



Healthcare That Works

Healthcare That Is Safe

Healthcare That Leaves No One Behind

Vital Presence
Empowering Knowledge
Trusted Partnerships
Inspired Associates

System Office Associate Handbook

July 2010



Welcome From the President

Dear Associate,

Welcome to Ascension Health.

Guided by our Mission, Vision and Values, people are hard at work every day across Ascension Health to achieve our Strategic Direction promise to provide Healthcare That Works, Healthcare That Is Safe, and Healthcare That Leaves No One Behind, For Life. Our goal is to take a leadership role in the transformation of healthcare in the United States. Among the inner strengths that will enable us to achieve all that we set out to accomplish is our effort to build a Model Community of inspired, healthy associates.

In support of that goal, we have developed Human Resources policies, procedures and benefits that reflect our Values and the heritage of our Sponsors. I encourage you to familiarize yourself with this handbook and welcome your feedback as we continue to build our Model Community.

On behalf of our Sponsors Council, Board of Trustees and senior leadership, thank you for all that you do in support of our Mission and those we serve in our communities across the country.

Sincerely,



Anthony R. Tersigni, EdD, FACHE
President and Chief Executive Officer



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Ascension Health provides this handbook so you will have a reference of information on the Human Resources policies, procedures and benefits of the organization. Please take the time to read it carefully. This handbook is intended to be a summary of expectations, our rules, regulations, policies and procedures. It is intended to only be an overview, so it is not complete in every detail. To that end, Ascension Health's policies and procedures that are maintained separate from this handbook should also be reviewed for more detailed information and specifics.

Ascension Health recognizes that changes in government regulations, benefits and other matters occur from time to time. Therefore, Ascension Health reserves the right to change, modify, delete or add to the provisions of this handbook as may be deemed necessary or advisable, with or without any notice. Policy changes will be communicated to associates in various ways including Daily E-mail Announcements. An updated copy will be kept online and in the Human Resources Department.

If you should have any questions, please feel free to contact a member of the Human Resources Department.

This handbook does not create an employment contract, nor does it guarantee benefits, working conditions, or privileges of employment. Ascension Health maintains its status as an "at will" employer. Employment may be terminated at any time, by either party, with or without cause, and with or without notice.

Ascension Health is the nation's largest Catholic and largest nonprofit health system, serving patients through a network of hospitals and related health facilities providing acute care services, long-term care, community health services, psychiatric, rehabilitation and residential care.

Ascension Health is committed to caring for those who are most in need in the communities we serve.

- Our Mission, Vision, and Values guide our actions and provide the foundation on which our ministry is built. We strive to bring spiritually centered, holistic care that sustains and improves the health of our communities.
- Our Strategic Direction represents the conviction of every one of our local and national leaders that we are stronger together than we are alone.
- Our hospitals and related health facilities are staffed with over 113,000 associates in more than 500 locations in 19 states and the District of Columbia.
- The sponsorship of Ascension Health is built on a legacy of healing and service and invites collaboration with others who share our Mission.
- Our leadership is composed of men and women who have committed their talents and experience to transforming healthcare.
- Our work is enabled by an operating model that supports leadership across our ministry and provides local hospitals and related health facilities with the authority and accountability to make good decisions for the communities they serve.



Mission, Vision and Values

Our Mission, Vision and Values provide a strong foundation for the work we do - a framework that expresses our priorities in what we will achieve and how we will achieve it.

Mission

Rooted in the loving ministry of Jesus as healer, we commit ourselves to serving all persons with special attention to those who are poor and vulnerable. Our Catholic health ministry is dedicated to spiritually centered, holistic care, which sustains and improves the health of individuals and communities. We are advocates for a compassionate and just society through our actions and our words.

Vision

We envision a strong, vibrant Catholic health ministry in the United States which will lead to the transformation of healthcare. We will ensure service that is committed to health and well-being for our communities and that responds to the needs of individuals through out the life cycle. We will expand the role of laity, in both leadership and sponsorship, to ensure a Catholic health ministry of the future.

Values

Service of the Poor - Generosity of spirit, especially for persons most in need

Reverence - Respect and compassion for the dignity and diversity of life

Integrity - Inspiring trust through personal leadership

Wisdom - Integrating excellence and stewardship

Creativity - Courageous innovation

Dedication - Affirming the hope and joy of our ministry

Ethical and Religious Directives for Catholic Health Services

Ascension Health abides by the Ethical and Religious Directives for Catholic Health Care Services (ERDs), published and amended from time to time by the United States Conference of Catholic Bishops. System Office associates are expected to respect and uphold the religious Mission of the organization and to familiarize themselves with the ERDs, so that they are able to assist Ascension Health and its Health Ministries to live out our Mission, Vision and Values in a manner consistent with the ERDs. The Ethics Department at Ascension Health has developed educational resources and is available to assist departments at the System Office in educating associates about the ERDs.

Living the Values Program

Inspired by efforts to incorporate our Values into everyday life, the Associate Activities Committee, with support from Human Resources and Mission Integration, has created a recognition program for System Office associates.

This recognition program supports a positive, supportive culture and encourages all (associates, leaders, visitors, etc.) to recognize those in our midst who are living the Values.

How do we recognize an associate?

Nomination forms, titled "The Heart of Ascension Health is in our Values," can be found on each floor by the Human Resources board. Complete the form by choosing the Value(s) that applies and providing a description of the action you observed. Then, simply drop it in the Living the Values Nomination Box located in each of the lunchrooms.

Who can nominate someone for Living the Values?

Everyone is encouraged to recognize any associate, at any level, whom they observe Living the Values!

What happens when you are nominated?

The nomination forms are collected on a monthly basis. A copy of the form will be forwarded to the nominee and that person's manager, and with the nominee's permission, is posted on the Associate Recognition Board located in the lunchrooms. Once the copy is removed from the board, it becomes part of the associate's personnel file.

Though the main focus of this program is recognition, all nominees also are entered to win a gift card each month. The winner is picked at random in a drawing held on the first Wednesday of each month.

For more information regarding this program, please visit the HR Web site at <https://hr.ascensionhealth.org>.

Corporate Responsibility Hotline

Ascension Health has a Corporate Responsibility Program, which has as its goal to ensure that Ascension Health complies with federal, state, and local laws and regulations. It focuses on risk management and the promotion of good corporate citizenship, including a commitment to uphold a high standard of ethical and legal business practices. All associates should refrain from any conduct that violates any laws, rules or regulations and should report any violation to appropriate levels of management. Associates may also report possible violations anonymously to the confidential toll-free Values Hotline at 800-707-2198.

Ascension Health discourages its associates from becoming involved in outside business or employment that could create a conflict between the private interests of the associate and the interests of Ascension Health.

Associates should not engage in any activity that is detrimental to Ascension Health operations or programs. Associates should not improperly use their position in order to benefit themselves, relatives or friends. Business relationships should be based on mutual service cooperation. The receipt of large gifts or favors to associates in recognition of a business relationship is prohibited. Disclose all cash gifts regardless of the amount of cash, and any non-cash gifts other than those of nominal value that you have received, or a family member has received, from individuals or entities that transact business or seek to transact business with Ascension Health. This does not include the acceptance of items of nominal or minor value that are clearly tokens of respect or friendship, ordinary business meals and business entertainment, or items received at public events. Certain associates are required to sign an annual Conflict of Interest statement and report any outside interests that conflict with those of Ascension Health.

Workplace Conduct

Professional behavior is expected while on Ascension Health premises, performing Ascension Health business, and attending Ascension Health functions. It is expected that all associates maintain a positive work atmosphere by acting and communicating in a manner respectful of all those we encounter.

Certain behaviors are always unacceptable in the workplace and may result in corrective action up to and including termination of employment. Such unacceptable conduct includes, but is not limited to:

- Disruptive or abusive behavior, language or gestures directed at others
- Falsifying records belonging to Ascension Health, including but not limited to

- employment applications
- Misappropriation or attempted misappropriation of Ascension Health, co-worker, patient or visitor property
 - Dishonest or fraudulent acts
 - Unwelcome physical contact
 - Unwarranted destruction or sabotage of materials, equipment, records or other Ascension Health property or the property of other associates, customers, temporary associates, vendors and contractors
 - Immoral or improper conduct while on Ascension Health property or on Ascension Health business
 - Fighting or threatening violence in the workplace
 - Working under the influence of alcohol or controlled substances (not including appropriately taken prescription medications)
 - Possession, distribution, sale, transfer or use of controlled substances on Ascension Health property or while on Ascension Health business (not including appropriate and authorized used of prescription medications); or inappropriate use of alcohol while on Ascension Health business or property
 - Insubordination and other disrespectful behavior
 - Violation of safety, health or applicable rules, regulations or laws
 - Sexual or other prohibited harassment or discrimination
 - Possession of dangerous or unauthorized materials, such as explosives or firearms, on Ascension Health property
 - Concealing work, money or mail
 - Excessive absenteeism, tardiness, or any absence without appropriate authorization and/or notice
 - Unauthorized use of telephones, computer, e-mail system, Internet/intranet or other Ascension Health-owned equipment
 - Stalking another person to include persistent, unwanted contact
 - Unauthorized disclosure of confidential information (including patient records)
 - Violation of the Ascension Health policies and/or procedures, including but not limited to the Corporate Responsibility Program Standards of Conduct

Maintaining a Drug-Free Workplace

Ascension Health values its associates and customers and recognizes the adverse effects that substance abuse — including the use of illegal drugs, the abuse of alcohol, and misuse of prescription drugs and over-the-counter medications — can have on the work environment.

No associate shall work or report to work while under the influence of alcohol or other controlled substance(s). The determination as to whether an associate is under the influence of alcohol or other substances will be made solely by the appropriate management staff of Ascension Health. Any such associate determined to be under the influence will be subject to corrective action up to and including termination. Additionally, any associate who fails to cooperate in an investigation or review conducted to determine possible breach of this rule, including but not limited to

refusal to take a drug/alcohol screen, will be subject to corrective action up to and including termination.

Equal Employment Opportunity Policy

Ascension Health is an Equal Employment Opportunity employer and pledges to provide equal employment and advancement opportunities to all individuals. It is the policy of Ascension Health not to discriminate against an applicant for employment or another associate on the basis of race, color, religious creed, gender (including pregnancy), age, marital status, national origin, physical or mental disability, or any other classification protected by applicable discrimination laws.

Ascension Health will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. Ascension Health prohibits harassment of any individual on the basis of any characteristic listed above. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, access to benefits, and training.

Any associate with questions or concerns about discrimination in the workplace is encouraged to bring these issues to the attention of his/her supervisor or the Human Resources Department. Associates can raise concerns or make reports without fear of reprisal, harassment, intimidation, threats, coercion, or discrimination.

Anti-Harassment

It is the policy of Ascension Health that all associates should enjoy a work environment free from unlawful harassment. This policy prohibits unlawful harassment in any form, including sexual harassment. It is against Ascension Health's policy for any associate to discriminate against an applicant for employment or another associate on the basis of race, color, religious creed, gender (including pregnancy), age, marital status, national origin, physical or mental disability or any other classification protected by applicable discrimination laws. Furthermore, no associate of the organization is to discriminate against any applicant or fellow associate on the basis of a disability, being a disabled veteran or being a veteran.

Associates are expected to deal respectfully with other associates to ensure a work environment free of intimidation and harassment. Abuse of the dignity of anyone through religious, ethnic, racial, disability-related or gender-based slurs or through other derogatory or objectionable conduct is offensive behavior and will not be tolerated. Likewise, each person is expected to take the necessary steps to prevent and eliminate its occurrence.

Sexual harassment is a specific form of harassment that undermines the integrity of the employment relationship and is therefore not tolerated. Each associate is to evaluate his/her behavior against the standard of professionalism expected of all persons associated with Ascension Health.

It is a mandatory obligation for both individuals who experience discrimination or harassment on a first-hand basis and individuals who observe or are aware of unlawful actions directed at their co-workers to report such incidents in accordance with the procedure set forth below. All reports of policy violations will be investigated.

Associates should feel confident to report such allegations without fear of reprisal. An investigation will be made and appropriate action taken to ensure that neither discrimination nor harassment persists. It is critical that all associates understand that Ascension Health cannot do anything to remedy a situation involving potential sexual harassment if it has no knowledge of the situation.

Procedure

- All associates, associate managers and third parties interacting with associates of Ascension Health are expected to be aware of their own conduct and its impact on others and to comply with this policy. No one is exempt. Associate education sessions will be held for all associates in accordance with recommended guidelines.
- Any associate who observes conduct that he/she feels is prohibited by this policy or who feels he/she has been a target of such harassment should clearly state his/her objection to the harassment, and any reasonable objection should be respected by others.
- In some circumstances, it may be difficult or impossible to tell the harasser directly that his/her actions are unwanted. In such situations, associates are encouraged to speak to their direct supervisor, one of the individuals designated to receive complaints or any other person with supervisory authority.
- If voicing an objection and asking for the conduct to stop does not prove effective or does not constitute a reasonable alternative under the particular circumstances involved, the associate should report the matter immediately to the direct supervisor, one of the individuals designated to receive complaints, or any person with supervisory authority.
- Any person who feels that he or she has witnessed or has been the subject of unlawful harassment is to report that information immediately to Human Resources. In the event of a conflict of interest or in the absence of Human Resources, the information should be reported to the Senior Vice President of the respective department. Associates may do so by phone, in person, or in writing.
- In keeping with the Values of Ascension Health, associates will not be subject to retaliation for bringing good-faith concerns to the attention of Ascension Health or for assisting in the investigation. All associates and third parties will

be expected and required to cooperate truthfully and completely in the investigation process.

- Complaints of unlawful harassment will be promptly investigated in an impartial manner by the Human Resources Department. All information will be treated as confidential and will be disclosed on a need-to-know basis in order to investigate and resolve the matter.
- If the investigation produces evidence that this harassment policy was violated, appropriate action will be taken to correct and remedy the problem.
- The consequences of an associate violating this policy may include corrective action up to and including termination. Other types of preventative action may be necessary in situations involving outside parties over whom Ascension Health has limited control.

Any questions about whether a situation falls within the definition of prohibited behavior under this policy should be directed to the Human Resources Department.

Associate Relations/Open Door Policy

If an associate has an issue or concern related to his or her employment, or to Ascension Health's policies or practices, the associate should communicate the information to his or her manager. Associates who do not feel comfortable speaking with their manager are encouraged to speak with a member of the Human Resources team without fear of reprisal or retaliation. Our goal is to ensure that every effort is made to address the associate's concern in a timely manner. Ascension Health encourages an open door policy.

Self-reporting

Associates must self-report to the Human Resources Department if convicted of or if pleading guilty or no contest to a felony, misdemeanor or any other offense other than a minor traffic violation. Associates remain subject to appropriate corrective action, up to and including termination of employment, pursuant to applicable Ascension Health policy based upon their conduct giving rise to the situation reported.

Failure to self-report may result in corrective action up to and including termination of employment.

Suggestions, Ideas and Questions

Ascension Health is committed to continual process improvement and believes associate suggestions and ideas are an important part of that process. Some of the best solutions to immediate problems come from our associates.

We encourage suggestions, ideas and questions and we listen carefully to them. White boxes are located in each lunch room for associates to submit ideas, suggestions and questions. Items will be discussed during Leadership Forum meetings. You may also contact your manager with your suggestions, ideas and questions or submit them via e-mail to ascensionhr@ascensionhealth.org.

Associate Engagement

The essence of associate engagement is energy - productive energy. Engaged associates are those who go above and beyond the call of duty in providing exceptional service to the customer or patient, producing superior quality work, exercising initiative, taking ownership of their responsibilities, etc. These are the specific behaviors that are most likely to produce measurable business success - e.g., patient satisfaction, product innovations, creative solutions, operational success, and growth. A key to engaging associates and unlocking the kind of energy that can take an organization to a higher level of success is leadership - inspiring leadership. And inspiring leaders can be found at all levels in an organization. Executives, supervisors, and even co-workers can be sources of inspiration and encouragement. A leader will listen and will also give associates a voice; a leader will provide a greater understanding of growth and career goals and will discuss the effects of and bring meaning to their work. We measure associate engagement across our organization and use the data to develop action plans that help achieve greater associate engagement, a higher level of performance and superior operational results.

Engagement Survey

The Associate Engagement Survey has been designed to collect your thoughts on many aspects of the work environment. The survey is an important opportunity to voice your feedback anonymously on what is working well and areas for improvement.

Survey results will be used by leaders, working with their teams, to identify key areas for further improvement and to develop specific plans of action to address those areas. Working together as a community, we want to make this the best possible work environment for all associates - one that reflects our Mission and Values. We want everyone to feel comfortable recommending Ascension Health as a great place to work.

Hiring New Associates

It is the policy of Ascension Health to consider applicants carefully and impartially. We comply with all federal, state and local laws governing fair employment practices. We select new associates on the basis of qualifications for the immediate work, keeping in mind the possibility of future assignments. Ascension Health responds to an ever-changing workplace by building a community of associates that is respected, recognized and rewarded. We seek balance in our work and in our lives. As a Catholic-sponsored healthcare organization, we encourage spirituality in the workplace.

We are committed to operating an organization that includes associates of all ethnic backgrounds and all faiths – an organization that is enriched by the diverse talents and viewpoints of our people. We value creativity, risk-taking and innovation.

Our goal is to help all associates work capably and successfully within our organization. We continually look for people whose personal objectives and attitudes are compatible with Ascension Health's Mission and Values.

Application for Employment

All applicants must apply online and complete, in its entirety, our online Application for Employment. This form is required for every applicant, regardless of the level of position in Ascension Health, and includes transfers from the Health Ministries. Employment applications that are not completed in their entirety will not be considered.

Prior to hiring, the applicant will be required to disclose on the application form any criminal conviction and whether he/she is currently or has previously been excluded, suspended or otherwise ineligible for participation in federal programs, or has a controlling interest in any entity that has been so excluded or suspended. Misrepresentations or omissions in the employment application may be cause for rejection or may be cause for subsequent dismissal if the individual is hired.

Background Investigations

In connection with the completion of the application for employment, each prospective associate is required to sign an authorization and release allowing Ascension Health to request a background check. The background check will include information on character, work habits, performance, experience, criminal background, along with reasons for termination of past employment. Ascension Health will request information from public and private sources about the prospective candidate's driving record, criminal record, education, credentials, credit and

references. Misrepresentations or omissions in the employment application may be cause for rejection or may be cause for subsequent dismissal if the individual is hired.

This information may be obtained for the employment process as part of the pre-employment background investigation and at any time during the individual's employment.

Pre-Employment Assessments

As part of Ascension Health's commitment to hiring qualified individuals to fill positions as they become available, pre-employment assessments may be utilized. All job applicants for like positions will be given the same assessments. Human Resources must be consulted before administering any pre-employment assessments.

Reasonable accommodations will be made for disabled individuals in the administration of these assessments.

Hiring of Relatives

It is our policy not to exclude an applicant from employment solely on the basis of being related to an active associate. We are conscious, however, of our responsibility to maintain equal opportunity of employment for the general public, and equal opportunity for promotion of our associates. We want to ensure that we eliminate any possible source of pressure on our management as well as the relative of the applicant when hiring.

For purpose of this policy, "relatives" include spouse, children, parents, brothers, sisters and members of the same household of the associate.

In the event a relative of an active associate is hired, the two related associates will not be permitted to work in a supervisor/direct report relationship, within the same reporting chain (where a supervisor/direct report relationship could develop), or where internal controls would be compromised. The hiring or employment of relatives may be limited or restricted based on individual circumstances and at Ascension Health's sole discretion. If appropriate, the possibility of placement in an alternative position may be considered. If no suitable alternative position is available or acceptable to the applicants, the hiring process will cease. Associates who become related (because of marriage or a change in living arrangements) and whose continued employment assignment would violate this policy may be subject to transfer, change in job title or termination, at the sole discretion of Ascension Health.

Recruiting Incentive

All associates are encouraged to recommend suitable candidates for employment with Ascension Health. In keeping with this practice, Ascension Health offers a recruiting incentive to associates whose referrals are hired.

The individual must be hired from outside of Ascension Health, successfully complete the introductory period, and have indicated on the Employment Application and/or applicant management system the associate who referred them to Ascension Health.

The referral incentive for hiring a full-time associate is \$1,000, and \$500 for hiring a part-time associate. The referral incentive will be "grossed up" to account for tax withholding, so that the referring associate will receive the full amount above as a net payment. One-half of the recruiting incentive will be paid on the first payroll following three months of satisfactory performance by the new hire, with the remainder paid upon the new hire completing the introductory period, which is six months from the date of hire. Both the referring associate and the new hire must be actively employed on the date the referral incentive is to be paid.

A recruiting incentive will not be paid for any of the following hiring circumstances:

- Associates who change associate status (i.e., convert from part-time to full-time status or temporary to permanent status)
- Associates who are hired on a temporary basis
- Associates who were consultants or vendor partners
- Associates for whom Ascension Health paid an executive search or placement fee
- Associates who are relatives
- Associates who are referrals or transfers from a current or previous Health Ministry of Ascension Health
- Associates who are direct reports to the person who referred them
- Associates who are direct reports to the person who referred them at the time of payout
- Associates who were referred by a member of the Human Resources team or associates who are in a Vice President role or above

For more information on the recruiting incentive, please view the policy located on the Human Resources Web site at <https://hr.ascensionhealth.org> under "Policies."

Job Postings/Promotions/Lateral Moves

It is the policy of Ascension Health to provide a job posting program for vacancies within the organization to encourage the career development of associates and external postings to attract the most qualified candidates. Job openings may be filled by the hiring department or through succession planning without being posted. Open positions that exist due to the creation of newly defined job roles will be posted. An

objective of Ascension Health is to fill all open positions with the best qualified candidate, without regard to race, color, religion, creed, gender (including pregnancy), national origin, age, marital status, physical or mental disability, or any other characteristic protected by law. It is also the policy of Ascension Health to encourage the promotion (i.e., advancement to a position in a higher pay grade) and transfer (i.e., placement in another position within the same salary grade) of associates.

Internal Applicants

Associates interested in exploring other opportunities can review job postings on the Ascension Health Web site, www.ascensionhealth.org.

The associate must apply for the new position by accessing the job openings on the Ascension Health Web site at www.ascensionhealth.org. Information will be reviewed by Human Resources to assess the associate's skills and competencies as compared to those required for the position as well as the individual's most recent performance review, to ensure there is a potential successful fit.

Human Resources will then review with management the associate's candidacy and the individual's developmental gains as well as the organization's gain from the proposed movement. Internal candidates will be considered along with external candidates and the most qualified applicants will be interviewed.

Once an associate is approved to interview, Human Resources will present the associate as a qualified candidate for the open position to the appropriate hiring manager.

The associate must be in his or her present position a minimum of six months prior to applying for an alternative position. Exceptions must be agreed upon by the hiring manager and Human Resources. The associate should contact his or her department supervisor to express an interest in the position to facilitate discussion between the supervisor and associate. It is also strongly suggested that the hiring manager contact the current supervisor as well as review the associate's personnel file prior to arranging an interview.

If the internal candidate is not selected, constructive feedback will be given by the hiring manager and possibly to the associate's current supervisor to assist the associate with continued development.

Associate Orientation and Onboarding

On the associate's first day, a meeting is scheduled with a representative from Human Resources and necessary paperwork is completed. A formal orientation session is presented every Monday morning to new hires.

Associate orientation is conducted four times a year by Senior Leadership. The orientation includes an introduction to Ascension Health, our Mission, Vision, Values and Strategic Direction.

Introductory Period

Completion of a six-month introductory period during which the associate and employer determine suitability and interest in the work is required for all associates. During this period, the associate or employer may terminate employment with or without cause, without advance notice and without further obligation to either party, including but not limited to no notice being provided pursuant to any progressive discipline/corrective action policy or practice. Since all associates are employed at will, terminations may occur, with or without cause and/or notice, after the probationary period as well. In most, but not all, instances, coaching and/or corrective action will be attempted if an individual has successfully completed the introductory period.

Employment Status

Full-Time Associate

A full-time associate is defined as an associate who is regularly scheduled to work 60 hours or more per pay period. Regular full-time associates are entitled to benefit plan options.

Part-Time Associate

A part-time associate is defined as an associate who is regularly scheduled to work 40-59 hours per pay period. A regular part-time associate is entitled to modified benefit plan options.

Temporary Associate

A temporary associate is defined as an associate who has been hired with the understanding that employment will be terminated on a specific date or after a specific assignment. A temporary associate is not entitled to benefits.

Contractor

A contractor is defined as an individual whose services have been retained by Ascension Health from another organization. A contractor is not an associate of Ascension Health, but rather an associate of the organization retained by Ascension Health. All agreements for contractors must be reviewed by the Legal Department.

Job Classifications

Exempt Associate

These associates are not entitled to overtime pay. This associate is full-time, salaried, and is exempt from the overtime pay requirements of the Fair Labor Standards Act (FLSA)

Non-Exempt Associate

Non-exempt associates are entitled to overtime pay for all hours worked over 40 in a work week.

The decision as to whether an associate is to be considered exempt or non-exempt will be made by the Human Resources Department in accordance with guidelines issued by the state and federal Department of Labor.

Associate Development Statement

Ascension Health encourages associates' efforts to improve skills and performance. Providing opportunities for associates to learn and grow, receive helpful performance feedback, and participate in associate development enhances an associate's job performance.

As a way to encourage growth in their current position and to prepare for new responsibilities, associates should discuss development needs with their manager. Managers and their staff, and others in Human Resources, can also advise associates and their supervisors regarding developmental opportunities and programs available through internal and external resources. As a part of our performance appraisal process we also encourage associates and their managers to prepare a development plan to assist them with their objectives.

Associate Development

Ascension Health understands that its associates are its future and strives to provide the information and development necessary to make both the associate and Ascension Health successful. A variety of classroom and Webinar programs are offered throughout the year. A calendar of development opportunities can be found on the Human Resources Bulletin Boards and on the Human Resources Web site at <https://hr.ascensionhealth.org> or by contacting the Human Resources Department via e-mail at ascensionhr@ascensionhealth.org

Performance Appraisals

At mid-year and annually, managers are asked to complete a performance appraisal on each of their direct reports, using the online tool Performance Insights. The appraisal should reflect the individual's performance in the job. While feedback is encouraged as an ongoing part of the daily routine, the performance appraisal is a time to discuss specific strengths and areas where improvement is needed. The appraisal discussion provides the associate and the leader an opportunity to foster communication, exchange information and ideas for how to work better, resolve any problem areas, and agree on a plan for future development.

Associates are expected to complete a self-review on the Performance Insights tool for their annual and mid-year reviews. Newly hired associates will work with their manager to develop and enter their goals in the Performance Insights system within 60 days of their hire date.

Symphony associates may be on another performance management schedule and can check with their manager or Human Resources to determine timing.

Wage and Salary Review

Ascension Health reviews wages and salaries regularly in conjunction with an annual performance review. All wage and salary increases are given on the basis of merit rather than length of service. In case of promotion or an increase in duties and responsibilities of the associate, a special review may also be conducted. A review does not necessarily mean an increase in pay, but it is often conducted for this purpose, as well as to assess the progress and growth of the associate.

Work Week

For payroll calculation purposes, the official work week for determination of paid hours begins at 12:01 a.m. Sunday and extends to midnight of the following Saturday. Pay is issued bi-weekly, on Fridays.

Non-exempt associates are required to record the hours worked each day into the timekeeping system. In instances where, due to the needs of the job and with the approval of the associate's supervisor, the associate is unable to take a meal period, this time should be included in the total hours worked. The work schedules of divisions and/or departments must provide for associate coverage during core business hours of 8:00 a.m. to 4:30 p.m. The non-exempt work schedule options will be determined by individual Managers based on the work requirements of the department. Exempt associates are required to accurately record the total number of hours used for Paid Time Off (PTO).

Payday and Paychecks

Payday occurs bi-weekly on Friday. If a payday is a recognized holiday, associates will be paid on the preceding day.

Exempt associates are paid for the two-week period of time ending on the payday. Non-exempt associates are paid for the two-week period of time ending at midnight on the Saturday preceding the Friday payday. If a regularly scheduled payday falls during an associate's vacation and the associate is not receiving direct deposit, the associate's paycheck will be made available upon the associate's return from vacation.

At the end of a calendar year, each associate will receive a W-2 form stating wages received and taxes withheld for income tax purposes.

iPay

To view your paychecks and download your W-2, please register online at <https://ipay.adp.com>. To register for iPay, please have your first pay stub available for reference.

The ADP Self-Service Registration Pass Code for Ascension Health is AH-AH. Complete your registration by providing the information indicated.

Overtime

Ascension Health pays overtime to non-exempt associates who work over 40 hours in a work week (Sunday through Saturday). Compensatory time cannot be granted to a non-exempt associate. Hours worked in excess of regular scheduled hours but less than 40 hours in a work week will be paid at the associate's regular hourly rate.

All non-exempt associates must have the approval of their supervisor before working any hours that are in addition to their regular schedule. Failure to work scheduled overtime or overtime worked without prior authorization from your manager may result in corrective action up to and including termination of employment.

The overtime rate is one-and-one-half times the regular hourly rate. The calculation of overtime includes only hours worked. Hours marked as Paid Time Off (PTO) are not counted toward hours worked when figuring overtime compensation. For those states that have laws that are different than what is detailed above, those state laws will govern how overtime is paid.

Overtime Exemption Problem Resolution

The overtime exemption for salaried (exempt) associates can be affected if an improper deduction from the associate's salary is made. In some cases, deductions from an exempt associate's salary are authorized by law.

Proper deductions from an exempt associate's salary include: full-day deductions for full-day absences taken for the associate's personal reasons; deductions for absences taken due to sickness or disability under a sick leave, STD or PTO policy; full-day deductions for disciplinary suspensions; offsetting deductions for jury duty pay, witness fees, and military pay received; proportional deductions for unpaid Family and Medical Leave Act (FMLA) leave; and proportional deductions in the associate's initial and terminal weeks of employment.

Deductions from an exempt associate's salary that are not authorized by law are prohibited. If an exempt associate believes there has been an improper deduction from salary, the associate must notify the associate's immediate supervisor. If it is determined that the exempt associate's complaint should be settled and resolved, the exempt associate will be reimbursed in the amount of the questioned deduction. If reimbursement is made in accordance with this policy, the fact that reimbursement was made shall not be construed to be an admission that any deduction was improper or that the associate at any time was not exempt from overtime under the Fair Labor Standards Act.

Timekeeping/Expense Reports

Lawson

Lawson is the timekeeping system for all System Office associates of Ascension Health.

Hourly associates record daily regular and overtime hours as well as PTO for sick time and time off work. Salaried associates utilize this tool to track PTO time used for sick time and time off work not including Ascension Health paid holidays.

Please visit <https://lawsonsa.ascensionhealth.org/> to record hours and submit expense reports. Questions regarding this process can be directed to the Human Resources Department.

Login ID - System Office associates should use the prefix of 20 and Symphony associates should use the prefix of 50 + your employee number; for example, 20123456. Your employee number is located on every paycheck in the top left-hand corner listed as "File Number." **Password** - If you are a new user your password is "password."

Paid Time Off (PTO)

Ascension Health believes that associates should have opportunities to enjoy time away from work to help balance their lives. Instead of separately allocating paid time off for vacations, sickness, leave and personal days, Ascension Health provides a Paid Time Off (PTO) Policy that provides associates with an allotment of paid days away from work. Associates are responsible for managing their own PTO hours to allow for adequate reserves if there is a need for time off for illness or leave of absence, appointments, emergencies, or other needs that require time off from work. PTO must be used for any time off and entered into Lawson. Exempt associates must take PTO in half-day (4 hours) or full-day (8 hours) increments, while non-exempt associates will continue to take PTO in increments of 15 minutes.

Notice Requirements

Whenever possible, PTO is to be scheduled and approved, at least two business days in advance, by the associate's manager. The only exception to this requirement is an illness or other unanticipated event (unscheduled PTO). In all cases, associates must notify their supervisors before the scheduled start of the workday in which the absence will occur. Managers reserve the discretion to approve or deny PTO based upon business considerations such as workflow, operational requirements, and business demands. Managers may limit the amount of successive days an associate may take off at one time; however, every effort will be made to allow the associate's request.

Unscheduled PTO

If an associate continually uses PTO at the last minute (i.e., without notice) and a pattern of poor attendance has developed, the corrective action process may begin. If an individual is on any notice for attendance, while he/she may be paid, the steps of corrective action will continue to be followed whenever unscheduled PTO occurs.

In situations of inclement weather, the guidelines below will be followed:

- If the locations are closed, PTO does not apply;
- If the locations will open late, and an associate chooses not to travel to work, PTO would apply only after the late opening hour;
- If the locations are open and an associate chooses not to travel to work, PTO must be used;
- If the locations are open at the normal hour (8 a.m.), and an associate requires additional time to travel to work, PTO is required.

Holidays

Ascension Health observes nine scheduled holidays each calendar year. Full-time and part-time associates are eligible to receive holiday pay. The standard holidays are:

New Year's Day	Labor Day
Martin Luther King Day	Thanksgiving Day
Good Friday	Day after Thanksgiving
Memorial Day	Christmas Day
Independence Day	

If an associate is on an approved leave of absence and receiving pay from Ascension Health by using their PTO, they will receive pay for scheduled company holidays. If an associate is receiving pay from a third party administrator or has exhausted their PTO while on an approved leave, they will not receive pay for scheduled company holidays.

If an emergency should arise that would require an associate to work on a holiday, advance approval must be obtained from supervisor and Human Resources.

Family and Medical Leave Act (FMLA)

Associates who has been employed for at least 12 total months and have worked at least 1,250 hours during the previous 12-month period may be eligible for leave under this policy.

All associates who meet the applicable service requirements may be granted family or medical leave consisting of accrued paid leave and unpaid leave for a period of up to 12 weeks during a rolling 12-month period for the following reasons:

- Prenatal care or incapacity due to pregnancy;
- Birth of the associate's child and in order to care for the child;
- Placement of a child with the associate for adoption or foster care;
- To care for a spouse, child or parent (but not in-law) who has a serious health condition;
- A serious health condition that renders the associate incapable of performing the functions of his or her job;
- "Qualifying exigency" related to a family member's active duty status in the National Guard or Reserves in support of a contingency operation or related to a family member who is a regular member of the Armed Forces being deployed to a foreign country; and/or
- Care for an injured service member.

Associates may take a combined total of up to 26 weeks of leave to care for a spouse, child, parent or next of kin who is a current member of the Armed Forces on the temporary disability retired list who has a serious injury or illness aggravated or

incurred in the line of duty while on active duty. This leave is available during a single 12-month period that starts on the day this type of leave commences. Other FMLA-qualifying leaves taken during the same period counts against the 26-week limit.

For purposes of medical leave, a serious health condition includes but is not limited to an illness, injury, impairment, or physical or mental condition that involves a period of incapacity requiring more than three consecutive calendar days of absence from work and continuing treatment by a healthcare provider. Family and medical leave may be taken intermittently or on a reduced work schedule when medically necessary.

A “qualifying exigency” includes: (a) being with a family member who is called to active duty with seven days or less of notice; (b) attending an official military ceremony, program or event, or participating in family support or assistance programs; (c) making changes to childcare or schooling arrangements as a result of the active duty; (d) handling financial and legal arrangements impacted by the active duty; (e) participating in counseling related to the family member’s active duty; (f) spending time with the family member while he or she is on leave; (g) attending military events within 90 days after the family member’s service ends; and (h) other service-related events as determined by Human Resources.

You must provide written notice 30 days prior to the time of the leave when the need is foreseeable. If emergency conditions prevent such notice, you must notify Ascension Health as soon as possible.

Certification of the need for family or medical leave is required to qualify for leave. A Certification of Health Care Provider form must be completed and returned to the company that serves as our FMLA administrator. Recertification may be requested of you throughout the duration of the leave. If there is a dispute regarding the medical opinion provided by your physician, Ascension Health may require you to obtain the opinion of a second healthcare provider, designated by Ascension Health and at its expense. If a third opinion is necessary, a third physician will be mutually agreed upon, also at Ascension Health’s expense. A release to return to work signed by your healthcare provider will be required when you are returning from a leave due to your own illness or injury.

More information regarding FMLA can be found in the policy on the Human Resources Web site at <https://hr.ascensionhealth.org>.

Jury Duty

Ascension Health provides excused time off with pay to associates summoned for jury duty or Ascension Health-related court service. “Court service” is defined as any mandatory court appearance resulting from a subpoena served upon the associate. Any court service unrelated to Ascension Health or any affiliate of Ascension Health will be unpaid to the extent permitted by applicable law; associates may use accrued

Paid Time Off in these situations.

Associates serving on jury duty may retain any court pay received; any pay received will not be deducted from the associate's pay. Associates must return to their normal work responsibilities if released from court duty prior to the end of their work day.

Jury duty will not apply toward hours worked for the purposes of calculating overtime pay.

Please give notice of jury duty obligations to your supervisor within 10 calendar days of the date the summons was received. For more information about procedures to follow if summoned for jury duty, please view the policy tab on the Human Resources Web site at <https://hr.ascensionhealth.org>.

Military Leave

It is the policy of Ascension Health System Office to grant leaves of absence to associates for military reasons as required by law and subject to the principles and procedures outlined below. All associates who serve in the Army, Navy, Marines, Air Force, Coast Guard, Army or Air National Guard, Reserves, Commissioned Corps of the Public Health Service, or any other uniformed services designated by the president in time of war or emergency when they are required to serve, or who are ordered to duty for training or exercise, are entitled to military leave. Associates requesting military leave must present their orders to their supervisors as far in advance as is possible under the circumstances. For more information regarding the procedures for military leaves of absence, please view the policy tab on the Human Resources Web site at <https://hr.ascensionhealth.org>.

Bereavement Leave

The Ascension Health System Office provides full- and part-time associates paid bereavement leave upon the death of a family member.

Associates are entitled to up to five days of paid absence on the occasion of a death in their immediate family, i.e., spouse, children, parent, siblings, stepparents, stepchild(ren). For purposes of this policy, "parent" is defined as biological parent, adoptive parent, guardian or a person who acted as a parent toward the associate.

Associates are entitled to up to three days of paid absence on the occasion of the death of other relatives, i.e., grandparents, grandchildren, nieces, nephews, and respective in-laws.

Associates may request extended time off using PTO. Bereavement leave will not be paid out as owed compensation at time of termination. For more information about this policy, please visit the Human Resources Web site at <https://hr.ascensionhealth.org>.

Personal Leave

A personal leave of absence is defined as an authorized absence from work for a period of more than two weeks with a maximum allotment of 90 days for personal reasons. Personal leave may also be available for medical reasons to associates who are not eligible for FMLA (Family and Medical Leave Act) leave or who have exhausted their annual FMLA entitlement.

An authorized absence for less than two weeks may be granted by the manager with the involvement of Human Resources, but will not constitute a personal leave of absence. Paid Time Off (PTO) or sick bank hours (if applicable) must be used.

No more than one personal leave of absence may be granted during any rolling 12-month period.

A personal leave of absence will be granted for:

- An associate's inability to work due to medical reasons when the associate is not eligible for or has exhausted FMLA leave
- Educational reasons
- Other serious personal matters (such as family concerns) that require the associate's full-time attention for an extended period of time
- Personal reasons

For more information regarding Personal Leaves of Absence, please visit the policy located on the Human Resources Web site at <https://hr.ascensionhealth.org>.

Voting

Ascension Health encourages all associates to participate in the voting process.

Due to the hours in which voting polls are open, associates should be able and are expected to vote during non-business hours. However, if an associate does not have a period of three hours available outside of working hours to vote, he/she may be granted up to a maximum of three hours of Paid Time Off (or as otherwise may be required by applicable state law) which, when added to the voting time available outside of working hours, enable him/her to vote.

Associates should request time off to vote from their supervisor prior to the date of the election. Advance notice is required so the necessary time off can be scheduled at a time least disruptive to the normal work schedule.

Mission in Action Program

The [Mission in Action](#) Service Program is an excellent way for all of us to support the Ascension Health Mission, which calls us to serve all persons with special attention to

those who are poor and vulnerable. It offers us the chance to use our gifts and talents to improve the health of individuals and communities through volunteer opportunities at local charitable organizations that are compatible with the Ascension Health Mission, Vision and Values.

The Mission in Action Service Program provides associates with up to three paid hours per month including travel time that may be spent volunteering at local organizations. This time will not be taken out of your PTO.

The program helps to eliminate some of the barriers that may prevent associates from volunteering and to help organizations during daytime hours when volunteer support is typically not available.

It is not intended to replace your other volunteer opportunities; it is a way to expand your volunteerism and become involved with new organizations.

Approval of Voluntary Participation

Involvement in the Mission in Action Service Program is not mandatory. If you wish to participate you must have the specific organization and your time commitment approved in advance by your director or vice president. Any expenses or liabilities incurred during volunteer time will be your responsibility.

Time Off for Community Service

Ascension Health is committed to the Mission in Action Service Program because it allows our associates to actively fulfill our Mission by working with local charitable organizations to assist the poor and vulnerable in the St. Louis community. For more information on how to sign up, please contact the Legal Department.

Group Benefit Plans

Ascension Health makes available a variety of health, dental and life insurance plans to provide our eligible associates with comprehensive benefits coverage. The best source for information on any benefit plan is the Benefits Handbook or Human Resources staff. The Benefits Handbook can be located on the Human Resources Web site at <https://hr.ascensionhealth.org>.

Medical, Dental & Vision Insurance

Medical, dental and vision insurance coverage is offered on the first of the month following 30 days of employment to regular full-time and part-time associates on a contributory basis. The cost will be provided to the associate prior to enrollment, and is based on the type and level of coverage selected and the compensation tier under which the associate's position falls.

Information describing Ascension Health's benefit plan options can be obtained on the Benefits Web site at www.ascensionbenefits.org, the Human Resources Web site at <https://hr.ascensionhealth.org> or by consulting your Benefits Handbook.

403(b) Retirement/Savings Plan

Ascension Health has a 403(b) retirement/savings plan for all associates. In addition, Ascension Health offers an employer matching contribution to all associates who are regularly scheduled to work at least 40 hours per pay period. The match begins following the anniversary of your date of hire and completion of 12 consecutive months of employment. The matching contribution is 50 cents for each dollar you contribute, on the first 4 percent of your earnings contributed per pay period. For additional information on the 403(b) Plan, please visit the Benefits Handbook located at www.ascensionbenefits.org, the Human Resources Web site at <https://hr.ascensionhealth.org> or by visiting the Diversified Investments Web site at www.divinvest.com.

Flexible Spending Accounts

Ascension Health offers a Flexible Spending Account (FSA) for healthcare costs and dependent care expenses. A healthcare and/or dependent care FSA allows an associate to spend money for eligible healthcare and/or dependent care expenses free of federal and state income taxes and Social Security taxes. All regular full-time and part-time associates are eligible to enroll upon employment for the remainder of that calendar year or annually for the following calendar year prior to December 31. New enrollment must be completed each year that the associate wishes to participate in the program. In compliance with the Internal Revenue Service

requirements, once the associate has begun participation and the plan year has started, the associate may not make a change in the designation unless there is a change in the associate's family status that requires the change (such as a gain or loss of dependents, spouse's loss of job, etc.).

Associates should be conservative with the amounts set aside in a pre-tax FSA account. Under current tax and plan rules, any money not claimed for plan year expenses in a pre-tax FSA account by the following March 31 will be forfeited.

Life Insurance

Ascension Health provides this benefit for all associates who work at least 40 hours per pay period. The life insurance coverage is equal to three times the annual salary of the associate, with a maximum benefit of \$500,000.

Adoption Assistance

We encourage adoption by providing support and supplementing the resources of any full-time associate who adopts a child, as we believe adoption provides unique opportunities to change children's lives and enrich the life of the associate as a potential adoptive parent or family.

We will reimburse 80 percent of documented adoption expenses to a maximum of \$5,000 per adopted child (less applicable taxes). The reimbursement amount will be charged to the associate's department cost center. Reimbursable adoption expenses include legal fees, court fees, travel expenses, agency fees, and pre-adoption medical expenses required as a condition of adoption. Adoption expenses that are reimbursable by any other source (e.g., health insurance coverage) will not be considered for reimbursement. Please visit the Adoption Assistance policy located on the HR Web site at <https://hr.ascensionhealth.org> for more information.

Educational Reimbursement

If you are a full-time associate, have been employed six continuous months and meet course requirements, you may be eligible for Educational Assistance in the form of tuition reimbursement. You must also continue employment with Ascension Health for a period of time equal to that for which tuition was reimbursed.

When all requirements have been met, Ascension Health may reimburse you for 100 percent of pre-approved courses up to the maximum annual limit of \$2,500 each year.

To be eligible for reimbursement, courses must be taken through an accredited school, college, university or other approved and certified institution. Certain courses at non-academic institutions may also be considered, provided they are job related. Courses taken before employment begins or eligibility is satisfied are not eligible. You

must receive a "C" grade or its equivalent for undergraduate courses and a "B" grade or its equivalent for graduate courses. Please visit the Educational Reimbursement policy located on the HR Web site at <https://hr.ascensionhealth.org> for more information.

Employee Assistance Program (EAP)

Ascension Health offers access to LifeWorks services - a toolkit of personal resources and practical solutions to make your life work better. Whether you need help managing stress, managing relationships or getting out of debt, LifeWorks offers a wealth of information, support and online resources.

Services are confidential and available at any time, day or night, at no cost to you. You may contact LifeWorks at 1-888-267-8126 or via its Web site at www.lifeworks.com.

Wellness

Ascension Health promotes the health and well-being of its associates by offering Lunch and Learn sessions on various topics and access to the Mayo Clinic EmbodyHealth wellness portal. All associates may participate in the Mayo Clinic EmbodyHealth wellness program, including those not covered by the medical plan. Spouses and any children 18 and older may also utilize the portal.

Mayo Clinic EmbodyHealth is a call to action for all audiences - regardless of current health status. It speaks to all aspects of well-being, not just physical. The portal is organized into areas of action containing key tools you need to manage your health:

- Monitor My Health
- Improve Lifestyle Habits
- Manage Chronic Conditions
- Make Treatment Decisions
- Connect With Others
- Health Info A-Z

Users engage with tools such as health assessments, behavior change programs, tailored messages, tracking tools, instruction videos, Treatment Decision Guides, answers from Mayo Clinic specialists and a comprehensive health reference library. All associates are encouraged to utilize the portal and are eligible the same time as they are eligible to participate in our group health plans.

To enroll, please visit the Web site at www.ascensionhealthwellness.org. You can start by taking the health assessment or you have the option of setting up plans on your own. There are strict measures in place to preserve the privacy and confidentiality of all information you provide.

Optional Benefits & Perks

Ascension Health provides its associates the option to enroll in the following supplemental benefit plans at the individual associate's expense. Most of these benefits can be administered through payroll deduction:

- Voluntary Supplemental Term Life Insurance
- Spousal and Dependent Child Supplemental Term Life Insurance
- Voluntary Supplemental AD&D Insurance
- Short-Term Disability (STD) Buy-up Option
- Long-Term Disability (LTD) Buy-up Option
- Long-Term Care Insurance
- Legal Services Plan
- Missouri Saving for Tuition Program (MOST) or other college savings plans
- Microsoft Discount Purchase Program and Home Use Program
- Dell Computer Discount
- AT&T Cell Phone Discounts

Continuation of Coverage/COBRA

Should your employment with Ascension Health end, you will be given the option to continue your group coverage through COBRA. The COBRA notification will be sent no later than 14 days after your last day of employment to your home by our service provider. Additional information and notices regarding COBRA will be provided to you upon enrolling in qualifying plans and upon experiencing a qualifying event.

Short-Term Disability

The short-term disability program is designed to provide a basic level of protection and the option to purchase additional buy-up coverage for all associates working at least 40 hours per pay period. This plan will provide you with 50 percent of your earnings up to a maximum of \$1,500 per week if you are disabled due to sickness or injury for more than 14 calendar days. This plan will not provide benefits for associates on a leave of absence due to a Worker's Compensation injury. In addition to the basic employer-paid level, you can also purchase additional levels of income protection.

For additional information about the short-term disability plan offerings, please visit the benefits Web site at www.ascensionbenefits.org or the Benefits Handbook. Please contact Human Resources at ascensionhr@ascensionhealth.org or by calling 314.733.8330 to initiate a claim.

[For California-based associates: All associates in California are required to pay into the state STD fund through payroll deductions. Based upon a wage-driven formula, the associate can receive anywhere between \$50 and \$490 a week for up to 52 weeks from this fund. Ascension Health will pay the difference, if any, between the payments received from the state STD fund and the amount due according to the Ascension Health STD policy.]

Long-Term Disability

After 90 days of short-term disability, a regular full-time or part-time associate is eligible for long-term disability. This plan provides income protection if you are disabled and unable to work for more than 90 days.

For additional information about the long-term disability plan offerings please visit the benefits Web site at www.ascensionbenefits.org or the Benefits Handbook. Please contact Human Resources at ascensionhr@ascensionhealth.org or by calling 314.733.8330 for more information regarding this program.

Please remember that this handbook describes the benefit programs in general. Complete plan provisions are contained in official plan documents and policies where applicable. These are the legal documents governing the operation of the plan and are used to determine actual benefits payable from the plan. In the event of any inconsistency between the provisions of this handbook and the official plan documents, the official documents will take precedence. Ascension Health retains the right to modify benefit plans at any time with or without notice.

Absence and Tardiness

Regular attendance at work is important to Ascension Health. Frequent/excessive absences from work or tardiness in reporting for work will seriously impair the value of services and your productivity.

If you are late or you must be absent, you should personally contact your supervisor in advance of your normal start time. In extreme situations, contact can be made by someone other than the associate with your follow-up as soon as possible. An associate with an unreported or unauthorized absence may be subject to corrective action.

All associates are expected to report to work as scheduled and be on time on a consistent basis. Unnecessary and/or excessive absenteeism and/or tardiness are disruptive and unacceptable and may result in corrective action up to and including termination unless these meet the Family Medical Leave Act (FMLA) program criteria.

Reporting Absences or Tardiness

Ascension Health recognizes situations may arise when associates may be late or absent from work due to causes beyond their control. In such an event, associates are expected to call in to their immediate supervisor or manager no less than 30 minutes prior to their scheduled start time with the following information:

- The reason for the absence
- The expected duration of the absence
- Items in their workload that require immediate attention
- A phone number where they can be reached if necessary

If your immediate supervisor/manager is unavailable, associates may speak directly with another supervisor/manager in their department. Voice mail and e-mail alone are not acceptable as the sole method of communication. It is acceptable to leave a voice mail or e-mail if no manager/supervisor is available, however, associates will also be required to speak to a member of management at some time during the day.

Associates are expected to maintain regular contact with a member of management concerning their availability to work.

Associates are required to present a doctor's certification of illness if absent three consecutive workdays for illness or whenever management deems it necessary. If a doctor's certification is not presented, corrective action may be taken.

Associates are expected to utilize their available PTO for any absences.

Corrective Action

Either you or Ascension Health may terminate employment at any time, with or without cause. Nevertheless, Ascension Health may, at its sole discretion, utilize a system of progressive corrective action.

Ascension Health believes a system of progressive corrective action is an effective way to ensure that associates are treated fairly in the event of a problem. While we feel that most associates make a consistent effort to be conscientious and professional in performing the duties of their jobs, we recognize that at times associates may need some assistance in understanding ways in which their work performance needs improvement. Should this occur, work expectations may need to be redefined in a more structured manner. The progressive corrective action process generally allows associates to be counseled in stages so that undesirable conduct can be replaced with appropriate behavior.

Steps of Progressive Corrective Action

The major purpose of any corrective action is to assist the associate in addressing the identified issue, prevent its recurrence and help the associate achieve future satisfactory job performance/behavior. The corrective action given an associate, ranging from verbal counseling to immediate termination, depends upon the circumstances of each case.

Ascension Health may follow one or more of the following procedures in attempting to remedy performance or other employment-related problems. Ascension Health recognizes there are certain types of associate issues that are serious enough to justify either a suspension or in extreme situations, termination of employment, without going through the usual progressive discipline steps. Ascension Health is not obligated to follow any of these procedures, and does not limit or preclude its right to terminate an associate's employment at any time, with or without cause.

Except for those rare occasions when the actions of an associate warrant immediate termination, a corrective action plan will be created and expectations defined. The corrective action that is given will be based on the actions of the associate, the circumstances surrounding an incident, and any previous corrective actions. In any step of the progressive corrective action process, immediate and sustained performance improvement is expected. All corrective actions should be reviewed by the appropriate supervisor with the Human Resources Generalists before being issued to any associate. The original documentation of all corrective actions must be retained in the associate's personnel file as maintained by the Human Resources Department.

The steps of corrective action usually include verbal counseling, written warning, final written warning and termination. Any step in the process may be skipped based on the seriousness of the situation. With up-front involvement of Human Resources, a manager will review the issue with an associate in accordance with the appropriate course of action and set expectations, as well as a time frame for expected improvement.

Serious Offenses: It is impossible to list all forms of behavior that are considered unacceptable in the workplace. No list can include all forms of unacceptable conduct, and associates are expected to use common sense and look to Ascension Health's Mission, Vision and Values in determining appropriate conduct. The following are examples of infractions of rules of conduct that may result in corrective action, up to and including termination of employment.

- Negligently or deliberately destroying Ascension Health co-worker, patient or visitor property
- Providing false information, falsifying company documents and/or records
- Misappropriation or attempted misappropriation of Ascension Health, co-worker, patient or visitor property
- Dishonesty or fraudulent acts
- Inappropriate conduct while on Ascension Health's property or on Ascension Health business
- Fighting or threatening violence in the workplace
- Working under the influence of alcohol or controlled substances (not including appropriately taken prescription medications)
- Possession, distribution, sale, transfer or use of controlled substances on Ascension Health's property or while on Ascension Health business; or inappropriate use of alcohol while on Ascension Health business or property
- Behavior that is disruptive and/or considered inappropriate or disrespectful
- Violation of safety, health or applicable rules, regulations or laws
- Sexual or other prohibited harassment or discrimination
- Possession of dangerous or unauthorized materials, such as explosives or firearms, on Ascension Health's property
- Excessive absenteeism or any absence without appropriate authorization and/or notice
- Unauthorized or inappropriate use of telephones, computer, e-mail system, Internet, intranet or other Ascension Health-owned equipment
- Unauthorized disclosure of confidential information (including patient records)
- Unauthorized access of associate's own or family member's personal health information
- Violation of Ascension Health's policies and/or procedures including but not limited to the Ascension Health Corporate Responsibility Program Standards of Conduct
- Violation of federal, state or local laws and regulations

A member of the Human Resources team must review documents and be involved in the progressive discipline process before any conversation can be held with the associate.

Coaching

With the involvement of Human Resources, managers may coach associates in an attempt to identify prompt improvement before an issue becomes one of a more serious nature. Conversations will be held to review expectations, instructions, training, and/or communication problems, and feedback will be encouraged. A Coaching Plan may be developed to help associates become more successful in their current position.

Written Warning

If coaching has had little or no effect on improving performance or correcting a problem, a manager, with the involvement of Human Resources, will review the problem with the associate in writing and develop a plan of corrective action with an appropriate time frame for improvement. The associate will be told that failure to comply will result in further corrective action, up to and including possible termination. Associates are expected to sign any written notice to indicate that the situation has been explained. If an associate refuses to sign, a witness will be involved and the notice shall be so annotated.

Written notices are considered current for the 12-month period following their issuance. Should 12 consecutive months pass without further corrective action, previous notices normally will not be considered when determining future corrective action.

Final Written Notice

If the initial written notice has had little or no effect on improving performance or correcting a problem, a manager may, with the involvement of Human Resources, move to the next step of corrective action. A final written notice is the last opportunity to resolve a problem to Ascension Health's satisfaction. If the required improvements and problem resolutions are not achieved during this time period, or if any other performance problems arise, associates will be subject to further corrective action, up to and including termination. Associates are expected to sign any written notice to indicate that the situation has been explained. If an associate refuses to sign, Human Resources will become involved and the notice shall be so annotated.

Termination

Failure to improve performance or correct a problem may result in termination of employment. Ascension Health can terminate an associate at any time with or without notice. Ascension Health may follow some, none or all of the steps of the corrective action process at its sole discretion.

Suspension

In some situations where conduct is deemed seriously in conflict with Ascension Health's policies, associates may be suspended immediately with or without compensation pending a review of the situation. Suspension may not be indefinite, but with the approval of Human Resources may extend as long as necessary for management and Human Resources to conduct a thorough investigation of the circumstances, to seek counsel and reach a determination. Reinstatement following such a suspension may provide for back pay for the period of suspension. If the associate is terminated during suspension, the termination will be retroactive to the date the suspension began and no back pay will be given.

As in any step of the progressive corrective action process, immediate and sustained performance improvement is expected.

Telecommuting/Home Office Policy

Ascension Health considers telecommuting to be a viable alternative work arrangement in some cases where individual, job and supervisor characteristics are best suited to such an arrangement. Telecommuting allows an associate to work at home, on the road, or in a satellite location for all or part of the regular workweek. Telecommuting is a voluntary work alternative that may be appropriate for some associates and some jobs. It is not an entitlement; it is not an organization-wide benefit; and it in no way changes the terms and conditions of employment with Ascension Health.

Leaving Ascension Health

If an associate decides to leave the employment of Ascension Health, the organization requests written notification of the intent to resign at least two weeks prior to the last day of work. During the notification period, Human Resources will contact the associate to schedule an exit interview. Managers should use discretion when approving PTO requests after an associate resigns to ensure a smooth transition of responsibilities.

Associates who are considering retiring should meet with the Human Resources Department as soon as a retirement date is selected so that all benefit information can be reviewed and discussed.

As Ascension Health asks for written notice of separation of employment, the organization will try to provide an equal amount of advance notice when it becomes necessary to separate associates from the organization. However, Ascension Health reserves the right to immediately separate associates from our employment.

On or before the associate's last day of work, all company property must be returned to the supervisor or Human Resources including keys, photo identification card, company-sponsored cell phone/BlackBerry/computer and company-issued credit cards.

[Relevant state laws will be followed with regard to issuing an associate the final paycheck.]

Building Access

In order to ensure a safe environment at Ascension Health, associates are expected to be vigilant about the safekeeping of access to Ascension Health's buildings and secure areas. New associate photo name badges will be distributed through the Facilities Services Department at the Edmundson Road location and each new associate will sign an access card agreement upon hire. Any lost photo name badge will need to be replaced immediately. The Facilities Services Department will need to be notified of the lost badge and a request will need to be made for a replacement badge as soon as possible. Access cards/ID cards must be returned to Facilities Services before leaving employment with Ascension Health.

Associates are expected to display their photo ID badges with the photo side displayed at all times. The photo on the name badge should match the person's name shown on the name badge.

Building access cards must be used only by associates. The level of building access is designated by the associate's supervisor. Certain areas and times of entry to the buildings are restricted. Associates should not attempt to enter where their security card does not provide access. Persons without a security card requesting entrance to an Ascension Health building should be escorted to the reception area to be identified as a visitor. Visitors must present a business card and be verified as an expected visitor with the receptionist and sign in on the visitor registry to have access to the building.

Visitors

All visitors must wear a visitor badge while on Ascension Health property. Associates are to receive all visitors, including family, at the reception area. Visitors are not permitted in working areas without proper escort by an Ascension Health associate.

Visitors are expected to display their visitor badge at all times, and must always be escorted by an Ascension Health associate while in Ascension Health buildings. Associates who notice a visitor in or around the buildings without an escort, or who may appear suspicious, should escort the person to the reception area immediately. Associates should contact their supervisor for guidance if they are unsure how to approach a person who is not displaying appropriate credentials.

Safety in the Workplace

Ascension Health complies with all federal, state and local laws affecting workplace safety. It is the responsibility of all associates to ensure that the work environment and equipment used are safe by reporting hazards or safety concerns immediately to their supervisor.

All on-the-job accidents or incidents must be reported to an associate's supervisor and to the Human Resources Department staff within 24 hours of the accident/incident, or on the following Monday (or regular work day if the Monday is a holiday) for weekend accidents/incidents.

An associate must file a written vehicle report on any Ascension Health vehicle or any personal vehicle being used on work business that is involved in an accident. This report must be filed with the Facilities Services Department within 24 hours of the accident or on the following Monday (or regular work day if the Monday is a holiday) for weekend accidents. The driver of the vehicle must provide a police report for all Ascension Health vehicle accidents. A personal injury report is required whether there is an injury or not.

In the event an associate is in an accident while driving his/her own vehicle on Ascension Health business, his/her insurance will be liable first, followed by the Ascension Health liability policy. The associate is also responsible for the deductible on his/her policy.

Any collision damage to an associate's personal vehicle is the responsibility of the associate.

Emergency Information

If there is an **IMMEDIATE THREAT TO YOUR HEALTH, PERSONAL SAFETY** or the **SAFETY of the BUILDING DIAL 911**.

For **all** building issues/general emergencies **during normal** business hours (8 a.m. - 4:30 p.m.):

1. Call Human Resources at ext. 8330 and Facilities Services at ext. 8152
2. Dial "0"

For a building issue **before or after** normal business hours:

Edmundson Location

EVS Realty Advisors, Inc. (Property Management Company)

1. Jim Hart 314.568.3512 (Cell) 314.909.0186 (Home)
2. Brad Pavlich 314.988.0579 (Pager)

Woodlands Location

IRET (Investors Real Estate Trust) (Property Management Company) 314.569.1640

For Medical/Security Before/After Normal Business Hours DIAL 911

Creve Coeur Pointe Location

EVS Realty Advisors, Inc. (Property Management Company)

1. Scott Pavlich 314.574.8269 (Cell) 314.407.7911 (Pager)
2. Robyn Bunting 314.486.8067 (Cell)
3. Lon Kolaks 314.568.3514 (Cell)

For Medical/Security Before/After Normal Business Hours DIAL 911

While we appreciate associate concern for one another in an event of an emergency, it is in best interest of the both the threatened associate and assisting associate to dial 911 in the event of an emergency. Human Resources should be notified in all instances.

First Aid Information

Please be aware that there are first aid kits available for use by Ascension Health associates. These kits contain all the basics to aid you throughout the work day such as bandages and pain-relieving medications. Generally these kits are located in the kitchens and lunch rooms.

Firearms/Weapons

Possession of firearms or other weapons on Ascension Health property or other work locations is strictly forbidden and may result in immediate termination of employment.

Workplace Violence Prevention

Ascension Health recognizes the need for and encourages support of an atmosphere of respect in the workplace. We are vigilant in keeping our workplace free from threatening and violent language and behavior. Each individual is responsible for fostering the spirit of a safe workplace for our associates, for those we come in contact with and for those with whom we are affiliated.

Associates who become aware of violent or threatening language or behavior are expected to notify their supervisor or other appropriate personnel.

Ascension Health does not and will not tolerate any behavior that could be construed as threatening, aggressively confrontational, or violent. Prohibited activity includes conduct that is harassing, intimidating, presents a challenge to fight, constitutes veiled

or direct threats, assaults or attempts to assault, and/or sabotage. Any associate found to be in violation of this policy will be subject to corrective action, up to or including immediate termination.

Computer, Electronic Mail and Internet Use

Due to the rapidly changing nature of electronic media, this policy cannot address every possible situation. Instead, it expresses Ascension Health's philosophy and establishes general principles that should be applied for proper usage to protect Ascension Health and all of its data. All associates must be aware that excessive or inappropriate use of our communication systems can place both the associate and Ascension Health at risk. Associates, including temporary, part time and contractors, who abuse or violate the computer, electronic mail and Internet use policy are subject to corrective action, up to and including termination of employment or their contract.

All computers, systems, networks, telephone equipment and other electronic communication systems along with all communications and stored information transmitted, received, or contained in Ascension Health's information systems are the property of Ascension Health. Associates are prohibited from accessing any system, file, or information for which they are not authorized. Also, the use of Ascension Health equipment for display, transmission, or storage of communications of a discriminatory, harassing, derogatory, obscene, defamatory or threatening nature to any individual or group which is illegal, against Ascension Health policy, contrary to Ascension Health's interest or for any other purpose is strictly prohibited.

Associates are responsible for ensuring that data files are backed up on a regular basis by ensuring they are kept on Ascension Health's servers that are included in the backup process. Ascension Health does not make a habit of backing up individual workstations or laptops. If sensitive files are stored on a local workstation or laptop, they are not protected.

Associates shall keep passwords secure and never share accounts for any reason unless authorized by Information Services. Associates are responsible for the security of their passwords and accounts.

All workstations and laptops must be secured by automatic screen saver lockout when the equipment will be unattended. The screen saver lockout must be configured to require password input to reactivate the workstation or laptop.

Electronic messages that contain information about Ascension Health or its policies may not be forwarded to anyone other than current associates of Ascension Health, unless the author specifically grants permission.

Electronic media and services are for Ascension Health business use. Limited, occasional or incidental use of electronic media for personal, non-business purposes is

understandable and acceptable. Associates need to demonstrate a sense of responsibility and may not abuse this privilege. Running or conducting a personal non-Ascension Health business or other operation on Ascension Health's computers or other systems is strictly prohibited.

All software and hardware installed on the organization's computers must be licensed through Ascension Health. Software and hardware should be purchased through and installed by the IS department to allow for tracking of licenses and original software. This includes, but is not limited to, personal copies of software bought by an associate, software downloaded from the Internet, or programs received via e-mail. If you have software or hardware you would like added, please contact the Help Desk at extension 8444.

Only equipment authorized by Ascension Health may be connected to the Ascension Health networks. Use of non-Ascension Health authorized computing systems to conduct Ascension Health business is not supported and strictly prohibited.

Confidential Ascension Health data is not to be copied by associates to removable storage such as (but not limited to) CD/DVD, magnetic tape, USB storage device, laptop, PDA, or cell phone.

Ascension Health reserves the right, at its discretion, to review any associate's electronic files and messages and usage to the extent necessary to ensure that electronic media and services are being used in compliance with the law and Ascension Health policy. Upon termination of employment, initiated by either the associate or Ascension Health, all Ascension Health equipment must be returned.

Please review the policy located on the Human Resources Web site at <https://hr.ascensionhealth.org> carefully in order to understand appropriate and inappropriate uses of Ascension Health data, electronic media including but not limited to the Internet and electronic mail use, Ascension Health hardware, and proprietary and nonproprietary software.

Confidentiality

The nature of Ascension Health operations requires confidentiality by associates. It is the expectation of all associates that no Ascension Health confidential information, including any information regarding an individual being served by Ascension Health, will be discussed with any person other than those necessary for carrying out the assigned responsibilities of the job. The revelation of confidential information may result in immediate termination.

Human Resources will handle all inquiries regarding employment of past and present Ascension Health staff. Personnel records, medical records and individually identifiable personal information are given confidential treatment at all times.

Updating Your Personal Information

In a continued effort to automate and streamline processes, the Human Resources team launched Associate Self-Service, an electronic application that allows associates to review, add, update, or delete personal information in the PeopleSoft HRIS database. Required documentation will need to be presented to the Human Resources Department before changes can be processed.

Associates will be able to more conveniently and efficiently review and make changes to the following personal information online: Emergency Contacts, Home and Mailing Addresses, Marital Status Change, Name Change, and Phone Numbers.

LOGIN Information

Please login to PeopleSoft at <https://systemofficehr.ascensionhealth.org> to update your personal information.

Your User ID is your 6-digit Employee ID, which can be found on your pay advice - it is the same as your 6-digit File Number. The default password is PASS followed by the last 4 digits of your Social Security Number.

Access to Personnel Records

An electronic personnel file is maintained by the Human Resources Department for each associate. These files are confidential and the property of Ascension Health. Aside from the staff of the Human Resources Department, associate personnel files may be reviewed only by the associate and his/her supervisor. Unless permitted by law, former associates are not eligible to review their personnel files. If you would like to review your personnel file, please put in writing your request to view your personnel file and forward to the Human Resources Department. A member of the Human Resources team will contact you to set up an appointment.

If another organization requests confidential personnel information on a current or former associate, the only information that will be made available is the associate's name, dates of employment and position title. Additional information will be provided only if the request is received in writing with authorization from the associate.

Personnel records will be disclosed as may be required by law (such as pursuant to a valid subpoena or court order).

Solicitation

It is the policy of Ascension Health to restrict solicitations by associates, vendors, sales representatives, and others to minimize interference with the organization's operation and to protect the privacy of associates and visitors.

Solicitation shall be defined as:

- Selling or promoting of products, goods or services
- Use of associate listings for the purpose of solicitation
- Seeking contributions or pledges and the distribution of printed materials
- Conducting membership drives

In an effort to ensure a productive and harmonious work environment, persons not employed by Ascension Health may not solicit or distribute literature in the workplace at any time for any purpose.

Ascension Health recognizes that associates may have interests in events and organizations outside the workplace. However, associates may not solicit or distribute literature concerning these activities during working time in the work area. (Working time does not include lunch periods, work breaks, or any other periods in which associates are not on duty. Work areas do not include the lunch rooms, kitchens and restrooms.) Examples of impermissible forms of solicitation include the collection of money, goods, or gifts for community, religious, political, or charitable groups, the circulation of petitions, distribution of literature not approved by Ascension Health, and the distribution of fliers placed on vehicle windshields.

Posting of written solicitations on Ascension Health bulletin boards is permitted on a limited scale and occur only after a request to post is submitted to and approved by Human Resources. If associates have a message of interest to the workplace, they may submit it to Human Resources for approval. Examples of acceptable activities would include children's school fundraising fliers or "home party" order booklets (Tupperware, PartyLite, Pampered Chef, Avon, etc.) in the lunch room, Girl Scout cookie sales fliers on a department bulletin board, or collecting donations to support associate participation in an athletic event (e.g., pledges to support each mile run for the March of Dimes).

Only designated Ascension Health bulletin boards may be used for associate postings, with approval of Human Resources. Certain bulletin boards should not be used for these purposes as they display important information, and associates should consult them frequently for:

- Affirmative Action statement
- Associate announcements
- Job openings

- Worker’s compensation insurance information
- State disability insurance/unemployment insurance information

Ascension Health does not provide associate information (i.e., names, addresses, and telephone numbers) to companies for solicitation purposes. In addition, it is the policy of Ascension Health not to release lists or tapes of names, addresses and telephone numbers to companies for solicitation purposes.

Human Resources and Mission Integration must approve any solicitation and/or distribution of literature for major charitable or Ascension Health-related causes.

Business Casual Dress

The image that Ascension Health and the image that our associates project is critical to our continued success as a respected member of the community. Whether or not you work in a public-contact position, proper grooming and neat, appropriate attire and appearance help create a favorable image of Ascension Health.

Our normal dress policy is business casual dress as an option to traditional business dress. Professionalism in the dress and demeanor of each Ascension Health associate is paramount. Associates may be asked to go home and change into more appropriate attire. If this is the case, the associate will be notified that he/she will be charged PTO (Paid Time Off) for the time required to return home to change attire. Continuous violations of this policy may lead to corrective action being taken, up to and including termination.

Acceptable Business Attire (Monday through Friday)

MEN	WOMEN
Suit, Shirt, Sport Coat	Blouses, Sweaters, Turtlenecks, Suits
Casual & Dress Slacks (Chinos and Khakis)	Casual Pants and Slacks (Chinos and Khakis) or Capri Pants
Collared Shirt (including sport shirts)	Collared Shirts (including sport shirts)
Sweaters, Turtlenecks	Dress, Skirt & Split Skirt (appropriate length)
	Sleeveless Top With Jacket
	Skirts and Dresses

All clothing should be professional, with no holes or rips. In the event an associate may be inappropriately dressed, it is the responsibility of the manager to address the issue in a professional and timely manner.

Options include:

- Advising the associate that the current dress is inappropriate and should not be worn in the future. Recurrence could result in corrective action.
- In extreme cases, the associate should be asked to return home and change his/her dress. The associate should be advised of the reason his/her dress is inappropriate and should not be worn in the future. In addition, the associate should be notified he/she will be charged PTO (Paid Time Off hours) for the time required to return home and change.

An associate should discuss any questions or concerns regarding his/her own dress with his/her immediate supervisor.

Unacceptable Attire

Some examples of unacceptable attire are tank tops; halter tops; mini-skirts; dresses, skirts and split skirts of inappropriate length; spandex; leggings; stirrup pants; jogging suits; sweatpants; sweatshirts or T-shirts; denim clothing of any type or color (except on specially designated "jeans days"; cargo pants; shorts; and shoes made primarily for recreation, exercise or the beach.

Lunch Room Facility/Housekeeping

A lunch room is available for associate use. It contains facilities for heating and refrigerating food. It is every associate's responsibility to share in keeping this facility clean and attractive. Vending machines are also located in this area. Cooking of any kind in the offices is permitted only in one of the four kitchens. If needed, Facilities Services can provide warming trays to keep food warm. Sternos or canned fuels must be used only in safe conditions and constant monitoring of them is required to ensure their safe use.

In an effort to be better stewards of our financial and natural resources, associates are encouraged to use the glassware, coffee cups, china plates, bowls and stainless utensils that are provided in kitchens or you may feel free to bring these items from home for your personal use. Facilities Services will provide china, glassware and utensils from our kitchens for meetings that include food and drink.

Associates are asked to place used items in the dishwashers and not in the kitchen sinks. All dishwashers are run at 4 p.m. and again at 7 p.m.

Smoke-Free Environment

Smoking is not permitted at all owned and leased Ascension Health System Office facilities. Smoking is not permitted by anyone on the campuses of the System Office, which includes any surrounding and adjacent grounds as well as parking areas.

Telephone Use

During the workday, you are responsible for conducting Ascension Health business. We ask that you limit your use of Ascension Health phones for personal use to your breaks or lunchtime, and to keep such calls brief and to a minimum. Your manager may monitor telephone usage and excessive personal telephone use may result in corrective action up to and including termination. Use of cell phones while at your desk should also be brief and kept to a minimum.

References, Employment and Income Verification

Associates should not provide references or any type of verification of employment for former associates of Ascension Health. Any request for references, employment and/or income verification of current and former Ascension Health associates will be handled by Human Resources and require a fax to be sent to the Human Resources Department at 314.733.8007. A signed release from the associate must be attached to such requests or the verification will not be completed.

Handbook Acknowledgement

Section 14

I have been furnished a copy of the Ascension Health Associate Handbook (Handbook), which outlines benefits, policies, and associate responsibilities to Ascension Health. I understand that I am expected to carefully read the entire handbook and to raise questions if I do not fully understand its content.

I understand the information included in this handbook and agree to abide by it. I also understand that the information and policies in the handbook are subject to change as situations warrant at the discretion of Ascension Health. I understand that changes may supersede, modify, or eliminate existing policies. I will ask questions if I am unsure about any policy, or how it applies to me. I accept the responsibility for keeping informed of changes.

I further understand that neither the provisions of the handbook, nor the existence of the handbook itself, are intended to create or constitute contractual obligations or a contract of continuing employment. This handbook is intended solely as an overview of Ascension Health's policies and procedures, and I acknowledge it is my responsibility to be aware of and to follow the most current and up-to-date version of the policies and procedures that are maintained separately from this handbook. I understand that my employment is "at will," which means that both Ascension Health and I remain free to terminate the employment relationship at any time and for any reason. I acknowledge that I have not relied on any provision of the handbook in continuing my employment.

I understand that I have an obligation to inform my supervisor, department director and Human Resources of any changes in my personal situation, such as phone number, address, marital status, and dependents.

Associate Signature

Date

Print Name

Department