**

- Recognize a potentially negative situation before it becomes a problem and intervene immediately.
- Apologize sincerely for problems or delays.
- Use service recovery to correct an issue, create a "WOW" experience and re-capture our customer's or donor's loyalty.
- Thank our customers and donors for choosing LifeServe Blood Center.

## **Standards of Quality**

### **Always Be Committed to the Highest Standards of Quality**

- Provide every product and service in accordance with LifeServe Blood Center's established policies, procedures, SOP's and current Good Manufacturing Practices.
- Understand that all LifeServe Blood Center personnel are accountable to external regulatory agencies, such as the Food and Drug Administration (FDA) and American Association of Blood Banks (AABB).
- Report any violation of SOP, policies, or other procedures to the appropriate person(s).

### **Always Demonstrate LifeServe Blood Center's Core Values**

- **Stewardship** – Always assume responsibility as stewards of the blood supply and pledge to represent our community's best interest in making wise use of all resources and doing our part to keep blood costs affordable to our customers.
- **Quality** – Always provide our customers with the highest quality products and services, on time, and in the best possible way, through continuous improvement in the quality of work and people.
- **Accountability** – Always assume personal responsibility for our actions and the quality and outcomes resulting from our work. We strive for excellence and are accountable when we do not achieve desired results.
- **Integrity** – Always adhere to a strict code of ethics and will promote honesty, fairness and moral behaviors.
- **Respect** – Always exercise full regard for the contributions and needs of all people and processes affected by our organization.
- **Service** – Always strive to understand and exceed the current and future expectations of our customers, our donors and each other and to serve with personal humility and the highest level of professional courtesy.



## Code of Conduct

### **Appropriate conduct includes, but is not limited to:**

- Treating all customers, visitors, and coworkers in a courteous and professional manner.
- Performing assigned tasks efficiently and in accord with established quality standards and SOP.
- Following call-in guidelines whenever unable to work or report on time.
- Be a reliable, contributing member of the organization.
- Reporting unethical, suspicious, or illegal conduct.
- Maintaining cleanliness and order in the workplace and work area.
- Acting in a manner that supports the LifeServe Values of Service, Quality, Accountability, Integrity, Respect, and Stewardship.

### **Inappropriate Conduct**

It is not the intent of LifeServe to limit team members from expressing concern or dissatisfaction. In fact, it is quite the opposite. LifeServe encourages feedback, transparency and open door practices. However, there is an appropriate time and place to express these concerns. Outside of those circumstances it might be considered gossip, negativity, or insubordination. Team members should consider whether their own comments are destructive or have the intent of being productive. To appropriately express concerns, see section "Reporting and Grievance Procedures."

### **Inappropriate conduct includes but is not limited to:**

- Disregarding policy or standard operating procedure (SOP).
- Submitting false information on an employment application, time sheets, or other records.
- Consuming, possessing, or working under the influence of alcohol or illicit or illegal drugs on LifeServe's premises, including locations where LifeServe is conducting business such as mobile blood drives and LifeServe vehicles.
- Soliciting or distributing literature of any kind on LifeServe's campuses, blood drives, or in vehicles.
- Misusing company telephone, voicemail, electronic mail, internet, PCs or other company property for personal use. Any personal usage that results in additional expense must be reimbursed to LifeServe.
- Violating safety or health rules.
- Violating business ethics rules, including sharing of confidential information.
- Using abusive language, physically abusive actions; bullying; demonstrating rude conduct; or sexual harassment of any kind to a fellow team member, vendor, or customer.
- Engaging in malicious or careless action or practical joking. Such horseplay can result in destruction of company property, injury, or death.
- Possessing a weapon or firearm on company premises, or vehicles.
- Irregular attendance, tardiness, unexcused, or excessive absences from work.
- Insubordination, refusing to perform assigned work, or abandoning the workplace without the permission of team member's direct supervisor.
- Participating in, or permitting acts of, gambling on LifeServe's premises.
- Committing acts of fraud, deceit, misrepresentation, or other acts of dishonesty.
- Accepting gifts, meals, gratuities, or rewards of significant value from customers or vendors.



- Failing to disclose relationships with other team members or business colleagues which could be construed as a conflict of interest.
- Violating dress code appropriate for team member work area.
- Acting unprofessionally while representing the LifeServe brand. This includes at work, as well as off-work hours when wearing branded clothing/scrubs, name badges, company equipment, company property, company logos, etc.
- Refusing to cooperate with a company-related investigation.
- Discriminating against a team member, vendor, customer, or job applicant.
- Removing or borrowing company property or money without authorization from a leader.
- Stealing company property or failing to report theft of company property by others.

REPORTING: For information regarding reporting violations of policies or unethical behaviors, please see "Reporting and Grievance Procedures" in this handbook.

## Business Ethics & Confidentiality

LifeServe team members will maintain the highest ethical standards in the conduct of LifeServe business operations. Each LifeServe team member will conduct LifeServe business with integrity and comply with all applicable laws in a manner that excludes consideration of personal advantage or gain. This section provides guidance in areas such as:

- Confidential information
- HIPAA
- Gifts, favors, entertainment, and payments given or received by LifeServe team members
- Use of company credit cards
- Use of company equipment

## Tobacco Policy

Smoking, the use of tobacco products, or the use of e-cigarette type products in view of LifeServe's campuses, blood drives, or in vehicles is strictly prohibited. It is against the law for anyone to give or supply tobacco products to people under the Federal smoking age of 21. Team members taking tobacco breaks must ensure breaks meet the guidelines in LifeServe's break policy in this handbook. LifeServe asks team members to be mindful of business needs by not taking breaks when busy or when doing so would place undue burden on coworkers. In addition, team members must not take breaks together when doing so leaves the department shorthanded.

## Use of Company Credit Card

In some cases, a LifeServe team member may be issued a company credit card. These credit cards remain the property of LifeServe and are to be used for LifeServe business only. No personal use is allowed. Company credit card purchases should comply with all aspects of **LS-JOBAID-5685 "Credit Card Reconciliation Job Aid"** found in M-Files.



## Confidential Information

LifeServe considers information about its donors, patients, team members, volunteers, and business clients as confidential data for whom disclosure could be significantly harmful. Confidentiality is not only ethically correct, it is the law.

Protection of donor information is vital to the reputation, interests, and success of LifeServe. All donor information must be kept private and confidential. This is an absolute obligation and no exceptions will be tolerated.

Any person having access to personnel and/or payroll information is required to maintain confidentiality to protect the privacy rights of team members. Sharing or use of any confidential or proprietary information or data on decisions, such as internal business operating procedures, plans, financial data, donor information, or any other information which might be contrary to the interest of LifeServe without prior authorization, is prohibited. The misuse, unauthorized access to, or mishandling of information is strictly prohibited. To protect confidentiality, team members are expected to:

- Store confidential information in desk drawers, locked files, or cabinets when not in use.
- Avoid displaying confidential information where it is easily observed.
- Avoid putting any confidential information on electronic devices not owned or authorized by LifeServe.
- Prevent unauthorized use of devices having access to confidential information.
- Dispose of confidential records through appropriate means, including, but not limited to, shredding or electronic deletion.

## HIPAA

The federal law known as Health Insurance Portability and Accountability Act of 1996 (HIPAA) restricts the release of Protected Health Information (PHI). Broadly stated, PHI is medical or health information that identifies a patient. LifeServe agreements include a provision obligating protection of PHI. All team members are required to complete HIPAA training. Examples of PHI at LifeServe would include:

- Patient information, including recipients of blood products and patients who receive other transfusion services, as well as information gleaned from visits to a hospital, or patient information obtained in the course of work.
- Patient information regarding specific laboratory testing performed by LifeServe's reference laboratory.
- The health information of team members or family members if obtained while providing care. This information is not PHI if it is obtained through normal conversations with coworkers. PHI obtained in the course of normal work must be kept confidential. In cases where safety is jeopardized, or in other need-to-know situations, information may be shared with management or health professionals.

Team members must not share specific information gleaned from their work with outside parties such as donors, media, customers, or the public unless LifeServe has a signed release from that individual. If team members feel there has been a breach of confidentiality/security, those concerns must be reported to LifeServe's security and privacy officers.



## Dress For Your Day Policy (Dress Code)

LifeServe offers a flexible dress code where team members may dress according to what is on their schedule for that day. Team members are expected to be neat in appearance and in a manner consistent with the work being performed. Team members must present a professional image to our customers and visitors. It is LifeServe's goal to balance reflecting a professional image when needed, with some flexibility to dress casually whenever appropriate.

Team members should follow the below category guidelines when determining appearance for the day.

1. Operational Departments (donor services, hospital services and TPEX): Scrubs.
2. Non-Operational Departments (non-donor services and non-hospital services, non-TPEX team members):
  - Business Casual: Team members are expected to use the guidelines of this category whenever working with outside clients, visitors, vendors, interviewees, or on inspection days.
  - Casual: Team members are expected to follow the guidelines in this category when visible only to other LifeServe team members.

For complete details of department-specific dress code guidelines, see leadership.

In all cases, team members are expected to maintain good hygiene and avoid wearing excessive cologne or perfume. Additionally, the following is unacceptable attire at any time:

- Shorts.
- Revealing clothing, including but not limited to, exposing the midriff region, stomach or back, as well as low cut tops.
- Torn or ripped clothing.
- Any offensive tattoo or piercings. *LifeServe management reserves the right to require tattoos/piercings be covered if they are deemed unprofessional or offensive.*
- Any offensive logos, slogans, drawings, or pictures.
- Hats (unless given prior management approval).

## Work Area Neatness and Appearance Guideline (Dress Code for Offices)

A neat and professional work area is a more enjoyable place to work. Further, a clean and organized work place promotes safety and efficiency.

In some situations, work areas are directly and equally shared by other team members. If not directly shared, a team member's work area is at least visible to other coworkers, donors, or guests. As such, team members should be mindful that their work area is not just for themselves.

Team members are responsible for keeping their work areas clean and professional in appearance at all times. The guidelines below are general and overarching, so certain departments or specific areas may have additional requirements for their work areas.

Guidelines:

- Team members may not pound in nails or otherwise make holes in walls in effort to hang items. If a hole is required to hang an item it must be completed by the purchasing department.
- Team members must not apply tape or other sticky products to surfaces which might be damaged or marked (such as paint) from its application or removal.

- Except for professionally, commercially printed, or LifeServe-branded "Sorry I missed you... I will be back on..." type of signs, other posters, pictures, newspaper clippings, notes, etc., are not permitted on the outside of workstation panels or exterior of an office door.
- All personal items (kid's drawings, sports team posters, pictures, etc.) must be displayed in a straight, neat, and organized fashion. Personal items should not be in overabundance or seem to take up too much of the office/workspace area. In other words, it should not be the predominant impression left on a guest if visiting the space. If there is a question regarding what is too much, a guideline may be enforced of having not more than 15 personal items in any one office, workstation, or work area. Smaller areas or areas shared by more than one team member may require a lower number.
- Before leaving a shift, team members are required to organize their area, put away items, and secure work materials. Any and all items containing confidential, or HIPAA information must be securely put away.
- Posters, pictures, notes, etc., which might be considered offensive to other team members, or do not comply with LifeServe's values and policies, are not permitted anywhere.
- Anything hung on personal (office) bulletin boards must be straight, neat, and organized. Bulletin boards should not look cluttered.
- All items hung on common space bulletin boards (break rooms, hallways, etc.) must be approved and hung by HR. Team members may not post items in any public space without HR or PR approval.
- Bookcases and shelves must be orderly and neat with nothing hanging out of individual files or hanging over the shelves.
- Drawers, files, or cabinets in common areas (used by more than one team member) must be labeled with LifeServe-branded labels.
- Objects on top of cabinets must be neat, orderly and not overly abundant as to make the space look crowded. Due to fire code, objects should never be placed or stored within 18" of the ceiling.
- Storage boxes should remain out of sight in work areas. Boxes should be placed in appropriate storage areas or storerooms.
- No live pets.
- Scent and odor-producing devices are generally discouraged. Be mindful of other's sensitivities and/or allergies. This applies to flowers or bouquets as well. Such items may not be so strong as to be detected beyond the specific work area in which they are placed. Should another team member express discomfort, the item should be removed.
- Plants (fake or real) must be well-maintained and nice in appearance. Plants should not be overly abundant or seem to take up too much of the office/workspace area. In other words, it should not be the predominant impression left on a guest if visiting the space. If there is a question regarding what is too much, a guideline may be enforced of having not more than 5 plants in any one office, workstation, or work area. Smaller areas or areas shared by more than one team member may require a lower number. Zero plants are allowed in production areas including, donor floors, therapeutic treatment rooms, components, product management and lab. Areas in close proximity to production areas may also be required to have zero plants.

LifeServe also recognizes that, at times, team members voluntarily choose to bring onto campus their personally owned electronic equipment. We need to ensure our electrical system is not compromised by





personal electronic equipment, devices or appliances that could cause overloading of the system, or pose a fire hazard.

- Small portable electronic devices are acceptable to bring from home. Examples of these items are: phone chargers, radios, lamps, fans, etc.
- Any larger electronic devices or appliances should be approved by the department manager, ensuring the item is necessary. The item will then need to be reviewed and approved by the purchasing department to ensure the item is well-maintained and safe to use.
- If there is ever any doubt as to which category above a piece of equipment belongs, that piece of equipment should be reviewed by purchasing.

Space heaters will be purchased by LifeServe. Team Members are **not** allowed to bring in personally owned heaters. The number of space heaters allowed in a particular area will depend on the current load already on the electrical system. Purchase of space heaters will be charged to that team member's department budget.

## Gifts and Favors Provided by LifeServe Blood Center

Gifts and favors may be given at LifeServe's expense if they meet all of the following criteria:

- They are consistent with accepted business practices.
- They are of sufficiently limited value and in a form that will not be construed as a bribe or payoff.
- They are not a violation of applicable law and general accepted ethical standards.
- Public disclosure of the facts will not have a negative impact on the image of LifeServe.
- They receive management authorization in advance.

## Gifts and Favors Received from Outside Sources

LifeServe asks team members to refrain from accepting any gifts, gratuities, entertainment, or favors of value. In general, value is defined as more than \$25.00. Team members may accept for themselves, and members of their families, common courtesies usually associated with customary business practices, as long as they are of sufficiently limited value and in a form that will not be construed as a bribe or payoff. These include but are not limited to:

- Lunch and/or dinner with vendors, sometimes including spouse, as long as the invitation is extended by the vendor.
- Gifts of small value from vendors such as calendars, pens, pads, etc.
- Tickets to events (such as sports, arts, etc.) if offered by the vendor and the ticket value has a value of \$25.00 or less. If the ticket value is more than \$25.00 the vendor must accompany the team member to the event, and it must be pre-approved by the appropriate LifeServe executive.
- Overnight outings are acceptable under the condition that individuals from either other companies or the vendor are in attendance, and the overnight outing is designed to advance either LifeServe's business goals or improve industry understanding. Team members must have prior approval from the appropriate LifeServe executive. Best practice would include a written agreement describing the purpose and covered expenses.
- Gifts of perishable items usually given during the holidays such as hams, cookies, nuts, etc. are acceptable. Best practice is to share with team members associated with the gift-giver.



- Day outings, such as golf, are acceptable with prior approval from the appropriate LifeServe executive. The vendor must be in attendance. A spouse or family member may be included as long as the invitation is extended by the vendor.
- Gift card and payment for market research surveys should be provided to human resources for use for team member reward and recognition.

A strict standard is expected with respect to gifts, services, discounts, entertainment, or consideration of any kind. The following, but not limited to, are prohibited:

- Use of vendor's facilities (vacation homes, etc.) by team members or families for personal use.
- Discounts, rebates, or in-kind services for team members or families for personal use outside of those offered to all team members.
- Cash or cash equivalents, such as stocks or other forms of marketable securities of any kind.

## Gifts and Favors Received Between Team Members

- Team members who supervise team members should not accept gifts from those under their supervision of more than limited value.
- Occasionally team members wish to take up collections for other team members in times of need or special events. LifeServe supports these efforts. Approval must be obtained prior to proceeding with such collection efforts. Please contact department leadership or HR for approval.

## Solicitation Policy

In the interest of maintaining a professional business environment, team members of LifeServe must not distribute, promote, post, or place in work areas any material which sells merchandise or services, solicits financial contributions, or promotes political groups, clubs, schools, societies, or charitable and religious organizations during working time. This includes using work email, voicemail, or other company resources. LifeServe email and its team members' email addresses are to be used only for LifeServe business. Examples of exceptions might include LifeServe insurance broker discounts, BCA-sponsored discounts, or BCA annual fundraiser.

## Bulletin Boards

In order to maintain an effective avenue for communicating with our team members, LifeServe maintains bulletin boards at all of its locations. These bulletin boards are only used to post legally required information and authorized company information. Exceptions to this policy are charity campaigns approved by the president/CEO or member of the executive team. All posted material must have authorization from human resources. Persons not employed by LifeServe must not solicit or distribute literature in the workplace at any time. Team members are expected to check these bulletin boards periodically for new and/or updated information.

## Communication

LifeServe respects all concerted activities. Nothing in this section, or this handbook should be construed as being contrary to, or in conflict with, the National Labor Relations Act (NLRA).



## Social Media

We understand that social media can be a fun and rewarding way to share information with family, friends, and coworkers. However, use of social media also presents certain risks and carries with it certain responsibilities. To assist team members in making responsible decisions about the use of social media and its potential influence upon LifeServe, we have established the following social media guidelines that apply to all members who work for LifeServe:

- Social media includes all means of communicating, including electronic posting of information or content of any sort on the internet. Examples of social media communication are (but are not limited to):
  - A team member's own, or someone else's, blog, journal, or diary.
  - A personal website, social networking, web bulletin board, or a chat room.
  - These examples include situations where a team member may or may not show association or affiliation with LifeServe
- Team members are solely responsible for what they choose to post online. Before creating online content, team members should consider the risks involved with their personal social media use.
- Misuse of social media includes any conduct which adversely affects job performance; the performance of other team members; or otherwise adversely affects customers, suppliers and people who work on behalf of LifeServe or LifeServe's legitimate business interests, and is unacceptable.
- Additional risks exist when those in supervisory roles engage in social media with team members. Therefore, team members should not interpret it as unfriendly when leaders decline friend requests, or choose not to participate.
- Team members should ensure postings are consistent with the information contained in this handbook. Inappropriate postings which include discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct, will not be tolerated.
- Always comply with HIPAA and all other legal regulations.
- Post only appropriate and respectful content.
- Maintain the confidentiality of LifeServe data as outlined in the confidential guidelines in this section.
- Express only personal opinions. Team members should never represent themselves as a spokesperson for LifeServe. If LifeServe is a subject of the content created by a team member, the team member must state they are expressing their personal views and are not representative of LifeServe's views. It is best to include a disclaimer such as: "The postings on this site are my own and do not necessarily reflect the views of LifeServe."

## Media (Communication with the Press)

LifeServe strives to present a clear and consistent corporate message to the press and to maintain a positive image within the community. Oftentimes, the organization is highlighted in various media stories (newspaper, radio, television, web, etc.). The media also often partners with LifeServe to assist in promoting special blood drives and/or events. The following guidelines should be adhered to:



- All media inquiries should be directed to the public relations and marketing department. The public relations and marketing department will determine the organization spokesperson and if comments to the media are necessary and/or needed.
- If a reporter, photographer, or videotaping crew shows up unexpectedly to any LifeServe facility or blood drive location, contact the public relations and marketing department as soon as possible and preferably before allowing them into the building. The public relations and marketing department will determine the organization spokesperson and, if necessary, tour guide for their visit.
- Team members are required to inform a member of the public relations and marketing department if they have been asked to field any media requests.
- Writings, stories, or statements must be approved by the public relations and marketing department before release to the media.

## Affirmative Action Policy Statement

LifeServe Blood Center is supportive and committed to the principles of affirmative action and equal employment opportunity and abides by a written affirmative action program which sets forth policies, practices and procedures that guide our organization. This affirmative action program is available for inspection by any team member, or applicant for employment, upon request during normal business hours in the human resources department. Interested parties should contact the director of human resources for assistance.

The statement below outlines LifeServe's principles and commitment regarding affirmative action, equal employment opportunity, and the prevention of harassment of any kind.

*Equal employment opportunity is a fundamental principle at LifeServe Blood Center. Employment at LifeServe is based upon an individual's capabilities and qualifications without discrimination because of race, color, religion, sex, age, national origin, disability, pregnancy, genetic information, veteran status, sexual orientation, marital or family status, or any other legally protected characteristic. Equal opportunity and equal consideration will be afforded to all applicants and team members in personnel actions which include recruiting, hiring, compensation, benefits, training, promotion, transfer, termination, and all other terms and conditions of employment.*

Team members and applicants of LifeServe Blood Center will not be subject to harassment on the basis of disability or status as a protected veteran. Retaliation (including intimidation, threats, or coercion) because a team member or applicant has objected to discrimination; engaged, or may engage, in filing a complaint; assisted in a review, investigation, hearing; or has otherwise sought to obtain their legal rights under any federal, state, or local EEO law regarding race, color, religion, sex, age, national origin, disability, pregnancy, genetic information, veteran status, sexual orientation, marital or family status or any other legally-protected right, will not be tolerated or condoned by the organization.

## Veteran Status

LifeServe is proud to actively recruit and employ veterans. Veteran status includes disabled veterans; armed forces service medal veterans; recently separated veterans; or other veterans who served during



a war, in a campaign, or expedition for which a campaign badge has been authorized.

## Anti-Harassment/Discrimination

LifeServe strives to create and maintain a work environment in which people are treated with equity, inclusion, tolerance, and respect. The environment of LifeServe should be characterized by mutual trust and the absence of intimidation, oppression, and exploitation. Team members, contractors, and volunteers should be able to work and learn in a safe yet stimulating atmosphere. LifeServe will not tolerate unlawful discrimination or harassment of any kind.

- **Discrimination**

- It is a violation of LifeServe principles to discriminate in the provision of employment opportunities, benefits, or privileges to create discriminatory work conditions; or to use discriminatory evaluative standards in employment if the basis of that discriminatory treatment is, in whole or in part, related to the person's race, color, religion, sex, age, national origin, disability, pregnancy, genetic information, veteran status, sexual orientation, marital or family status, or any other legally-protected characteristic.
- Discrimination of this kind is also strictly prohibited by a variety of federal, state, and local laws, including Title VII of the Civil Rights Act 1964, the Age Discrimination Act of 1975, and the Americans with Disabilities Act of 1990. This policy is intended to comply with the prohibitions stated in these anti-discrimination laws. LifeServe will take appropriate action swiftly to address any violations of this policy.

- **Harassment**

- Harassment is defined as uninvited and unwelcome verbal, environmental, or physical contact directed at a team member because of race, color, religion, sex, age, national origin, disability, pregnancy, genetic information, veteran status, sexual orientation, marital or family status, or any other legally protected characteristic.
- Harassment, including sexual harassment, is prohibited by federal and state laws. LifeServe will take appropriate action swiftly to address any violations of this policy.
- Examples of harassment are:
  - Comments that are not flattering or are unwelcome.
  - Epithets, slurs, or negative stereotyping.
  - Distribution, display, or discussion of any written or graphic material that ridicules, denigrates, insults, belittles, or shows hostility or aversion.

- **Sexual Harassment**

- Definition: Sexual harassment is a form of discrimination and is unlawful under Title VII of the Civil Rights Act of 1964. According to the Equal Employment Opportunity Commission (EEOC), sexual harassment is defined as unwelcome sexual advances; requests for sexual favors; and other verbal or physical conduct of a sexual nature, when submission to, or rejection of, such conduct is used as the basis for employment decisions, or such conduct has the purpose or effect of creating an intimidating, hostile, or offensive working environment.
  - A team member may be impacted by sexual harassment through:
    - Explicit or implicit terms or conditions of employment.
    - Used as a basis for an employment decision.
    - Unreasonably interferes with a team member's work performance or creates an intimidating, hostile, or otherwise offensive environment.

- Sexual harassment does not refer to behavior or occasional compliments of a socially acceptable nature. It refers to behavior that is unwelcome, that is personally offensive, and that lowers morale and therefore interferes with work effectiveness. Sexual harassment may take different forms.
- Examples of conduct that may constitute sexual harassment are:
  - Sexual innuendoes, suggestive comments, joke of a sexual nature, sexual propositions, lewd remarks, threats.
  - Requests for any type of sexual favor (this includes repeated, persistent, unwelcome requests to “go out alone” or for dates).
  - Verbal abuse/kidding that is a legally prohibited form of harassment, including that which is sexually oriented and considered unwelcome.
  - The distribution; display; or discussion of any written or graphic material; including calendars, posters, and cartoons that are sexually suggestive or show hostility.
  - Suggestive or insulting sounds, leering, staring, whistling, obscene gestures, content in letters and notes, facsimiles, emails, photos, text messages, internet postings, etc.
  - Unwelcome, unwanted physical contact, including but not limited to: touching, tickling, pinching, massaging, patting, brushing up against, hugging, cornering, kissing, fondling, forced sexual intercourse, assault, etc.
- Sexual harassment, in any form, is prohibited under this policy.

## Workplace Bullying

Workplace bullying refers to repeated, unreasonable actions of individuals (or a group) directed toward a team member(s), which are intended to intimidate, degrade, humiliate, undermine, or which create a risk to the health or safety of the team member(s). Bullying is not limited just to team members of protected classes. Bullying may involve team members, volunteers, customers, contractors, vendors, or anyone encountered during employment.

Workplace bullying often involves an abuse or misuse of power. Bullying behavior creates feelings of defenselessness and injustice for the target, and undermines an individual’s right to dignity at work. Bullying is different from aggression. Whereas aggression may involve a single act, bullying involves repeated attacks against the target, creating an on-going pattern of behavior. Tough or demanding bosses are not necessarily bullies, as long as they are respectful, fair, and their primary motivation is to obtain the best performance by setting high, yet reasonable, expectations. Some bullying situations involve team members bullying their peers, rather than a leader bullying a team member.

Bullying may be intentional or unintentional. When an allegation of bullying is made, the intention of the alleged bully is irrelevant and will not be given consideration when deciding on the appropriate discipline. It is the effect of the behavior upon the individual which is important. The following are types of bullying. Bullying situations are not limited to the following categories, and often involve more than one type:

- *Verbal Bullying*: slandering, ridiculing, or maligning a team member or his/her family; persistent name calling which is hurtful, insulting, or humiliating; using a team member as a target of jokes; abusive and offensive remarks.
- *Physical Bullying*: pushing, shoving, kicking, poking, tripping, assault, threat of physical assault, or damage to a team member’s work area or property.



- *Gesture Bullying*: non-verbal threatening gestures and/or glances which convey threatening messages.
- *Exclusion Bullying*: socially or physically excluding or disregarding a team member in work-related activities.
- *Cyber Bullying*: the use of electronic communication which has an adverse effect at work, such as sending messages or posting information of an intimidating, degrading, or threatening nature.
- *Mobbing*: refers to a group of coworkers targeting another worker. Leaders are expected to intervene immediately to address and stop mobbing behaviors.

## Reporting and Grievance Procedures

### **How to Report Discrimination, Harassment, Bullying (AABB and CLIA reporting, see below)**

Concerns should be reported immediately (either witnessed or experienced) to a member of LifeServe's management team (supervisor, manager, director, vice president, CEO, or human resources). Members of management who become aware of a possible discrimination, harassment, or bullying situation must immediately inform human resources. All reported incidents will be investigated.

In addition to the informal reporting methods listed above, there are 2 avenues for team members to formally report.

- **Ethics Portal**

In situations where a team member prefers to place an anonymous concern and/or report an issue of any nature, LifeServe offers an ethics portal which is hosted by a third-party administrator to protect the anonymity of the team member. LifeServe takes seriously, and gives priority to, all issues reported. Team members will find the ethics portal link on LifeServe's intranet.

- **Grievance Procedure**

Team members are encouraged to resolve conflicts with each other, or issues with their leader, amongst themselves when at all possible. Failing this, if a situation occurs where a team member believes a condition of employment, or a decision is unjustified, they may make use of the formal grievance procedure. Team members should submit the grievance as timely as possible. A formal grievance procedure can also be used by recently terminated team members. In termination situations, the form must be submitted within 7 calendar days of termination date. Details, instructions and a Formal Grievance Form can be found in M-Files **LS-FORM-6312 "Grievance Procedure and Instructions."**

## Retaliation

Retaliation against anyone who has raised a concern is prohibited. If a team member believes they have been retaliated against or treated differently related to a reported concern, they are urged to contact human resources immediately. No hardship, loss of benefit, or penalty may be imposed on a team member associated with a reported concern. Reporting false information with intent to mislead, cause harm to others or the organization, is prohibited.



## How to Report Product Quality Concerns

Product quality and testing concerns may be reported via an internal reporting mechanism called a Quality Report (QR). These reports are routed to LifeServe's management for investigation and outcome review. If a team member feels the need to report a quality concern to an external party, the following avenues are available:

- Quality concerns may be submitted to AABB - [www.aabb.org](http://www.aabb.org)
- Quality concerns may be submitted to CLIA - [www.cms.hhs.gov/clia](http://www.cms.hhs.gov/clia)



## Section VI: General Employment Policies

The policies reflected in this section are broad in nature and may not cover all individual circumstances. For further details and clarification, contact a representative of human resources.

### Voting Time

LifeServe supports team member’s choice to vote in public elections. Team members are encouraged to vote before or after regularly assigned work hours when feasible. When this is not a possibility, due to work schedules, team members are urged to meet with their leader to discuss alternate arrangements.

### Election Leave

Team members who are chosen to serve as election officials at polling sites will be permitted to take required time off to serve in this capacity. It is necessary for team members who are chosen to act as election officials to notify their leader according to department timelines for requesting time off.

### Holiday Policy

A LifeServe-observed holiday means it is not a normal workday for LifeServe team members. Only departments operating 24 hours a day, 7 days a week will be required to work on LifeServe-observed holidays; other team members may be required to use PTO during this time. Please refer to table below. PTO accrual rate includes additional time for LifeServe-observed holidays including:

- New Year’s Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

LifeServe team members who are paid hourly and are required to work on a LifeServe-observed holiday will be paid as follows:

- Full-time and part-time team members will receive their regular day’s pay for the holiday plus 1.5 times their regular rate of pay for the actual number of hours worked on the holiday, totaling 2.5 times their hourly rate.

LifeServe team members who are not required to work the observed holiday will be paid as follows:

Part-time hourly team members	Team members have the option to use PTO on the observed holiday. PTO can be used regardless if this is a regular scheduled workday or not. If a part-time team member wants to use PTO, the team member must communicate to the leader in advance of the close of the holiday pay period.
-------------------------------	---



<p>Full-time hourly team members regularly working a set schedule of &lt;40 hours</p>	<p>When a LifeServe-observed holiday falls on a day the team member is not scheduled to work, no PTO will be used.</p> <p>Team members that have worked &lt; 32 hours during the week, or &lt; 64 hours in the pay period, will be charged PTO hours to bring them up to their regularly scheduled set hours for the pay period.</p> <p>Team members that have worked &gt;32 but &lt;40 hours during the week, OR &gt;64 hours but &lt;80 hours in the pay period will use PTO in one-hour increments on the observed holiday up to their regularly scheduled set hours for the pay period.</p> <p>No PTO will be used on LifeServe-observed holidays when team members have worked equal to, or greater than, their set scheduled hours for the week or pay period.</p>
<p>Salaried team members</p>	<p>8 hours of PTO will be used when observed holidays fall Monday through Friday.</p> <p>No PTO will be used when observed holidays fall on Saturday or Sunday and the team member is not scheduled to work.</p>





## Leaves of Absence

LifeServe recognizes that there may be times when team members need to take an extended leave from work for personal, medical, or other reasons.

## Personal Leaves

A personal leave of absence is either:

1. More than 5 consecutive shifts (up to 3 months) of time off without available PTO, which does not otherwise qualify as legally protected time off, such as FMLA, ADA, etc. Both full-time and part-time team members are eligible to request unpaid personal leave.

Or

2. Even with the use of PTO, a team member does not work for more than two calendar weeks, which does not otherwise qualify as legally protected time off, such as FMLA, ADA, etc. Both full-time and part-time team members are eligible to request unpaid personal leave if PTO is exhausted.

Team members must use all available PTO (and EIB, if applicable) at the beginning of a leave before moving to unpaid leave. A personal leave of absence will begin on the first day of absence, regardless if using any paid time off. While on a personal unpaid leave, PTO accrual stops.

Personal leaves are generally taken consecutively and cannot be taken intermittently unless special circumstances apply. Consideration will be given to the nature of the request, the current business needs, and the current performance of the team member. **LS-FORM-6295 "Leave of Absence Request Form"** must be completed with an expected return-to-work date. Requests for leave must be reviewed and approved by the team member's manager, director/VP, and human resources director before a personal leave may be taken. Upon request, an extension of personal leave may be granted. If a team member requires an extension to the originally approved leave, he/she will be required to obtain approval for the extension from his/her manager, director/VP, and human resources director by completing a new **LS-FORM-6295 "Leave of Absence Request Form"** with the revised return-to-work date.

It's important to note that personal leaves are separate from family and medical leaves and are unprotected leaves. Continued employment following an approved leave of absence cannot be guaranteed. To the extent possible, team members returning from personal leave will be returned to their former position or will be offered the first available comparable position for which they are qualified. If a team member fails to report to work at the expiration of the approved leave period, LifeServe will consider it a voluntary resignation by the team member, and the team member's employment will be terminated immediately.

## Benefit Continuation

Team members may continue their elected insurance benefits during a personal leave. LifeServe will maintain the team member's life insurance, as well as short and long-term disability, for the period of the approved leave. When a personal leave extends longer than the approved timeframe, the team



member's life insurance, as well as short and long-term disability, will be discontinued. If the team member is receiving pay from LifeServe, those premium deductions and 403(b) retirement deductions will continue unless the team member elects to stop those deductions. LifeServe will not contribute to a team member's retirement program while they are on unpaid leave.

LifeServe will pay its share of the listed benefit premiums for up to 3 months of a personal leave. If a team member is not receiving pay from LifeServe, he/she must pay the company their portion of the costs by sending a check payable to LifeServe for the premiums by the 1st of each month to ensure continuation of coverage. If a team member fails to make payments, or if a payment is more than 30 days late, the coverage may be canceled. If a team member's leave extends beyond 3 months, the team member will continue to be responsible for payment for their portion of benefit premiums, in addition to payment of LifeServe's portion of those same benefit premiums.

## Maternity Leave

Team members who qualify for FMLA may be eligible for up to 12 weeks of protected leave. (See FMLA section below.) Team members who do not qualify for FMLA are eligible for a protected leave of absence for maternity for up to 8 weeks. LifeServe complies with all state and federal pregnancy and disability laws.

Human resources recommends team members request maternity leave paperwork earlier rather than later because of the unpredictability associated with pregnancy. A team member should request maternity leave by completing **LS-FORM-6295 "Leave of Absence Request Form"** and submit to the human resources department. A team member may also be required to submit **LS-FORM-6298 "Certification of Employee"** to support a request for maternity leave. These forms are available from the human resources department.

While on maternity leave, LifeServe requires team members to use accrued PTO/EIB. The only exception to this is when a team member is receiving short or long-term disability benefits after the 14-day waiting period has been met. Available PTO will be used for the first 16 hours of any maternity leave. Any available EIB will be used after the first 2 days. If EIB is exhausted, any accrued PTO will be used. If a full-time team member has PTO/ EIB available at the end of the 14-day wait period for short-term disability benefits, PTO/EIB can be used to supplement short and long-term disability payments up to full pay. The supplementation of paid leave does not extend the maximum 8-workweek leave period allowed for team members. If the team member returns to work promptly at the conclusion of the maternity leave, the team member will be restored to the same or a similar position.

While on maternity leave, team members are entitled to continued coverage under LifeServe's healthcare plan. Team members are required to pay their share of group health premiums during their leave. To the extent that a team member's maternity leave is paid, their portion of health insurance premiums will be deducted from their salary. For the portion of maternity leave that is unpaid by LifeServe, the team member's portion of health insurance premiums may be paid in accordance with one of the following:

- Paid at the same time as if made by payroll deduction.
- Paid in accordance to a mutually agreed upon schedule of payments.



If the team member's payment of insurance premiums is more than 30 days late or not in accordance with the mutually agreed upon schedule, LifeServe may discontinue insurance coverage upon notice to the team member.

A team member's maternity leave does not count as a break in service. However, team members do not accrue PTO while on an unpaid leave. During this leave, team members must keep their supervisor and the human resources department informed of when they expect to return to work. If a team member fails to return to work after the maximum leave, they will be considered to have voluntarily resigned. Prior to a team member returning to work from maternity leave, team members are required to submit **LS-FORM-6296 "Release to Resume Job Duties"** completed by their healthcare provider.

## Family Medical Leave (FMLA)

The Family and Medical Leave Act (FMLA) provides eligible team members with job-protected, unpaid leave for qualifying reasons during a rolling 12-month period (not a calendar year). To be eligible for FMLA leave, a team member must meet **all** of the following criteria:

- Actively employed by LifeServe for at least 12 months (which need not be consecutive).
- Worked at least 1,250 hours during the 12-month period immediately preceding the beginning of the leave.
- Employed at a worksite with 50 or more team members or where 50 or more team members are located within 75 miles of the worksite. LifeServe chooses to consider all worksites eligible.

### **Events that are covered up to a maximum of 12 weeks (in a rolling 12 months) include:**

- The team member's own serious health condition\* making the team member unable to perform any of the essential functions of his or her job.
- The need to care for the team member's spouse, child or parent (but not in-law) with a serious health condition. \*
- The birth of the team member's child, or to care for the newborn child (within one year of birth).
- The adoption of a child by a team member (within one year of adoption).
- The placement of a child with the team member for adoption or foster care (within one year of placement).

Maternity, adoption, and placement of a child may be up to 12 weeks at the team member's discretion. Leave for serious health conditions are based on physician information and may only qualify for less than 12 weeks.

*\*A serious health condition is an injury, illness, impairment, or physical or mental condition that involves inpatient care or continuing treatment by a healthcare provider for a condition that either prevents the team member from performing the functions of their job or prevents the qualified family member from participating in school or other daily activities.*

Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than 3 full consecutive calendar days, combined with at least 1 visit and a regime of continuing treatment by a healthcare provider. If a team member is incapacitated for more than 3 days due to a minor illness, such as the common cold, and has been treated by a healthcare provider on at least 1 occasion which resulted in a regimen of continuing treatment, does not mean that a minor illness



would qualify for a serious health condition. The continuing treatment requirement may also be satisfied by a period of incapacity due to pregnancy or incapacity due to a chronic condition. Other conditions may also meet the definition of continuing treatment.

The maximum length of leave for the first 5 covered events identified above is 12 weeks in a rolling 12-month period. Generally, FMLA leave need not be taken in a single block of time. Leave may be taken intermittently or on a reduced schedule. Intermittent leave is leave taken in separate blocks of time. A reduced work schedule leave is a leave schedule that reduces a team member's usual number of hours per workweek or hours per workday. If a team member takes leave intermittently or on a reduced work schedule basis, they should make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt LifeServe's operations. When a team member takes intermittent or reduced work schedule leave for foreseeable planned medical treatment, LifeServe may temporarily transfer the team member to an alternative position with equivalent pay and benefits for which the team member is qualified and which better accommodates recurring periods of leave. A team member should request FMLA leave by completing **LS-FORM-6295 "Leave of Absence Request Form"** and submit to the human resources department.

Leave to care for a newborn, an adopted child, or a placed child for foster care/adoption must conclude within 12 months after the birth or placement of the child. When both spouses are employed by LifeServe, they are together entitled to a combined total of 12 workweeks of FMLA leave within the designated 12-month period for the birth, adoption, or foster care/adoption placement of a child with the team member, for aftercare of the newborn or newly placed child, and to care for a parent (but not in-law) with a serious health condition.

Each spouse may be entitled to additional FMLA leave for other FMLA qualifying reasons (i.e., the difference between the leave taken individually for any of the above reasons and 12 workweeks, but not more than a total of 12 workweeks per person). For example, if each spouse took 6 weeks of leave to care for a newborn child, each could later use an additional 6 weeks due to his/her own serious health condition or to care for a child with a serious health condition.

When leave is foreseeable for childbirth, adoption of a child, placement of a child, or planned medical treatment for the team member's or family member's serious health condition, the team member should provide LifeServe with advance notice of at least 30 days. When the timing of the leave is not foreseeable, the team member should provide LifeServe with notice of the need for leave as soon as possible (within 1 or 2 business days) of learning of the need for the leave.

When leave is taken to care for a family member, LifeServe may require the team member to provide documentation or statement of family relationship (e.g., birth certificate or court document). A team member may be required to submit **LS-FORM-6290 "Certification of Employee"** from a healthcare provider to support a request for FMLA leave for the team member's family member's serious health condition. This form is available from the human resources department. During FMLA leave, LifeServe may request re-certification of a serious health condition at intervals in accordance with the FMLA. During FMLA leave, the team member may be asked to provide LifeServe with periodic reports regarding the team member's status and intent to return to work.



Prior to a team member returning to work from FMLA leave for their own serious health condition, team members are required to submit **LS-FORM-6296 "Release to Resume Job Duties"** completed by their healthcare provider to the human resources department. The release form must include any applicable restrictions. FMLA leave or return to work may be delayed, or denied, if the appropriate documentation is not provided in a timely manner.

**Events which may qualify for extended leaves (beyond 12 weeks):**

- 26 workweeks of leave during a single 12-month period to care for a covered service member with a serious injury, or illness, if the eligible team member is the service member’s spouse, child, parent, or next of kin (See Family Medical Leave Act (FMLA) – Family Member in Military section below).
- The need to care for an honorably discharged veteran who receives medical treatment, recuperation, or therapy for an injury within 5 years of the date of the veteran’s separation from service.

**Pay while on FMLA**

FMLA law does not protect or address pay while on the leave. LifeServe requires team members to use accrued PTO/EIB while on FMLA with the exception of any time the team member is receiving disability benefits (following the 14 calendar days waiting period). Available PTO will be used for the first 16 hours of any FMLA leave. Any available EIB will be used after the first 16 hours (EIB may only be used for leaves involving a serious health condition). If EIB is exhausted, any accrued PTO will be used. If a team member has PTO or EIB available at the end of the 14-day waiting period for short-term disability benefits, PTO/EIB can be used to supplement short and long-term disability payments up to full pay. The supplementation of paid leave for unpaid leave does not extend the 12-workweek leave period allowed for team members in a 12-month period.

EXAMPLE: An eligible team member qualifies for FMLA protected absence...	<b>And...</b>	<b>Then...</b>
	...the hourly or salaried team member works 8-hour shifts, Monday – Friday and will be off work for 10 scheduled workdays and has ample PTO and EIB time available...	...the supervisor will code the first 2 days (16 hours) of protected leave to FMLA/PTO and the remaining protected leave for FMLA/EIB.
	...the hourly or salaried team member works 8-hour shifts Monday – Friday and will be off work for 10 scheduled workdays and has only PTO time available...	...the supervisor will code all missed time to FMLA/PTO.
	...the hourly or salaried team member will be off work for 10 scheduled workdays and only has 24 hours of PTO available...	...the supervisor will code 24 hours of FMLA/PTO and the remaining protected leave will be coded to FMLA/Unpaid.
	...the hourly team member will be off work for 5 workdays and then intermittently for qualifying therapy appointments after that for an additional 30 days. Team	...the supervisor will code the first 5 days to FMLA/PTO. The supervisor will code only the actual time missed from work for the therapy appointments to

<p>member has ample PTO, but no EIB...</p>	<p>FMLA/PTO if the team member is in a position that has the flexibility to miss a portion of the shift. If missing a portion of the shift means they miss the entire shift, then supervisor will code the entire scheduled hours of work to FMLA/PTO.</p>
<p>...the salaried team member will be off work for 5 workdays and then intermittently for qualifying therapy appointments after that for an additional 30 days. Team member has ample PTO, but no EIB...</p>	<p>...the supervisor will code the first 5 days to FMLA/PTO. The supervisor will only code the actual time missed from work for the therapy appointments to FMLA/PTO if they are more than 4 hours in length. Although absences less than 4 hours are not coded in Kronos for a salaried team member, it is still reported to the manager and HR for tracking purposes.</p>
<p>...the hourly or salaried team member works 8-hour shifts, Monday – Friday and will be off work for approximately 2 months of scheduled workdays and has ample PTO and EIB time available, in addition to eligibility for short-term disability...</p>	<p>...the supervisor will code the first 2 days (16 hours) to FMLA/PTO and the next 13 calendar days of scheduled work to FMLA/EIB. On day 16, the team member will begin eligibility for short-term disability paying at 60% of their current hourly wage. If the team member elected to supplement their short-term disability with EIB or PTO they will be charged 40% of a day's scheduled hours to FMLA/EIB if available, otherwise FMLA/PTO.</p>

## Benefits During Leave

During FMLA leave, a team member and his/her dependents are entitled to continued group health plan coverage under the same conditions as if the team member had continued to work. To the extent that a team member's FMLA leave is paid, their portion of health insurance premiums will be deducted from their wages. For the portion of FMLA leave that is unpaid by LifeServe, the team member's portion of health insurance premiums may be paid in accordance with one of the following:

- Paid at the same time as if made by payroll deduction.
- Paid in accordance to a mutually agreed upon schedule of payments.





If the team member's payment of insurance premiums is more than 30 days late or not in accordance with the mutually agreed upon schedule, LifeServe may discontinue insurance coverage upon notice to the team member.

If a team member's FMLA eligibility is exhausted and their absence continues under a request for Personal Leave of Absence, the team member will be responsible for payment of their portion of benefit premiums as well as LifeServe Blood Center's portion of those same benefits.

## Returning from FMLA

Upon return from FMLA leave, LifeServe will attempt to place the team member in the same position they held before the leave or in an equivalent position with equivalent pay, benefits, and other employment terms. A team member is entitled to reinstatement only if he/she would have continued to be employed had FMLA leave not been taken. Thus, a team member is not entitled to reinstatement if because of a layoff, reduction in force or other reason, they would not be employed at the time job restoration is sought.

If the team member does not return to work following the conclusion of FMLA leave, they will be considered to have voluntarily resigned, unless the team member has been in discussion with human resources and management prior to exhausting all available FMLA-protected leave, and all parties have agreed to a defined extension of leave based on known medical information. LifeServe may recover health insurance premiums that were paid on behalf of the team member during any unpaid FMLA leave. LifeServe's share of such premiums may not be recovered when a team member fails to return to work following approved FMLA leave.

LifeServe will not interfere with, restrain, or deny a team member the opportunity to exercise any right provided under FMLA. LifeServe will not discharge or discriminate against any team member for opposing any practice made unlawful by FMLA or because of a team member's involvement in any proceeding under or related to FMLA. A team member may file a complaint with the U.S. Department of Labor or may bring a private lawsuit against an employer to enforce the team member's rights under the FMLA. The FMLA does not affect any federal or state law prohibiting discrimination or supersede any state or local law or collective bargaining agreement that provides greater family or medical leave rights.

## Family Medical Leave Act (FMLA) – Family Member in Military

The military provisions of the Family and Medical Leave Act (FMLA) entitle eligible team members to take FMLA leave for any qualifying exigency arising from the foreign deployment of the team member's spouse, child, or parent with the armed forces; or to care for a service member with a serious injury or illness if the team member is the service member's spouse, child, parent, or next of kin.

LifeServe will grant an eligible team member up to 12-workweeks of unpaid, job-protected leave during a 12-month period for qualifying exigencies that arise when the team member's spouse, child, or parent is on covered active duty, or has been notified of an impending call or order to covered active duty. Qualifying exigencies for which a team member may take FMLA leave include: making alternative childcare arrangements for a child of the deployed military member, attending certain military



ceremonies and briefings, or making financial or legal arrangements to address the military member's absence.

In situations when team members must care for a covered service member with serious injuries or illness, leave may be granted up to 26 workweeks of unpaid, job-protected leave. The team member must be the spouse, child, parent, or next of kin of the covered service member.

## Military Leave – Team Member in Military

LifeServe is committed, and seeks opportunities, to provide employment, re-employment, and retention in employment, promotion, or any benefit of employment to a person on the basis of a past, present, or future service obligation. LifeServe complies with all provisions within the Uniformed Services Employment and Re-employment Rights Act (USERRA). Additionally, LifeServe will not retaliate against a person because of an action taken to enforce, exercise rights, or for assisting in an USERRA investigation.

A team member who is a member of the United States Army, Navy, Air Force, Marines, Coast Guard, National Guard, Reserves, or Public Health Service will be granted a leave of absence for military service, training, or related obligations in accordance with applicable law. Team members will also be granted time off for military training and other related obligations, such as examinations, to determine fitness to perform service.

### Notice Requirements

Upon receipt of orders for active or reserve duty, a team member should notify his/her leader, as well as the human resources department, as soon as possible. The team member should also submit a copy of the military orders to his/her leader and the human resources department, unless he/she is unable to do so because of military necessity or it is otherwise impossible or unreasonable.

A team member is expected to provide at least 30 days' notice before departing for service, or when feasible to do so. An exception to these requirements will be made in the event military necessity prevents notice or it is otherwise impossible or unreasonable.

### Reinstatement/Re-Employment

USERRA provides the following requirements for an individual to be eligible for re-employment:

- The person must have been absent from a civilian job on account of service in the uniformed services.
- The person must have given advance notice to the employer that he or she was leaving the job for service in the uniformed services, unless such notice was precluded by military necessity or otherwise impossible or unreasonable.
- The cumulative period of military service with that employer must not have exceeded 5 years.
- The person must not have been released from service under dishonorable or other punitive conditions.
- The person must have reported back to the civilian job in a timely manner or have submitted a timely application for re-employment, unless timely reporting back or application was impossible or unreasonable.





**Return to Work Time Limits**

- **Less than 31 days of military service:** Team members must work with their manager to determine the exact return date. Typically, return is forecasted using the beginning of the first regularly scheduled work period following the end of the calendar day of duty, plus time required to return home safely and an 8 hour rest period.
- **31 to 180 days of military service:** The team member must apply for re-employment no later than 14 days after completion of military service. If this is impossible or unreasonable through no fault of the team member, then as soon as possible.
- **181 days or more of military service:** The team member must apply for re-employment no later than 90 days after completion of military service.
- **Service-connected injury or illness:** Reporting or application deadlines are extended for up to 2 years for team members who are hospitalized or convalescing.

If a team member fails to return to work or submit an application (orally, or in writing) to the human resources department within the timelines provided, LifeServe reserves the right to enforce its established policies and take action as deemed appropriate as it relates to team member absences from work. An employer is not required to re-employ an individual where an individual provides a written notice of his or her intent not to return to a position of employment following an absence. It must be clear that the individual understood he or she is forfeiting their rights and benefits afforded under USERRA.

Provided the criteria outlined above are met, a team member’s return to work will be absolute. Terms of reinstatement/reemployment will be subject to the length of leave as outlined below:

Length of Service	Re-employment Terms
90 days or less	In the job the team member would have held had the team member remained continuously employed, so long as the team member is qualified for the job or can become qualified after reasonable efforts by the employer to qualify the person.
More than 90 days	In the job the team member would have held had the team member remained continuously employed or a position of like seniority status and pay so long as the person is qualified for the job or can become qualified after reasonable efforts by the employer to qualify the person.

A person who is re-employed upon returning from completion of uniformed service is entitled to the rights and benefits that he or she would have attained if he or she had remained continuously employed, including all “escalators” related to pay and benefits that would have been received in the event the military leave had not occurred, provided these can be determined with reasonable certainty.

In addition, the team member will retain rights to leave under the Family Medical Leave Act (FMLA). Team member will retain “credit” for hours worked/months employed for both the period prior to military service, as well as the hours/months that would have been worked but for the time spent in military service.



## Reward and Loyalty Programs

Team members may retain hotel and airline points earned during travel for LifeServe unless LifeServe has an account that allows for these points to be applied to future LifeServe business. Points and rewards associated with purchases on LifeServe credit cards are considered LifeServe property.

## Conflict of Interest

Team members should avoid any situation which may involve a conflict between their personal interest and the interest of LifeServe. LifeServe will not hire or retain in its employ any person who has a conflict of interest or engages in conduct that appears to create a conflict of interest. As in other facets of their duties, team members dealing with customers, suppliers, contractors, competitors, or any person doing or seeking to do business with LifeServe are to act in the best interest of LifeServe at all times. Each team member is responsible for recognizing any situation in which a conflict of interest is present or might arise. If there is a question of interpretation or applicability, team members should refer their questions to their manager or human resources. Team members must make prompt and full disclosure in writing to their immediate supervisor of any potential situation which may involve a conflict of interest. Such conflicts include, but are not limited to:

- Ownership by team members, or by a member of their family, of a significant interest in any outside enterprise which does, or seeks to do, business with LifeServe, or is a competitor of LifeServe.
- Serving as a director, officer, partner, team member, consultant, or in a managerial or technical capacity with any outside enterprise which does, or is seeking to do, business with LifeServe or is a competitor.
- Acting as a broker, finder, go-between, or otherwise for the benefit of a third party in transactions involving, or potentially involving, LifeServe or its interests.
- Any other arrangements or circumstances, including family or other personal relationships, which might dissuade the team member from acting in the best interest of the company.
- LifeServe team members may not campaign for themselves, or for anyone else, during work hours, nor can they use company equipment or resources for political activities. Further, no team member is to be rewarded or discriminated against in any way for participating, or not participating, in political activities outside of the workday and workplace.
- Other employment which conflicts with either scheduling or business interests of LifeServe.

Once a team member has disclosed the potential conflict, an evaluation of the disclosed potential conflict will be evaluated by the president/CEO and/or the board of directors. Based upon the nature of the potential conflict and the promptness of full disclosure, a decision will be made regarding the potential conflict. If it is determined the potential conflict does not harm LifeServe, an exception may be granted by the president/CEO and/or the board of directors.

## Nepotism

LifeServe is proud of the fact that many LifeServe team members initially submitted a job application at LifeServe because of personal connections with current team members or through word of mouth. LifeServe believes that having family and friends working at the organization is consistent with our family-friendly work culture. LifeServe ensures employment-related decisions are free from any improper influence (actual or perceived) based on past or present relationships. Likewise, LifeServe



works to prevent conflicts which may arise due to relationships. Relationships should not unduly or unfairly restrict or enhance an individual's opportunity to pursue employment, promotions, or changes in employment. Due to this, LifeServe prohibits relationships between team members with whom there is a direct-reporting relationship. Likewise, relationships within a leader's sphere of influence may also be prohibited.

Below are definitions pertaining to nepotism:

- **Relatives (including, but not limited to, past or present):** spouse, domestic partner, parent, grandparent, child, grandchild, sibling, aunt or uncle, niece or nephew, cousin, in-laws. Individuals who enter such relationships through law or marriage (stepchild, step-parent, step-grandchild, foster child).
- **Significant Relationships (including, but not limited to, past or present):** Relatives as defined above, but also including fiancé, romantic partner, common-law spouse, ex-spouse, ex-family member, household member, or roommate (not related).
- **Sphere of influence:** Exists when the team member has a range of significant influence within or outside of their direct chain of command. Examples may be:
  - *Direct-reporting relationship:* Involves a reporting relationship where an individual has the authority to supervise, direct, influence, or control employment-related decisions, such as the review or approval of performance reviews, wage and salary adjustments, disciplinary action, etc.
  - *Indirect-reporting relationship:* Exists between 2 team members if at least one layer of management is between but within the same chain of command.
  - *Other:* Includes review or oversight of work performed.
- **New Hires:** Relatives, members of the same household, or those involved in a romantic relationship with an existing team member(s) may be hired, promoted, or transferred, provided that no potential or real conflict of interest exists and there is no direct reporting relationship or conflict between the 2 parties.

It is the responsibility of each team member and management to report any situation to HR which could be considered nepotism as defined above. If 2 team members become relatives, household members, or are involved in a significant relationship, it is their responsibility to inform human resources. LifeServe reserves the right to consider each case individually when proposing solutions. Solutions can include several options, up to and including, moving one of the team members out of their current position or out of the organization. Disciplinary action may be taken if it is determined that team members are hiding a relationship.

## Americans with Disabilities Act Amendments Act

The Americans with Disabilities Act (ADA) and the Americans with Disabilities Act Amendments Act (ADAAA) are federal laws requiring employers with 15 or more team members from discriminating against qualified individuals with disabilities in all aspects of employment.

Employment provisions of the ADA require:

- Equal opportunity in selecting, testing, and hiring qualified applications with disabilities.
- Job accommodations for applicants and team members with disabilities when such accommodations would not impose undue hardship.



- Equal opportunity in promotion, compensation, training, transfer, benefits, or termination, and all other terms and conditions of employment.

LifeServe strives to attract and retain qualified individuals with disabilities by providing reasonable accommodations to a job or work environment that makes it possible for applicants and team members with disabilities to successfully perform job duties. Contact human resources with questions or requests for accommodation. Leaders are required to inform human resources of any known or identified concerns and issues.



## Section VII: Safety and Security

LifeServe Blood Center is committed to providing a safe and secure work environment for all team members. Achieving this requires everyone's participation, commitment, and responsibility to follow safety practices and standards of operation (SOPs); as well as, reporting unsafe situations. Team members are expected to demonstrate safe work habits every day. LifeServe has established the following safety practices for all team members. It is important each team member know and follow the policies and procedures in this section.

### Safety Team

LifeServe takes the safety of our team members very seriously. As such, LifeServe has a dedicated safety team comprised of team members from all departments. If a team member knows of a safety issue, or has suggestions regarding safety improvements, please contact the Safety Team using the Outlook email address [safety\\_team@lifeservebloodcenter.org](mailto:safety_team@lifeservebloodcenter.org).

### Facility Safety and Security: Outdoors

LifeServe strives to provide a safe environment for team members, donors, and volunteers entering any of our facilities. Steps are taken to ensure parking lots are well-maintained to avoid injuries caused by wear and tear, as well as weather hazards. Team members are expected to notify their supervisor or the facilities department if/when they notice anything that could pose a risk of personal safety or injury. It is the responsibility of every team member to be cautious when crossing the parking lots, such as, using paths that have been well-maintained and avoiding shortcuts that can add unnecessary risks.

If team members are aware of security risks, like non-team members trying to enter the facility, or vehicles loitering in the parking lots, it is the responsibility of team members to contact police immediately, if appropriate, and then make the facilities department aware of these risks. Team members should never put themselves in harm's way in lieu of contacting the police.

### Facility Safety and Security: Indoors

Efforts are taken every day to make sure that risks of injury are minimized. The facilities department addresses lighting, cleaning, and facility maintenance quickly. Team members who see safety concerns like wet floors, items out of place, or tripping hazards are expected to bring it to the attention of their supervisor or the facilities department immediately, and if possible, to take intermediate steps to avoid someone else being injured before the risk can be addressed.

### Identification Badges

The purpose of LifeServe identification badges is to quickly identify individuals who are authorized to be on LifeServe property. Team members are required to immediately report any individual not wearing an identification badge to appropriate management or escort them to the front desk location or main entrance of the LifeServe facility.

- LifeServe provides team member identification badges to each team member. These badges must be worn at all times while working. Badges must be visible and worn above the waist. In the event of a lost or misplaced identification badge, team members must immediately report the



missing badge to human resources to prevent non-team members from accessing LifeServe buildings.

- Team members who forget their badge must coordinate access to the building with their leader.
- Team members must never temporarily loan another team member their badge.
- Team members must never "key in" another team member who has forgotten their badge.
  - The only team member who may escort another team member and key them into areas is the supervisor of the badge-less team member, or HR. Front desk or receptionists are NOT allowed to escort other team members and key them into certain areas, nor give them a green badge (all access). Front desk workers must call the leader and have that leader come to the front desk to escort the team member. If the leader is not available, HR may escort the team member.
- ID pictures should be recognizable, and anyone should be able to identify the team member from the picture alone. If the picture no longer looks like the team member, the team member should have a new picture made. Things like new hair color or new glasses do not qualify.
- Guests: All guests and/or visitors coming into a LifeServe facility are required to complete an entry in the visitor log. Visitor logs are typically found at the main entrance of each LifeServe facility. Every guest/visitor will be required to wear a visitor badge during their visit at a LifeServe facility. Visitor badges with a large red V indicate a visitor who must be escorted at all times. Visitor badges with a large green V indicate a visitor who may move freely around the facilities. The green badge is only available upon request through the IT department.

## Information Safety and Security

LifeServe recognizes that the use of company computers, hardware, and internet access are essential in our business operations, while also serving as powerful resources for LifeServe and our team members on a personal basis. Team members are expected to use both tools in an appropriate manner. Inappropriate use of the internet, email system, or LifeServe's hardware can place LifeServe, the team member, and any associated parties at risk.

Team members receive initial information during new hire orientation and are updated annually through M-Files. Team members can review **LS-SOP-5217 "Security Policy for Information Systems,"** and **LS-FORM-5043 "Statement of Understanding"** for details of this policy.

## Team Member Safety and Security

### **Inquiries or Messages to Team Members from Non-Team Members**

Human resources has had numerous inquiries about team members where the inquirer claims to be related, a spouse, a boyfriend, a girlfriend, or a bank or mortgage/loan approvers. Oftentimes, they call several different LifeServe departments, leaders, or coworkers to obtain one bit of information from each in an effort to piece together all the information.



### How to Handle:

If legal authorities or emergency personnel are on LifeServe campus attempting to locate someone, the assisting team member should ask for identifying credentials before giving additional information.

- **Inquirer:** "I am a police officer and I am here looking for Jane Doe. It is very important that I speak with her."  
**LS Team Member:** "May I please see your badge identifying you as a police officer? Thank you. Just one moment while I attempt to get a hold of her to come and speak with you."

All phone inquiries or messages about team members should be handled revealing as little information as possible. Although it is not always possible, the ideal response is one which does not confirm or deny that the team member even works at LifeServe. Keep in mind that just knowing where someone works can be damaging if in the hands of a stalker, or angry significant other. No one can be 100% sure of knowing the personal life of coworkers. A known boyfriend, girlfriend, or spouse may suddenly not have those titles and the separation is not yet known to others. Handle all inquiries from outsiders with care, even if they are a familiar face.

In the event that any legal authority calls to speak with a team member, please pass the information to HR, or the department leader if HR is unavailable.

Examples:

- **Inquirer:** "I just want to give a message to my wife Jane Doe that she should pick up our daughter after her dance class tonight, because I cannot do so. I don't want my daughter standing out in the dark and cold by herself. I need to know that she received this message."  
**LS Team Member:** "I do not know Jane Doe, but I will take down the information and if this person does work here I will make sure they get it and give you a call."
- **Inquirer:** "I am a police officer/sheriff/attorney and I'm calling for Jane Doe. It's very important that I get a hold of her right now."  
**LS Team Member:** "I do not know Jane Doe, but I will take down the information and if this person does work here I will make sure they get it and give you a call."
- **Inquirer:** "I just need to know if Jane Doe is at work today. I haven't heard from her in the last 24 hours and am concerned something has happened to her."  
**LS Team Member:** "I do not know Jane Doe, but I will take down the information and if this person does work here I will make sure they get it and give you a call."

### Employment & Reference Verification Requests

All requests for employment verifications, references, or statement of earnings, for both active and former team members, must be submitted to human resources. Leaders or team members must not release any information. LifeServe requires written authorization from the team member before any information is released.

### Workplace Violence

Threats, intimidation, verbal abuse, and physical assaults occurring at worksites are considered workplace violence. Workplace violence can strike anywhere and no one is immune. LifeServe operates on the assumption that any individual who threatens also has the means to carry out that threat. Team members should take all potential threats seriously by following **LS-SOP-5256 "Workplace**





**Violence.”** The list below is not an exhaustive list, but the following actions could be considered workplace violence and are prohibited:

- Raising one’s voice.
- Slamming one’s hand down on a desk, slamming a door, or throwing objects.
- Intimidating, threatening, or hostile behaviors.
- Physical abuse, vandalism, arson, sabotage.
- Possessing or use of weapons, firearms, or explosives of any kind at LifeServe work sites, grounds, mobile sites, or in a LifeServe owned vehicle.
- Jokes or offensive comments regarding violent events.

LifeServe empowers everyone to contact the proper law enforcement authorities (911) without first informing management if they believe there is a threat to the safety of others. Team members, vendors, contractors, and volunteers who observe, or have knowledge of any workplace violence, should immediately report it to management or human resources.

### **Emergency Procedures**

All new team members receive training on our safety policies. In addition, team members periodically review policies or participate in safety drills. Please refer to **LS-JOBAID-5594 “Emergency Procedures”** wall hangers for details at all LifeServe facilities.

## **Alcohol and Drug-Free Workplace Policy**

Team members shall not be involved with the use, possession, sale, manufacture, or distribution of illegal drugs, alcohol, or any unauthorized drug, including any look-alike substance; attempt to be, or be under the influence of any of the above during work time, or while conducting any type of business on LifeServe’s behalf or while on LifeServe’s premises or property. This includes the following conditions:

- During work hours.
- On LifeServe premises or locations where LifeServe is conducting business, such as a mobile blood drive location.
- During the course of LifeServe-related business, or in any way representing LifeServe.
- While operating any vehicle for LifeServe business purposes.

## **Alcohol Testing**

Upon testing, an alcohol concentration of .04 or higher shall be considered a violation of LifeServe’s alcohol policy. In the instance of a breath test at or above .04, a second breath specimen will be conducted immediately following. Results of the second breath test will be final. Alcohol tests may be a breath, blood, or saliva test, at the company’s discretion.

## **Drug Testing**

To ensure a drug-free environment, LifeServe currently conducts testing for the following situations:

- Pre-employment: single test
- Random: split test
- Reasonable suspicion: split test
- Post-accident resulting in damages of \$1000 or more and/or a request for medical treatment: tested through occupational medicine





- Work injury (not including accumulative injuries): tested through occupational medicine

LifeServe conducts a 5-panel, oral drug test which tests for presence of cocaine, marijuana, amphetamines/methamphetamine, opiates, and PCP in pre-employment, reasonable suspicion, and random drug tests. Post-accident and work injury drug tests will be conducted through an occupational medicine facility using their drug testing procedures.

In the event an applicant tests positive, or is unable to produce a negative test, human resources will notify the applicant in writing by certified mail, return receipt requested, of the results of the test, and the applicant's rights through the testing facility. A test positive will be reviewed and may be grounds to rescind the job offer based on the guidelines.

In the event a team member tests positive, is unable to produce a negative test, or refuses to take a drug test, the team member is considered the equivalent to a verified positive test and therefore subjects the team member to the same adverse employment actions up to and including termination of employment. Human resources will notify the team member in writing by certified mail, return receipt requested, of the results of the test; and the team member's right to request, and obtain, a confirmatory test of the second sample collected at a facility of their choosing (payable by the team member).

In the event a team member tests positive, is unable to produce a negative test, or refuses to take a drug test in a post-accident or work injury test conducted in the occupational medicine facility, they will be notified following the procedures of the medical facility.

Although products are legally available for purchase that contain low levels of Cannabidiol (CBD), LifeServe reserves the right to take any level of disciplinary action when a team member tests positive, regardless of the product. As stated above, any test positive may be grounds for any level of disciplinary action up to and including termination.

## Prescription Medications

A team member may use, possess, and be under the influence of a legal drug while on LifeServe's premises or property or during working time, provided the medication is kept in the container or packaging in which it was received from the pharmacy, and provided the prescription or over-the-counter drug will not impair the team member's work performance or present a safety risk to the team member, others, or property. LifeServe reserves the right to take appropriate action (including relieving the team member from his/her work duties) if a team member's use of legal drugs either impair, or are likely to impair, the team member's ability to perform his or her work assignments.

Giving prescription drugs to anyone other than for whom the prescription is written is illegal and is not tolerated.

Upon receipt of a confirmed positive test result for drugs or alcohol, or refusal to provide a testing sample at the time required, LifeServe may execute any level of disciplinary action, which could include rehabilitation or counseling programs as a condition of employment, suspension of the team member with or without pay, termination of employment, or any other adverse employment action in compliance with LifeServe's written policy and any federal and state laws.



Any team member who suspects they have an alcohol or drug dependency problem is encouraged to speak to their leader or human resources to seek diagnosis and/or treatment with qualified professionals. A team member who admits, is diagnosed, and is being treated for, drug or alcohol dependency may fall under ADAAA employment protection. This should not be confused with being under the influence of drugs or alcohol while working, which will jeopardize a team member's job security. In addition to the above, if a team member's professional license is affected by drug or alcohol-related problems, employment may be affected based on the recommendation of the licensing agency.

## Worker's Compensation & Work-Related Injuries/Illnesses

In accordance with state law, LifeServe provides all team members with workers' compensation insurance. If a team member experiences a work-related injury or illness, they may be eligible to receive workers' compensation benefits.

Team members must complete **LS-FORM-5078 "Employee Work Injury Incident Report"** for all injuries, even those that appear to be minor as soon as possible. The incident report must be submitted to the team leader or available supervisor immediately, but not to exceed 24 hours. If a team lead or supervisor is not immediately available to complete the bottom portion of the Employee Work Injury Incident Report, the injured team member must get what information he or she has to HR, and HR will work with the supervisor to finalize the reporting form.

Team members in need of medical treatment must contact their supervisor (or designee) immediately. In certain circumstances, failure to seek treatment from a LifeServe-approved provider will result in loss of benefits. Whenever possible, team members should consult with human resources prior to treatment. Human resources will work with team members to discuss treatment options. Whenever possible, appointments for the designated healthcare provider will be made during non-scheduled work time and is considered unpaid time. However, in emergencies or due to extenuating circumstances in which an appointment cannot be made outside of scheduled work hours, the team member may be paid for work missed. Lost work time due to work-related illness or injury may be covered by workers' compensation insurance. Some states have a waiting period before benefits begin. If available, accrued PTO/EIB must be used during the waiting period.

Team members are required to report any restrictions provided by healthcare providers to their leader and human resources. LifeServe will attempt to provide light duty work to accommodate such restrictions. Team members not reporting to work for the approved light duty will be in violation of attendance and performance policies.



## Section VIII: Team Member Development

LifeServe strives to create a culture of learning and values team members as our most valuable asset. Investments LifeServe makes in team members are investments made in the organization. A culture of learning is one in which:

- Opportunities are provided for cross-training, leadership development, as well as understanding the industry.
- Mistakes are viewed as shared opportunities for learning.
- Outside sources of education, such as classes or seminars, are supported and encouraged.
- Team members are expected and challenged to embrace continuous learning.
- Constructive conflict is expected and accepted.
- Innovation and new ideas are not just accepted but celebrated.
- A team member's individual networks, knowledge, and experience are viewed as an extension of LifeServe's network.

### Tuition Reimbursement

LifeServe encourages team members to pursue educational interests and personal development by providing financial assistance through its tuition reimbursement program. Under this program, eligible team members who satisfactorily complete pre-approved educational courses may be reimbursed up to 50% eligible expenses.

Team members who have completed one year of full-time employment are eligible to apply for this program. Tuition reimbursement requires pre-approval from the team member's director and the human resources director. For application and requirements, refer to **LS-FORM-5083 "Tuition Reimbursement Form"** in M-Files. LifeServe limits the amount of tuition reimbursement paid to a team member each calendar year, based on the Internal Revenue Service (IRS) limits.

If the team member voluntarily terminates employment at LifeServe within one year of the completion of the course(s) for which a tuition reimbursement has been provided, the team member is required to refund the amount of the tuition reimbursement back to LifeServe.

### Continuing Education Unit (CEU) Reimbursement

LifeServe will reimburse full-time and part-time team members up to 50% of the cost of CEU's related to maintaining team member licensure/certification required by their position. To receive reimbursement under this plan, the following conditions must be met:

- Team members must meet with their director or vice president, prior to registering for a CEU course, to discuss the relationship of the course to their licensure/certification. Each course should be scheduled outside of the team member's regular work hours.
- Copies of the CEU course registration and tuition costs must be submitted to the team member's director with **LS-FORM-5086 "CEU Reimbursement Application Form"** prior to the beginning of the course. Once approved and signed by the director, a copy will be returned to the team member.



- LifeServe will reimburse the team member up to 50% of the cost of tuition and fees upon the satisfactory completion of the course. Satisfactory completion of the course is defined as receiving a proof of attendance certificate. The cost for changing courses, late registration, withdrawal, repeated courses, and/or books are not eligible for reimbursement.
- Upon the completion of the class, submit a course invoice or brochure stating cost and confirmation of payment, proof of attendance certificate, and the completed **LS-FORM-5086 "CEU Reimbursement Application Form"** to the accounting department for reimbursement.

## Internal Job Posting (Transfer)

LifeServe is committed to providing opportunities for advancement, as well as transfers within the organization. Positions are posted internally for a minimum of 5 calendar days before they may be filled. Not posting a position may be warranted in rare situations. LifeServe may consider these factors when determining whether or not to post internally:

- Department restructuring.
- Entry-level positions.
- Career ladder promotions.

## One-on-One Meetings and the Progressive Feedback Process

### One-on-One Meetings

Success for team members equals success for the organization. The primary purpose of having regularly scheduled one-on-one meetings between team members and leaders is to foster open, comfortable communication in order to address goals, team member development, and provide performance feedback. Team members should approach these meetings as opportunities to direct their own development, as well as to build connection and trust with their leaders.

As a general guideline, full-time team members should have ½ hour, weekly scheduled one-on-one meetings. Part-time team members should have ½ hour, one-on-one meetings scheduled every other week.

### Disciplinary Process

Minor performance issues may be viewed as opportunities for growth. LifeServe utilizes a Progressive Feedback Process to assist team members in correcting issues. LifeServe's general philosophy is to provide opportunities to learn and correct the situation through additional training, coaching, and job aids. If improvement is not actualized, the developmental steps may progress to disciplinary steps. Although LifeServe prefers to begin with a developmental approach, serious violations/conduct may warrant skipping those steps and moving immediately to disciplinary action or termination. Leaders and human resources work together to develop disciplinary actions, taking into consideration what is best for team members, teams, and the organization. The human resources department must be consulted with or notified prior to any termination.

**Conflict Resolution:** See Work Environment section for information regarding the grievance procedure.



## Voluntary Resignation

LifeServe appreciates team members for all of the work they do. To team members voluntarily resigning, LifeServe extends a special "thank you" for their time and efforts and is confident that experiences gained while at LifeServe will prove valuable in future endeavors. The following is a list of items to consider when submitting a voluntary resignation:

- Submit a written letter of resignation to the team member's leader that includes the reason for leaving and the last day and shift to be worked. Email communication is an ideal way to completing this submission.
- If a team member fails to provide 14 calendar days of resignation notice prior to last day of work, they will not be paid out their unused PTO. EIB is not paid out upon termination.
- PTO and/or EIB time may not be used to extend a team member's last day of employment.
- Feedback from resigning team members is important to LifeServe. Team members will receive and are asked to complete an online exit survey.
- If a team member voluntarily resigns within one year of participating in the tuition reimbursement program, they should consult the tuition reimbursement policy for payback information.
- If a team member requires benefit continuation (COBRA), they should contact the human resources department for information.
- At the last day of work for a voluntary resignation, the team member is required to turn in all LifeServe property, including ID badge, keys, tools, parking permits, and any electronic equipment to their direct supervisor.



## Section IX: Vehicle Policies

Team members may, at times, use a LifeServe vehicle or his/her own personal vehicle for work purposes. Additionally, team members will likely be parking personal vehicles on LifeServe property. This section is intended to provide basic vehicle information. Please refer to **LS-POLICY-5065 "LifeServe Fleet Safety Policy"** for further details.

Any vehicle on LifeServe facilities, or while being used for any work purpose, should be considered an extension of LifeServe facilities, and as such, is subject to the same requirements and rules that apply to any other LifeServe facility. For example, the rules for tobacco or weapons would also apply to a vehicle parked in a LifeServe parking lot.

### Team Member Requirement to Disclose Violations

Team members must notify HR or leader within 7 days of receiving any moving violation such as: a speeding ticket, accident, OWI, DUI, traffic control violations, etc. This is not an all-inclusive list of violations. Personal parking tickets are not moving violations and do not need to be reported. When in doubt about whether to report, please ask HR.

Notify HR or leader immediately in the event of a driver's license revocation or suspension. Team members must immediately discontinue operation of any company vehicles.

### Vehicle Parking Stickers

- Certain LifeServe locations require vehicle parking stickers.
- Stickers should be obtained through HR.
- Vehicles without the required sticker may be subject to parking tickets.
- In the event of the sale of the vehicle, please remove the sticker.

### Company Vehicle Responsibility

In the event that a team member is required to travel for business, LifeServe will either:

- Provide transportation, or
- Reimburse for mileage on a personal vehicle while on the clock. If a company vehicle is available, team members must first use a company vehicle before driving a personal vehicle for business purposes. Team members can inquire about the availability of company vehicles by contacting the purchasing department.

Prior to driving a LifeServe vehicle, team members must receive an acceptable and insurable motor vehicle report. LifeServe team members who do not pass insurability requirements must not drive while on the clock, or for any business purpose. LifeServe has the right to check motor vehicle reports for as long as the team member is employed.

Company vehicles have an accident reporting kit in the glove box, or in the case of commercial motor vehicles, the storage compartment.

Payment of fines for illegal parking, moving violations, including traffic camera tickets, towing, storage,



or impoundment of a LifeServe vehicle is the personal responsibility of the assigned driver. Assigned drivers will be expected to reimburse LifeServe for all fines, plus service charges incurred while operating the vehicle. Payments should be made through the accounting department by check, money order or cash.

Please refer to **LS-POLICY-5065 "LifeServe Fleet Safety Policy"** for further information.

## Electronic Communication Devices

**Non-Commercial** – LifeServe requires team members to follow all distracted driving laws, which prohibit: reading, writing, or sending text on any portable electronic device, unless the motor vehicle is at a complete stop and off the traveled portion of the roadway. Although drivers over the age of 18 may use their phone to talk or as a GPS navigation system, LifeServe strongly discourages talking while driving in any non-commercial vehicle (passenger car or minivan) on LifeServe business. It is the responsibility of the vehicle driver to know and follow all state laws. The driver is responsible for any penalties if caught using electronic communication devices inappropriately while driving.

If the driver must talk using an electronic communication device while the vehicle is in motion:

- Use must be kept to a minimum. Calls should be limited in length.
- Remain alert to traffic and other vehicles around.
- Be completely familiar with the device before using it.
- Be prepared to break conversation to respond to a traffic hazard.
- Don't hesitate to abruptly drop the device if an urgent situation arises.
- Keep both hands on the wheel by using the device's hands-free or speakerphone feature if installed.

**Commercial** – United States Department of Transportation (USDOT) and the Federal Motor Carrier Safety Administration regulations prohibit the use of all hand-held electronic mobile devices by drivers of commercial motor vehicles. This regulation applies to all LifeServe drivers who operate buses, minibuses, cube trucks, and 12-passenger vans. Using a handheld device while driving a commercial motor vehicle can result in driver disqualification by the Federal Motor Carrier Safety Administration, as well as financial penalties for the driver. Please refer to **LS-Policy-5065 "LifeServe Fleet Safety Policy"** for further information.

## Use of Headphones/Ear Buds

LifeServe believes the use of headphones or ear buds while driving poses an undue risk of distraction and inability to hear external noises. For this reason, use of these and similar devices while driving for work purposes is prohibited. Every effort should be made to remain alert and undistracted while driving.

## Commercial Driver's License (CDL) Drug Testing

Team members driving under a CDL license are subject to additional testing as legally required. LifeServe may require immediate testing for controlled substances and alcohol as a result of accidents with LifeServe vehicles.

For additional drug testing information, refer to Section VIII: Safety and Security.



## GPS Monitoring Device Acknowledgement and Agreement

Team members should be aware LifeServe vehicles have been installed with GPS monitoring devices. Items being monitored include, but are not limited to: location/routes, speed, mileage, distance, stop time, and stop duration. The devices also track erratic driving behavior, including harsh braking, harsh cornering, hard acceleration, possible accident, and no seatbelt while the vehicle is in motion of 6 mph or more. This technology is installed in an effort to ensure safe driving practices and proper use of the vehicles. Information collected may be used in LifeServe's progressive feedback action plans. Please refer to **LS-POLICY-5065 "LifeServe's Fleet Safety Policy"** for more vehicle policy detail.