



**American
Red Cross**

Employee Handbook

About This Handbook

This handbook has been prepared to help you feel comfortable in your job by giving you some essential information about the policies and expectations of the Red Cross ("us", "we" or the "Company").

This handbook has been organized by topic to help you find information you need easily. You will want to read the handbook now, so that you can quickly familiarize yourself with its content. You are also encouraged to talk with your supervisor and Human Resources representative if you have any questions about the content of the handbook.

The contents of this handbook are guidelines only and supersede any prior handbook. Neither this handbook nor any other company guidelines, policies or practices creates an employment contract, bargain or agreement or confers any contractual rights whatsoever. Subject to any limitations pursuant to any applicable collective bargaining agreement, the Red Cross has the right, with or without notice, in an individual case or generally, to modify its interpretation of and/or change any of its guidelines, policies, practices, working conditions or benefits at any time. Nothing in this handbook should be construed as a promise of specific treatment in any specific situation upon which an employee should rely. Many matters covered by this handbook also are described in separate official documents. These official documents always are controlling over any statement made in this handbook or by any supervisor or manager.

Although we hope that your employment relationship with us will be long term, subject to any limitations pursuant to any applicable collective bargaining agreement, either you or the American Red Cross may terminate this relationship at any time, for any legal reason, with or without cause or notice. Be advised that no supervisor, manager, or representative of the Red Cross, other than the Chief Human Resources Officer, has the authority to provide any employee or employees with an employment contract or special arrangement concerning terms or conditions of employment and any such agreement or contract must be in writing and signed by Chief Human Resources Officer.

This notice applies to all employees regardless of date of hire. For employees covered by a collective bargaining agreement, where this Handbook conflicts with terms of the collective bargaining agreement, the collective bargaining agreement will apply. If you have questions, please contact your Human Resources representative.

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About the Red Cross

American Red Cross Mission, Vision, and Values

Mission: The American Red Cross prevents and alleviates human suffering in the face of emergencies by mobilizing the power of volunteers and the generosity of donors.

Vision: The American Red Cross, through its strong network of volunteers, donors and partners, is always there in times of need. We aspire to turn compassion into action so that...

- ...all people affected by disaster across the country and around the world receive care, shelter and hope;
- ...our communities are ready and prepared for disasters;
- ...everyone in our country has access to safe, lifesaving blood and blood products;
- ...all members of our armed forces and their families find support and comfort whenever needed, and
- ...in an emergency, there are always trained individuals nearby, ready to use their Red Cross skills to save lives.

Values: Compassionate, collaborative, creative, credible and committed.

- *Compassionate:* We are dedicated to improving the lives of those we serve and to treating each other with care and respect.
- *Collaborative:* We work together as One Red Cross family, in partnership with other organizations, and always embrace diversity and inclusiveness.
- *Creative:* We seek new ideas, are open to change and always look for better ways to serve those in need.
- *Credible:* We act with integrity, are transparent guardians of the public trust and honor our promises.
- *Committed:* We hold ourselves accountable for defining and meeting clear objectives, delivering on our mission and carefully stewarding our donor funds.

Fundamental Principles of the Red Cross/Red Crescent Movement

Employees are expected to adhere to the Principles of the International Red Cross Movement: humanity, impartiality, neutrality, independence, voluntary service, unity, and universality. Brief descriptions of each are provided below:

Humanity: The International Red Cross and Red Crescent Movement ("the Movement"), born of a desire to bring assistance without discrimination to the wounded on the battlefield, endeavors, in its international and national capacity, to prevent and alleviate human suffering wherever it may be found. Its purpose is to protect life and health and to ensure respect for the human being. It promotes mutual understanding, friendship, cooperation and lasting peace amongst all peoples.

Impartiality: The Movement makes no discrimination as to nationality, race, religious beliefs, class, political opinions or any other status protected by applicable law. It endeavors to relieve the suffering of individuals, being guided solely by their needs, and to give priority to the most urgent cases of distress.

Neutrality: In order to continue to enjoy the confidence of all, the Movement may not take sides in hostilities or engage at any time in controversies of a political, racial, ethnic, religious or ideological nature.

Independence: The Movement is independent. The National Societies, while auxiliaries in the humanitarian services of their governments and subject to the laws of their respective countries, must always maintain their autonomy so that they may be able at all times to act in accordance with the principles of the Movement.

Voluntary service: The Movement is a voluntary relief movement not prompted in any manner by desire for gain.

Unity: There can be only one Red Cross or Red Crescent Society in any one country. It must be open to all. It must carry on its humanitarian work throughout its territory.

Universality: The International Red Cross and Red Crescent Movement, in which all Societies have equal status and share equal responsibilities and duties in helping each other, is worldwide.

Biomedical Services Mission Statement

American Red Cross Biomedical Services will fulfill the needs of the American people by providing our partners with safe, reliable, cost-effective and sustainable blood products and related services.

Volunteer and Employee Relationships

Consistent with the strategic direction of the American Red Cross to inspire a new generation of volunteers, employees are reminded that they and Red Cross volunteers are considered to be partners in implementing the mission and programs of the Red Cross. Employees and volunteers have equal but complementary roles to play. It is essential to the proper operation of this relationship that Red Cross employees understand and respect the needs and abilities of the volunteers who donate their time and energy to the operations of the Red Cross.

Awards and Recognition

The American Red Cross is committed to recognizing its employees. Red Cross employees are eligible to be considered for a number of awards both locally and nationally. More information about the awards and recognition program(s) is available from the Human Resources representative or on The Exchange.

Introductory Employment Policies

Equal Employment Opportunity and Commitment to Diversity

The Red Cross strives to provide its services consistent with the Fundamental Principles of the International Red Cross Movement. The Red Cross endorses systematic, periodic evaluations that examine inclusion and programmatic sensitivity. The Red Cross is fully committed to equal employment opportunity and this commitment goes beyond the letter of the law. It extends to the spirit of the law and to making certain that in all of our practices we offer full and equal opportunity to everyone. The leadership of the Red Cross is committed to a workplace which values diversity, is free of harassment and intimidation, assures equal employment opportunity, and complies with affirmative action regulations.

It is the policy of the Red Cross to provide equal employment opportunity to all employees and applicants in every aspect of the employment process.

The Red Cross does not discriminate against, nor does it tolerate discrimination against or harassment of, any person based on race, color, religious creed, religion, sex, gender, sexual orientation, national origin, age, physical disability, mental disability, medical condition, veteran or military status, marital status, citizenship status, ancestry, gender identity, gender expression, genetic information, genetic conditions or predisposition to certain diseases or any other characteristic protected by applicable federal, state or local law. Moreover, the Red Cross does not tolerate intimidation, threats, coercion or retaliation against any person for making concerns known, assisting in investigations, participating in compliance evaluation activities, opposing unlawful acts and practices, or exercising any rights protected by applicable law, in good faith.

The Red Cross takes appropriate action to ensure that all qualified applicants and employees receive equal opportunity, as defined by applicable law, for recruitment, selection, advancement and all other aspects of employment. All employment decisions are based on legitimate non-discriminatory business criteria.

The Red Cross will endeavor to provide a reasonable accommodation for qualified persons with known disabilities and pregnant employees, when a reasonable accommodation is necessary for the performance of the essential functions of the job the person is holding or is seeking to hold, and the reasonable accommodation does not cause undue hardship to the Red Cross. Employees who are pregnant or qualified individuals with a disability and require a reasonable accommodation should notify Management or Human Resources. Such employees may be required to submit documentation from a healthcare provider verifying the disability and need for an accommodation. Medical documentation related to the alleged disability and/or request for accommodation will be kept confidential, in a file separate from an employee's personnel documents. Management and Human Resources will discuss the reasonable accommodation request, and if appropriate, engage in an interactive process with the employee to determine if the request (or an alternative) is appropriate and can be implemented. Management personnel who have concerns that a reasonable accommodation may be needed for a qualified employee with a disability should discuss the concern with Human Resources.

The Red Cross also endeavors to provide reasonable accommodations of sincere religious observance when the reasonable accommodation does not cause undue hardship to the Red Cross. Employees who require a reasonable accommodation of sincere religious observance should notify Management or Human Resources. Such employees may be required to submit documentation verifying the sincere religious observance and

need for an accommodation. Management and Human Resources will discuss the reasonable accommodation request, and if appropriate, engage in an interactive process with the employee to determine if the request (or an alternative) is appropriate and can be implemented. Management personnel who have observance should discuss the concern with Human Resources.

Employees who have concerns regarding any unfair treatment by any coworker, manager, supervisor, volunteer, vendor or client with whom the employee comes into contact, on the basis of any characteristic protected by applicable federal, state or local law or policy and/or any accommodation request should raise his or her concern in accordance with the Dispute Resolution Policy in the handbook.

Affirmative Action

The American Red Cross takes appropriate affirmative action steps to employ, place and advance qualified women, minority group members, disabled individuals, and protected veterans.

Human Resources is responsible for the organization's Affirmative Action Program, which includes monitoring and reviewing the effectiveness of the program as required by law. Any employee with questions regarding the unit's Affirmative Action Program should speak with Human Resources.

Harassment Free Workplace

The Red Cross is committed to a work environment free from intentional or unintentional harassment in which everyone is treated with respect and dignity while working, while on Red Cross premises, while traveling on Red Cross business, or at Red Cross functions. The Red Cross has zero tolerance for harassment. Harassment based on race, color, religious creed, religion, sex, gender, sexual orientation, national origin, age, physical disability, mental disability, medical condition, veteran or military status, marital status, citizenship status, ancestry, gender identity, gender expression, genetic information, genetic conditions or predisposition to certain diseases or any other characteristic protected by applicable federal, state or local law is prohibited. Sexual harassment is specifically prohibited. Examples of conduct prohibited by this policy include, but are not limited to:

1. Verbal or physical conduct that harasses an employee on the basis of a category protected by applicable federal, state or local law and that is sufficiently severe or pervasive as to create an intimidating, threatening, offensive, or hostile environment.
2. Sexual displays or publications, or other verbal or physical conduct, where an employee is told either explicitly or implicitly that he or she must submit to the conduct to remain employed or where his or her reaction to the conduct is used as a basis for an employment decision, such as evaluation, raise, advancement, assigned duties, disciplinary action, or any other condition of employment or career development.

Examples of prohibited verbal or physical conduct include but are not limited to:

- Unwelcome sexual advances;
- Stalking, or sexual assault;
- Persisting with romantic advances despite the rejection of the advances;
- Requests for sexual favors, whether or not accompanied by promises or threats with regard to

- the employment relationship;
- Sexual jokes and innuendo; verbal abuse of a sexual nature; comments about an individual's body, sexual prowess, sexual activity, or sexual attractiveness, or non-sexual but gender-based insulting or degrading comments;
- Leering, whistling, or touching; sexually insulting, degrading or obscene comments, sounds, or gestures; displays of sexually suggestive objects, cartoons or pictures;
- Protected-status based comments, sounds or gestures that are degrading or insulting;
- Words, actions or visual matter that demean or show hostility toward an individual or group because of any characteristic protected by applicable federal, state or local law

Employees are responsible for reporting any concerns regarding alleged harassment in violation of this policy pursuant to the Dispute Resolution Policy in this handbook. Every report of perceived harassment will be fully investigated, and corrective action will be taken where appropriate. Employees are required to cooperate in all investigations. All complaints will be kept confidential to the extent possible, but confidentiality cannot be guaranteed. The Red Cross does not tolerate retaliation against employees who act in good faith to report or assist in the investigation of a possible violation of this policy in good faith and employees who believe they have suffered retaliation should also utilize the Dispute Resolution Policy. Complaints made in bad faith will result in disciplinary action, up to and including termination of employment.

Violations of this policy will be dealt with appropriately and promptly and will result in disciplinary action, up to and including termination of employment. In addition, if, in the course of investigating a complaint under this policy, the Red Cross concludes that an employee's behavior, while not rising to the level of harassment, violates other Red Cross policies, including Red Cross behavior expectations, appropriate disciplinary action will be taken.

Drugs and Alcohol

The Red Cross strives to maintain a workplace that is free from the effects of drug and alcohol abuse and will not tolerate any abuse of drugs or alcohol that imperils the health or well-being of its employees, volunteers or customers, threatens its operations, or compromises the safety of its products and services. In addition, as a federal contractor, we have a duty to safely and efficiently provide the public with quality services. The unlawful presence of controlled substances in the workplace conflicts with these vital interests and constitutes a violation of the public trust. For these reasons, we have established, as a condition of employment and continued employment, the following drug-free workplace policy.

While on Red Cross property, while in a Red Cross vehicle, while performing Red Cross business (whether or not on Red Cross property) or while representing the Red Cross, employees are prohibited from the unlawful or unauthorized possession, use, abuse, manufacture, distribution, theft, purchase, sale or dispensation of illegal drugs, drug paraphernalia, controlled substances or alcohol. Such conduct is also prohibited during nonworking time to the extent it violates any laws, negatively affects Red Cross activities, or adversely affects the reputation of the Red Cross, to the extent permitted by applicable law. While the use of marijuana has been legalized in some states for medicinal and recreational uses, its use as it impacts the workplace is prohibited under this policy, subject to applicable law.

Employees who are convicted of any drug- or alcohol-related offense for a violation occurring within the workplace, including pleas of no contest, are obligated to inform management within five (5) days of conviction or plea. Failure to comply with this requirement will result in disciplinary action, up to and including termination

of employment. Within ten (10) days of such notification or other actual notice, the Red Cross will advise the contracting agency of such conviction. In addition, certain employees convicted of a drug- or alcohol-related offense, including pleas of no contest, regardless of where the offense occurred, are required to promptly inform management of the conviction where it is job-related.

Employees also are prohibited from reporting to work or working while they are using or under the influence of any drugs or controlled substances which may impact an employee's ability to perform their job or otherwise pose safety concerns, except when the use is pursuant to a licensed medical practitioner's instructions and the licensed medical practitioner authorized the employee or individual to report to work. However, this does not extend any right to report to work under the influence of medical marijuana or to use medical marijuana as a defense to a positive drug test, to the extent you are subject to any drug testing requirement, to the extent permitted by and in accordance with applicable law. Employees using legally prescribed drugs during work who have any reason to expect that such use may affect their ability to perform that work or otherwise pose safety concerns must report this fact to management or Human Resources.

All employees are hereby advised that full compliance with the foregoing policies shall be a condition of employment at the Red Cross. All job applicants may be subject to drug and alcohol testing. Offers of employment may be conditioned on the applicant submitting to and successfully completing and passing a drug and alcohol test. Job applicants who test positive for drugs, including marijuana, will have their conditional job offers withdrawn, unless expressly prohibited by law.

Violation of this policy will result in disciplinary action, up to and including termination of employment.

In the discretion of the Red Cross, any employee who violates our drug-free workplace policy may be required, in connection with or in lieu of disciplinary sanctions, to participate to the Red Cross's satisfaction in an approved drug assistance or rehabilitation program.

The Red Cross maintains a policy of non-discrimination and will endeavor to make reasonable accommodations to assist individuals recovering from substance and alcohol dependencies, and those who have a medical history which reflects treatment for substance abuse conditions. However, employees may not request an accommodation to avoid discipline for a policy violation.

In order to maintain a drug-free workplace, the Red Cross has established a drug-free awareness program to educate employees on the dangers of drug abuse in the workplace, our drug-free workplace policy, the availability of any drug-free counseling, rehabilitation and employee assistance programs and the penalties that may be imposed for violations of our drug-free workplace policy. (Such education may include: (1) distribution of the drug-free workplace policy at the employment interview; (2) a discussion of the policy at the new employee orientation session; (3) distribution of a list of approved drug assistance agencies, organizations and clinics; (4) distribution of published educational materials regarding the dangers of drug abuse; (5) reorientation of all involved employees in cases in which a drug-related accident or incident occurs; (6) inclusion of the policy in employee handbooks and any other personnel policy publications; (7) lectures or training by local drug abuse assistance experts; (8) discussion by the Red Cross's safety experts on the hazards associated with drug abuse; and (9) video tape presentations on the hazards of drug abuse.)

The Red Cross reserves the right to establish drug and alcohol search and screening procedures consistent with applicable laws, as deemed necessary.

Violence Free Work Environment

The Red Cross promotes a safe work environment for all employees and does not tolerate any type of violent behavior committed by or against employees. All employees are expected to conduct themselves in a professional manner and in accordance with the Code of Business Ethics and Conduct.

Threatening or violent behavior committed by anyone against employees, volunteers, vendors, or clients during work or off-duty hours will not be tolerated. Such behavior may include but is not limited to the following:

1. Physical injury to another person;
2. Threats of violence;
3. Behavior that creates a reasonable fear of injury in another person;
4. Intentionally causing damage to employer property or property of another;
5. Possession of weapons (for example, guns, knives, clubs, explosive devices, etc.) on Red Cross property or while at Red Cross sponsored activities; or
6. Committing acts motivated by, or related to, domestic violence.

Statements or gestures which in any way suggest that the employee may engage in violent conduct will be taken seriously by management and will result in disciplinary action, up to and including termination of employment.

Employees have a responsibility to immediately report to management any potentially dangerous situations or unauthorized individuals on Red Cross premises. Reports of statements or behavior which may violate this policy will be investigated promptly and in as confidential a manner as possible. An employee suspected of violations of this policy may be placed on leave during an investigation until a course of action is determined.

Working at the Red Cross

Immigration Employment Law Compliance

The Red Cross employs only United States citizens and aliens who are authorized to work in the United States. As a condition of employment, each new employee (or rehired former employee) must complete the I-9 eligibility verification form at the time of hire and present documentation within three (3) days of hire to the Red Cross or its agent establishing employment eligibility and identity. The Red Cross shall not permit an employee to work if the employee has not submitted the information requested on the I-9. Employment will be terminated for any individuals who cannot establish that they can legally work in the United States.

Pre-Employment Qualification and Background Checks

The Red Cross implements a program of reference and background checks and drug testing in order to maintain a safe and productive work environment for current and future Red Cross employees, independent contractors, consultants, and volunteers. The Red Cross may perform, or request that third parties perform,

reference and background checks and drug testing at any time in the application or employment process.

Additionally, the Red Cross may receive third party information about criminal convictions of current employees. If a conviction is confirmed, management and Human Resources will consult regarding the employee's continued employment and will determine the appropriate action based on the specific circumstances and situation.

Background and reference checks may include, but are not limited to, criminal history, social security number verification, sex offender registry review, employment history and references, and education verification. Additionally, the Red Cross performs background checks that ensure compliance with all U.S. and state laws and regulations. Drug testing, fingerprinting, professional licensure, and motor vehicle record verification and review are also performed if appropriate to the position.

Candidates, employees, and contractors must comply with the background and reference evaluations that pertain to the Red Cross business unit under which they will be employed. The Red Cross reserves the right to perform background and reference and drug testing checks, including periodic motor vehicle checks, anytime during the employment period.

In conducting reference and background checks and drug testing, the Red Cross may use consumer reporting agencies, which may gather and report information to the Red Cross in the form of consumer or investigative consumer reports in accordance with applicable laws.

Candidates, employees, and contractors are expected to cooperate fully with reference and background checks and drug testing process which includes, among other things, providing written consent to conduct a reference and background check and a drug test and responding with truthful and complete information to inquiries made by the Red Cross or third-party investigators during the reference and background check and drug test process. Failure to cooperate in these respects, or any attempt to interfere with the Red Cross's implementation of this policy, or the Red Cross efforts to obtain relevant information, may result in discipline, up to and including termination of employment or removal from consideration for employment.

Employment Classifications

The Red Cross classifies all employees into one of the following four categories.

Regular Full-Time: Employees who are normally scheduled to work thirty-five (35) or more hours in a work week (or 70 hours in a two-week period) and who are not temporary employees.

Regular Part-Time: Employees who are normally scheduled to work less than thirty-five (35) hours in a work week (or less than 70 hours in a two-week period) and who are not temporary employees. This category also includes employees who work on an as-needed basis without a defined schedule. Hours worked by employees without defined work schedules generally will be reviewed every six (6) months for prolonged periods of inactivity.

Temporary Full-Time: Employees who are hired and normally scheduled to work thirty-five (35) or more hours in a work week (or 70 hours in a two-week period) to supplement the workforce on a temporary basis. Employment assignments are limited up to six months. One extension up to six months (not to

exceed a total of 12 months) of a temporary assignment may be awarded. The extension does not change the employment category.

Temporary Part-Time: Employees who are hired and normally scheduled to work less than thirty-five (35) hours in a work week (or less than 70 hours in a two-week period) or on an as-needed basis without a defined schedule to supplement the workforce on a temporary basis. Employment assignments are limited up to six (6) months. One extension up to six (6) months of a temporary assignment may be awarded (not to exceed a total of 12 months). The extension does not change the employment category.

In addition to the above categories, all employees are classified as either “exempt” or “non-exempt”. Pursuant to federal and state wage hour laws, exempt employees do not receive overtime pay. Employees classified as exempt receive a salary which is intended to cover all hours worked including any hours worked in excess of 40 in a workweek or overtime as otherwise mandated by applicable state law.

Employees are informed of their initial employment category and status as exempt or non-exempt at or near the time of hire. Upon changing positions as a result of a promotion, transfer, or otherwise, the employee will be informed of any change in category or classification. Questions regarding employment category or classification should be directed to Human Resources.

[Job Descriptions](#)

Every job in the Red Cross has a job description summarizing the principal duties, responsibilities, qualifications and essential job functions of the job. Information in the job description is used by the Red Cross to evaluate the job to determine appropriate compensation and exempt/non-exempt status. To view a copy of your job description, please contact your supervisor or Human Resources.

[Dual Role of Red Cross Employees and Volunteers](#)

At times, employees of the Red Cross may desire to volunteer for the organization. Exempt employees may volunteer for the Red Cross. However, because of overtime requirements under applicable federal and/or state law, non-exempt employees may only volunteer in certain limited circumstances. Specifically, a non-exempt employee is not permitted to volunteer his or her time to the Red Cross, except when *all* the following conditions have been met:

1. The service is entirely voluntary with no promise of advancement or penalty for not volunteering—that is, it is not coerced;
2. The volunteer work is sufficiently distinct from, and in a different capacity than, the work for which the non-exempt employee is paid. For example, a non-exempt employee who teaches any courses as part of his or her usual job functions may not “volunteer” to teach other courses; and
3. The volunteer neither expects to receive pay for the volunteer work nor receives any wages for the work.

Employees who wish to volunteer services to the Red Cross must receive authorization from management and complete a volunteer application form and the volunteer intake process, before performing any such volunteer service.

Non-Exempt Employee Service on Disasters

Non-exempt employees who wish to volunteer for national disasters through Volunteer Connection may do so by signing the appropriate overtime compensation waiver form and speaking to his or her manager. This waiver form is not applicable to non-DRO disasters.

All non-exempt employees who are required by the Red Cross to work during any disaster operation must be paid overtime, when worked.

In the case of local disasters not designated as DRO, non-exempt employees whose normal work duties are non-disaster related may volunteer to work on the relief operation by applying to become a volunteer according to the policy “Dual Role of Red Cross Employees and Volunteers” found elsewhere in this handbook. Non-exempt employees whose primary duties are disaster-related will be paid for all time worked including any overtime for non-DRO local relief operations.

Non-Exempt Employee Service on SAF Overseas Deployments

Non-exempt employees who wish to volunteer for SAF Overseas Deployments may do so by speaking to their manager for approval. SAF Overseas Deployments can last for approximately 4 – 6 months and work schedules are often 7 days per week.

Non-exempt employees will be compensated at their regular rate of pay while attending deployment readiness trainings during scheduled working hours and while on deployment.

Non-exempt employees working outside of the U.S. on SAF Overseas Deployments are ineligible for overtime pay unless they worked in the U.S. for part of the week.

Non-exempt employees who have completed a SAF Overseas Deployment will be given additional time off before resuming their normal work duties as outlined in [Policy 707 - SAF Leave: Time Off for SAF Overseas Deployments](#). This time off is not charged against the non-exempt employee's paid time off (PTO) and is not considered work time for purposes of calculating overtime.

Employment Records

The Red Cross maintains personnel records of each employee, which are the property of the Red Cross and are confidential. Employees are required to update their personnel record with any changes in personal status (e.g., number of dependents, beneficiaries, home address, telephone number) and to report any additional educational and skill training acquired after hire.

Employees may review and make copies of certain portions of their personnel records to the extent permitted and in accordance with applicable law. Employees must notify management and/or Human Resources if they wish to review and/or make copies of personnel records and schedule a time for inspection of such records assuming access and/or copies are required to be provided under applicable law.

Performance Feedback

Employees and their supervisors can discuss job performance and goals on an informal, day-to-day basis. A formal performance review may be conducted at any time at management's discretion. Performance reviews are intended to reflect the employee's effectiveness on the job and are a continuing record of job performance. They allow management to measure the employees' work against the requirements of their positions, review results of annual goals, and assess general performance behaviors.

Generally, employees can expect to receive performance reviews at least annually on or after the close of the fiscal year. Based upon the employee's performance, merit increases may be considered at this same time and processed after the close of the fiscal year.

Salary and/or merit increases are related in part to individual performance as assessed on the employee's performance review but are also subject to the Red Cross's financial capacity, in the Red Cross's sole and absolute discretion.

As a result of performance feedback, employee development activities may be pursued. Employee development is a collaborative effort between supervisors and employees to align individual goals with the overall direction of the Red Cross. Development efforts are focused on building the capabilities of all employees.

Job Postings and Transfers

Non-executive job opportunities at the American Red Cross generally will be posted according to standard recruitment procedures. The American Red Cross will strive to fill open positions with the most qualified individuals. A current employee who is qualified for a posted position is encouraged to apply, provided he/she has completed at least six (6) months in his/her current position and he/she has received no formal discipline in the previous six (6) months. In this case, formal discipline excludes verbal warnings. The six (6) month requirement may be extended for positions with lengthy orientation requirements or it may be waived by Human Resources in consultation with management. An employee is not required to notify his/her supervisor at the time of application for a posted position, but the employee must notify his/her supervisor prior to an interview. The Red Cross reserves the right to seek to fill open positions solely from external sources or internally and externally simultaneously.

Work Hours & Compensation Policies

Work Schedules

The Red Cross establishes the time and duration of working hours as required by workload, customer service need, the efficient management of personnel resources, and any applicable laws. Daily and weekly work schedules may be changed from time to time at the discretion of the Red Cross, as needed. The schedule of work hours and any unpaid meal period(s) and paid rest break(s) for employees is determined by the supervisor, in accordance with applicable law, and changes in work schedules are announced as far in advance as practicable.

The Red Cross's standard work week is forty (40) hours. The work week begins at 12:01 a.m. on Saturday and ends at midnight on Friday. However, some locations may vary from this standard. Please consult with your supervisor or Human Resource representative about any variation.

[Accommodation to Express Breast Milk](#)

The Red Cross will provide a reasonable amount of break time to accommodate an employee desiring to express breast milk for the employee's infant child, to the extent required and in accordance with applicable law. The break time, if possible and to the extent permitted by applicable law, must run concurrently with rest and meal periods already provided to the employee. If the break time cannot run concurrently with rest and meal periods already provided to the employee, the break time will be unpaid, to the extent permitted by applicable law.

The Red Cross will provide employees with a private room or space other than a toilet stall for the employee to express milk. This location may be the employee's private office, if applicable. Employees should speak with Human Resources if they have questions regarding this policy.

[Virtual Work Policy](#)

Virtual work or work from home may be appropriate for certain positions in the organization under certain circumstances. We recognize that each business unit and team have their own unique set of circumstances that will drive the decision on whether an employee can work virtually. Employees and managers are encouraged to discuss virtual opportunities and managers are encouraged to use decision tools available through HR Now. Decisions will be made by business leaders and will be driven by mission delivery needs with a focus on flexibility whenever possible. Virtual work arrangements may be subject to the terms of collective bargaining agreements.

Employee Work Location classifications: Defines where an employee spends 51% or more of their time performing key work duties

- **Virtual:** Employees who perform 51% of their primary job duties and tasks at home, outside of a Red Cross facility, have a virtual work location or "Work From Home" (WFH) location.
- **Onsite:** Employees who spend 51% or more of their time performing their job duties and tasks at a Red Cross facility or at a client, donor or other off-site location determined by Red Cross. The Red Cross facility where the employee performs the majority of their work will be entered into Workday as the employee's work location.

Note: Employees can still perform a portion of their job duties and tasks both virtually and onsite at a Red Cross facility. This is determined by the business for the purpose of scheduling the employee's work, but managers and employees will still follow the 51% rule above to determine the work location classification entered in Workday as either Virtual (WFH) or Onsite.

Employees who work virtually are expected to adhere to all applicable Red Cross policies and procedures. Failure to adhere to these may result in disciplinary action, up to and including termination of employment as well as changes to or discontinuation of virtual work status. Virtual work or work from home arrangements are

provided at the sole direction of the Red Cross and any such arrangement may be modified and/or discontinued as determined in the Red Cross's sole direction.

Virtual work or work from home arrangements are for domestic, US or US Territory work locations only. Unless on assignment with Service to the Armed Forces or International Services, employees are not permitted to move to an international location and work virtually from that location due to US payroll and tax laws, nor are they permitted to use a U.S. location of record if residing and working virtually in an international location. Virtual work locations are based on current place of residence. If an employee is considering relocation outside of the approved area, they should speak with their manager before making the move, to understand any impacts such a move might have on the terms and conditions of their employment.

Employee Work Location coding in Workday: It is the responsibility of an employee who works virtually to maintain an accurate home address in Workday at all times. It is the responsibility of both the employee and manager to ensure the Work Location code in Workday is always up to date. In all instances anyone coded as "Work From Home" or virtual in Workday will be tied to the state in which they are working.

For more information, refer to the Virtual Work Guidance document. Employees should confer with their management or Human Resources with questions.

[Compensation Philosophy](#)

The Red Cross compensation program is a market-based system designed to attract, retain, motivate, and reward the staff needed to accomplish the Red Cross mission by paying salaries and benefits that are externally competitive and internally equitable and making individual salary determinations based on measured performance and results.

[Pay for Performance Philosophy](#)

The American Red Cross promotes a pay for performance philosophy for non-union employees. By linking pay and performance, we drive greater outcomes for the organization and greater value for our employees. Pay for performance means that each employee is being paid in accordance with the value they bring to their job. Our pay for performance philosophy is not only the framework for how we manage our performance, but also how we develop and reward employees.

A pay for performance outlook creates an environment where annual performance management isn't just an event but an ongoing focus on growth and development, where our employees have greater clarity around what's expected of them and how they're rewarded for their results. This philosophy encourages ongoing employee performance and the retention of strong performers.

At the American Red Cross, the reward for individual performance is offered through our merit pay program which utilizes a merit matrix. This matrix is a guide for how we reward employees for exceptional performance and provides a baseline for balancing fair employee merit allocations with flexibility to distinguish between performance levels. The merit matrix incorporates three factors into the calculation: approved budget percentage, pay rate comparison to pay grade midpoint value, and performance ratings distribution.

Additional information about [pay for performance](#) can be found on the HR Now portal. Union employees should

refer to their union contract for all information pertaining to pay.

Merit Eligibility

Employees must meet the following requirements to be eligible for a merit increase. While employees may meet the minimum eligibility requirements listed here to receive a merit increase, managers have discretion in determining the actual award amount recommended, if any.

- Classified as Regular, Delegate or Third Country National employee (Full Time or Part Time) – Temporary, Intern and Americorps are not eligible
- Does not participate in a collective bargaining agreement (Non-union employee)
- Hire date on or before July 1 of the fiscal year
- Employed with an active status during pay period in which merit is applied

Non-Exempt Time Reporting and Overtime

Non-exempt employees are paid for actual hours worked and those hours must be accurately recorded by the employee. "Hours worked" do not include time spent commuting between home and the employee's regular work site. However, other travel situations may be considered hours worked in accordance with applicable law. Employees should consult with management or Human Resources if they are unsure of their regular work site or have questions about whether certain travel situations count as hours worked. Non-exempt employees are required to record their time in and begin work according to established procedure. Non-exempt employees must record their time in and out for lunch and record their time out promptly at the end of their shift. Non-exempt employees may never work off the clock.

Since employee time records are vital for payroll purposes, employees must inform management if they fail or otherwise forget to record the time in or out before or after any working time. Failure to properly record time may lead to discipline, up to and including termination.

Overtime pay is based upon hours recorded as worked. Non-exempt employees are paid straight time for all hours worked in a workweek up to forty (40) hours, no matter what their standard hours are. Hours worked by non-exempt employees in excess of forty (40) per workweek are paid at the rate of one and one-half times the employee's regular hourly rate unless otherwise required by applicable state or local law. Paid holidays and paid time off benefits do not count towards hours worked for the purpose of calculating overtime.

Overtime must be approved by management prior to being worked. Non-exempt employees are not authorized to use personal smart phones to check Red Cross email after normal work hours unless specifically instructed to do so by management. Working overtime without prior approval, or falsification of time records, may result in disciplinary action, up to and including termination of employment.

The Red Cross does not authorize compensatory time off in lieu of overtime pay. Work schedule adjustments within the same workweek, however, may be permitted.

Biomedical Services Non-Exempt Timekeeping Requirements

Non-exempt Biomedical Services employees are required to record their time in and begin work according to established procedure, and must record their time out promptly at the end of their shift. Unless otherwise authorized, employees shall clock in no sooner than 5 minutes before their scheduled shift and no later than 5 minutes after the conclusion of their shift. Non-exempt employees may never work off the clock. Since employee time records are vital for payroll purposes, employees must inform management if they fail or otherwise forget to record the time in or out before or after any working time. Failure to properly record time, including failure to record time, punch in early / punch out late without authorization, may lead to discipline, up to and including termination.

Pay Practices

Employees generally are paid on a biweekly basis. More frequent pay will be provided to the extent required and in accordance with applicable laws.

Employee payroll stubs itemize deductions made from gross earnings. The Red Cross takes all mandatory deductions including applicable federal, state and local taxes, FICA (Social Security and Medicare), tax liability and wage deductions directed by the courts. Voluntary deductions will also be made for approved benefit or employee programs, for example, United Way or 401(k) plan contributions, upon written employee authorization. Payroll stubs will also differentiate between regular pay received and overtime pay received, to the extent applicable.

Various premium pay practices may be followed at Red Cross units. Non-exempt employees may be eligible for on-call pay, shift premium pay or other compensation in addition to their regular hourly rate of pay. Employees should contact management or Human Resources for more information.

Paychecks are issued to the employee or deposited directly to the financial institution of the employee's choice.

Incorrect paychecks must be reported immediately to the HR Now Service Center. Employees are responsible for reviewing paychecks to ensure payment was issued and deductions were recorded correctly. Improper deductions from paychecks are prohibited. Reports of improper deductions will be reviewed promptly and, if valid, the employee will be reimbursed for any improper deduction(s) as soon as possible after the conclusion of the investigation.

Issues of over- and under-payment also will be reconciled.

Pay Transparency

The Red Cross abides by all applicable equal opportunity laws and regulations. Pursuant to such laws, the Red Cross will not discharge or in any other manner discriminate against employees or applicants because they have inquired about, discussed, or disclosed their own pay or the pay of another employee or applicant. However, employees who have access to the compensation information of other employees or applicants as a part of their essential job functions cannot disclose the pay of other employees or applicants to individuals who do not otherwise have access to compensation information, unless the disclosure is (a) in response to a formal complaint or charge, (b) in furtherance of an investigation, proceeding, hearing, or action, including an

investigation conducted by the Red Cross, or (c) consistent with the Red Cross's legal duty to furnish information. 41 CFR 60-1.35(c).

Garnishments

The Red Cross will comply with an order to garnish wages from a court, the Internal Revenue Service or other governmental agency. Employees can obtain information about a garnishment order by contacting the HR Now Service Center. Garnishments shall continue until the notice from the court is received that the obligation has been met and payments are to cease.

Safe Harbor Policy for Exempt Employees

Exempt salaried employees receive a salary which is intended to compensate for all hours worked for the Red Cross. This salary will be established at the time of hire. While it may be subject to review and modification from time to time, such as during salary review times, the salary will be a predetermined amount that will not be subject to deductions for variations in the quantity or quality of the work you perform.

Under federal and state law, an exempt employee's salary is subject to certain deductions. For example, absent contrary state law requirements, an exempt employee's salary can be reduced for the following reasons:

- Full day absences for personal reasons.
- Full day absences for sickness or disability.
- Full day disciplinary suspensions for infractions of written policies and procedures.
- Family and Medical Leave absences (either full or partial day absences).
- To offset amounts received as payment for military pay.
- The first or last week of employment in the event it is less than a full week.

An exempt employee's salary may also be reduced for certain types of deductions such as the employee's portion of health, dental or life insurance premiums; state, federal or local taxes, social security; or, voluntary contributions to a 401(k) plan.

In any work week in which an exempt employee performed any work, the employee's salary will not be reduced for any of the following reasons:

- Partial day absences for personal reasons, sickness or disability.
- Absence on a day because the employer has decided to close a facility on a scheduled work day.
- Absences for jury duty, attendance as a witness, or military leave in any week in which the employee performed any work.
- Any other deductions prohibited by state or federal law.

However, subject to state law, it is not an improper deduction to reduce an employee's accrued vacation,

personal or other forms of paid time off for full or partial day absences for personal reasons, sickness or disability.

Concerns about any improper deductions should immediately be reported to the supervisor. If the supervisor is unavailable or if the exempt employee believes it would be inappropriate to contact that person (or has not received a prompt and fully acceptable reply), exempt employees should immediately contact Human Resources.

Every report of improper deductions will be fully investigated, and corrective action will be taken where appropriate, up to and including termination for any employee(s) who violates this policy. In addition, the Red Cross will not allow any form of retaliation against individuals who report alleged violations of this policy or who cooperate in the Red Cross's investigation of such reports. Retaliation is unacceptable, and any form of retaliation in violation of this policy will result in disciplinary action, up to and including termination.

Benefits Policies

[Benefits Overview](#)

In addition to good working conditions and competitive pay, it is the practice of the Red Cross to provide a combination of supplemental benefits to all eligible employees. In keeping with this goal, each benefit program has been carefully devised. These benefits include insurance benefits and other benefits, such as paid time off and holidays.

The next few pages contain a brief outline of the benefits programs offered at the Red Cross. The information included should be used as a guideline of offerings only.

The descriptions of the benefit programs merely highlight certain aspects of the plans offered at the Red Cross for general information only. The provisions of the plans, including eligibility and benefits provisions, are summarized in the summary plan descriptions ("SPDs") (which may be revised from time to time) for the plans. Additionally, the official plan documents are available for review upon request to Human Resources. In the determination of benefits or other matters under each plan, the terms of the official plan documents shall govern over the language of any descriptions of the plans, including the SPDs.

Further, the Red Cross (including the officers and administrators who are responsible for administering the plans) and/or the plan administrators, retain full discretionary authority to interpret the terms of the plans, as well as full discretionary authority with regard to administrative matters arising in connection with the plans and all issues concerning benefit eligibility and entitlement.

While the Red Cross intends to maintain these employee benefits, it reserves the absolute right to modify, amend or terminate these benefits at any time and for any reason.

If there are any questions regarding benefits, please contact Human Resources.

[Holidays](#)

Employees who are regularly scheduled to work at least twenty (20) hours per week are eligible for holiday

pay. Temporary employees and employees who work less than 20 hours each week are not eligible.

Employees who work 40-hour standard workweeks receive eight (8) hours of holiday pay. Employees whose standard workweek is less than 40 hours receive a pro-rated amount of holiday pay based on their standard work hours. An employee who works 20 hours per week receives four (4) hours of holiday pay and an employee who works 30 hours per week receives six (6) hours of holiday pay.

Non-exempt employees who are assigned and work a permanent 4-day workweek/10-hour day work schedule, and who are regularly scheduled for at least 37.5 hours per week, receive ten (10) hours of holiday pay for Red Cross observed core holidays. The 10 hours of holiday pay does not apply to employees covered by a collective bargaining agreement ("CBA") unless the CBA specifically provides this benefit. The 10 hours of holiday pay is effective September 5, 2022, or for employees covered by a CBA, the effective date per the CBA.

Holiday pay is paid at an employee's regular pay rate and does not include overtime or special forms of compensation such as incentives, commissions, shift differentials, or bonuses. Holiday pay is not counted as hours worked for purposes of calculating overtime and is not paid out at termination of employment, unless otherwise required by applicable law.

Any questions about this policy should be directed to management or your Human Resources representative.

Core Holidays

The Red Cross observes the following six (6) core holidays each year:

Holiday	Date
New Year's Day	January 1
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	First Monday in September
Thanksgiving Day	Fourth Thursday in November
Christmas Day	December 25

When a holiday falls on a regular work day, the Red Cross will be closed that day and employees will receive one (1) day's pay at their regular straight-time rate. When a holiday falls on a Saturday the Red Cross will be closed on Friday, and a Sunday holiday will be observed on Monday.

In order to maintain adequate staffing levels, an employee may be required to work on a holiday. Non-exempt employees who work on an observed holiday or on the actual holiday will receive pay for the holiday plus additional pay for their actual hours worked, at a premium of 1.5 times the employee's base rate of pay. If an employee works on both the observed holiday and the actual holiday, the employee will be paid at the holiday premium rate for one of the days worked, not both.

For example, an employee who works on either July 3 or July 4 will be paid at the holiday premium rate for hours worked. If an employee works on July 3 and July 4, they will be paid 1.5 their regular rate of pay for hours worked on the observed holiday (July 3) and straight time for their hours worked on the actual holiday (July 4).

Except when a holiday falls during an employee's scheduled PTO, in order to receive holiday pay, non-exempt employees are required to work the last scheduled day before and on the first scheduled day after the holiday. Any exceptions to this requirement must be approved by the Human Resources representative and the department director.

Only employees who are in paid status on the day of the holiday are eligible for holiday pay; employees on unpaid status are not eligible for holiday pay.

A core holiday which falls during an employee's scheduled PTO is not charged against the PTO balance.

Floating Holidays

For purposes of allowing employees to choose which holidays they wish to observe and the flexibility to take off work for personal reasons and/or religious observance, the Red Cross provides employees five (5) Floating Holidays each year. In 2021 two (2) Floating Holidays will be granted on January 1 for use by June 30 and three (3) more Floating Holidays will be granted on July 1 to be used by December 31. Beginning in 2022 three (3) Floating Holidays will be granted on January 1 for use by June 30 and two (2) more Floating Holidays will be granted on July 1 to be used by December 31. These days must be used within the specific periods and will expire after June 30 and December 31; unused days do not carry over to the next grant period. It is advised that employees use their Floating Holidays within the stated period, so they do not lose them before they expire.

To be eligible to receive Floating Holidays, an employee must meet the same eligibility standards in the PTO policy. Eligible employees include employees who are regularly scheduled to work at least twenty (20) hours per week. Non-eligible employees include temporary employees and employees who work less than 20 hours each week. Floating Holidays will be granted in accordance to the employee's schedule. For example, an employee who works 30 hours per week will be granted two Floating Holidays for six hours each, during each eligible period.

Employees must be in paid status on the biannual grant dates to receive Floating Holidays. To the extent required by applicable laws, employees returning from an unpaid leave of absence will be granted one (1), two (2), or three (3) Floating Holidays based on the month in which they return to paid status, according to the following chart.

Return from Leave of Absence Floating Holiday Grant		
Month	2021	2022 and going forward
January, February, March	2 days	3 days
April, May, June	1 day	2 days
July, August, September	3 days	2 days
October, November, December	2 days	1 day

Employees who are hired after the grant dates will be given Floating Holidays at the next grant date.

Floating Holidays are paid at the employee's regular rate of pay. Effective January 1, 2019, floating holiday time can be taken in one-hour as well as full day increments. Employees can use both Floating Holiday pay and regular pay for the same day; however, the combined hours cannot exceed the employee's normal standard workday. Employees should notify their managers to get approval to take floating holiday time or to take the time

in less than one-hour increments as far in advance as possible according to department guidelines. Floating Holidays are not paid out at termination of employment, unless otherwise required by applicable laws.

Paid Time Off (PTO) Benefit Program

The Red Cross recognizes the importance of time off in providing employees the opportunity for rest, recreation and personal activities, and that time off sometimes is needed due to illness or to care for a sick family member. The Red Cross provides a flexible Paid Time Off (PTO) benefit program which gives eligible employees time off from work for these reasons and other circumstances based on individual need.

Eligibility

Employees eligible for PTO include: Employees who are regularly scheduled to work at least twenty (20) hours per week.

Non-eligible employees include: Temporary employees and employees who work less than 20 hours each week.

Usage

A full-time employee with 40 weekly standard hours may use a maximum of 40 hours of PTO when taking a full week of PTO. Part-time employees may use a proportional amount of PTO based on their weekly standard hours when taking a full week of PTO. A day of PTO may not exceed an employee's standard daily scheduled hours. For example, an employee working a standard schedule of four 10-hour days would use 10 hours of PTO on the timecard for each day off. For employees without a standard schedule (for example, Collections staff), a day of PTO may not exceed eight (8) hours or their standard hours if less than the full-time standard schedule.

PTO may be taken as it is earned. Employees may not take more PTO than they have accrued and will not be allowed to have a negative PTO Balance. PTO is paid at an employee's regular pay rate and does not include overtime or special forms of compensation such as incentives, commissions, shift differentials, or bonuses. PTO is not counted as hours worked for purposes of calculating overtime.

Employees must be in active pay status to receive PTO accrual for the pay period. Employees in unpaid status cease to accrue PTO.

PTO may be used for both planned and unplanned absences and will be charged when an employee is absent during his or her scheduled hours. For planned absences, employees should request time off from their supervisors as far in advance as possible. These requests will be approved based on workload, staffing requirements and other appropriate considerations. When an employee uses PTO to cover an unplanned absence, the time will be accurately recorded by management as it is used.

Supervisors are responsible for assuring that approved PTO hours are submitted in the electronic timekeeping system in a timely manner and PTO records are accurate for all employees. Employees should review their PTO records periodically, so they know how much PTO is available to them.

An employee whose last day of work occurs prior to the end of the pay period will receive a prorated amount of PTO. At management's discretion, PTO may be approved to be taken prior to termination for employees who have given notice of intent to terminate their employment, but may not be used to extend time on Red

Cross payroll beyond the last day of employment. Similarly, an employee who transfers into an employment status that is ineligible for PTO will receive a lump-sum payment for accrued but unused PTO.

PTO Accrual Schedule

Eligible employees accrue PTO in fixed amounts on the first day of the pay period according to the schedule in Table A, below, depending on employee classification and their length of service. (Employees who are unsure of their classification should consult with their Human Resources representative.) The amount of PTO accrued each pay period is based on the employee's weekly standard hours, and employees who work fewer than 40 hours a week earn a prorated amount of PTO.

For example, a full-time employee with 40 weekly standard hours may accrue up-to the full amount of PTO in Table A. A part-time employee with 20 weekly standard hours will earn 50 percent (50%) of the full amount because their standard hours are 50% of the full time 40 weekly standard hours.

1. Non-Exempt

Length of Service	Maximum PTO (Days)	Maximum Annual Accrual (Hours)	Pay Period Accrual (*Decimals)
< 3 months	0	0	0.00
3 months to < 1 year	9	72	3.70
1 year	15	120	4.62
2 - 5 years	17	136	5.23
6 - 9 years	20	160	6.17
10 - 14 years	23	184	7.08
15 - 19 years	25	200	7.70
20+ years	30	240	9.23

2. Exempt

Length of Service	Maximum PTO (Days)	Maximum Annual Accrual (Hours)	Pay Period Accrual (*Decimals)
0 - 2 years	19	152	5.85
3 - 9 years	23	184	7.08
10 - 19 years	27	216	8.32
20+ Years	32	256	9.85

Table A

The Annual Accrual is the maximum PTO balance allowed at all times throughout the year. Once the Annual Accrual is reached, no additional hours will accrue until after PTO is taken and the PTO balance is less than the Annual Accrual.

Accrued, unused PTO will be paid to employees at termination of employment.

Employees who have any time remaining in a PTO Bank are required to use and exhaust all of that time before they may use any PTO under this policy.

PTO is available for use in hourly increments for non-exempt employees. Exempt employees will use PTO in half- or full-day increments. Exempt employees requiring shorter absences should discuss options with their managers.

Employees must exhaust all PTO and any other available paid time off including Floating Holidays and Leave Banks (if applicable) before requesting time off without pay, unless otherwise specified by state law (provided in state supplements) or specific leave of absence policies. Supervisors will review requests for time off without pay and determine if they will be approved. The Attendance Policy may apply regardless of the approval or use of paid time off.

Questions about the PTO policy should be discussed with management or your Human Resources representative.

Group Insurance Benefits

The Red Cross offers medical and life insurance and selected other group insurance plans to eligible employees. Regular full-time employees and regular part-time employees who regularly work 20 or more hours per week are eligible to participate in these plans.

The life and health benefits plan may include component plans such as the following:

- Medical
- Dental
- Vision
- Disability (available to full time employees only)
- Life Insurance and Accidental Death and Dismemberment Insurance (AD&D)
- Flexible Spending Accounts (Health Care and Dependent Care)
- Hospital Indemnity
- Employee Assistance Program (available to all employees including temporary and part time working less than 20 hours per week)

Additional information about the different insurance programs can be obtained by contacting the Benefits Service Center.

As authorized by the Internal Revenue Code, Red Cross employees pay required medical, dental, and vision premiums with pretax dollars. Premiums for selected plans may only be paid as after tax dollars. Complete information on premium payment is available from the Benefits Service Center and in the Summary Plan Descriptions.

Workers' Compensation, Statutory Short-Term Disability, Vehicle Liability, and Unemployment Insurance Benefits

Workers' Compensation insurance is provided by the Red Cross to all paid staff pursuant to applicable law. Accidental injuries which occur during working hours or conditions caused by work activities are covered under our Workers' Compensation policy, which is paid for by the Red Cross. This insurance provides for the payment of medical expenses and weekly compensation payments during the period of an employee's work-related injury or illness.

Work-related injuries or illnesses, no matter how minor they may appear, must be reported immediately or as soon as practical to management. Employees must file claims promptly in order for the claim to be processed and Red Cross records to be prepared properly. Failure to follow Red Cross procedures may affect an employee's ability to receive Workers' Compensation benefits.

In general, employees injured while voluntarily participating in a Red Cross social or recreational activity are typically not covered under Workers' Compensation. There may be a few states where there is an exception.

Employees involved in work-related accidents may be required to participate in drug and alcohol testing as required by federal, state, and local law, and in accordance with Red Cross policies. Employees who sustain a work-related injury and are medically released with restrictions may be offered modified duty during their recovery time.

Workers' Compensation is a monetary benefit and not necessarily a leave of absence, although sometimes a leave of absence, such as under the FMLA or another leave policy, will run concurrently during receipt of Workers' Compensation. Employees in certain states also may be entitled to receive statutory short-term disability payments for non-occupational injuries or illnesses depending upon their work location. Short-Term Disability is solely a monetary benefit and not a leave of absence.

Vehicle liability insurance applies when an employee on official Red Cross business drives a vehicle that is owned, leased, or rented by the Red Cross. (See [The Corporate Risk Management and Insurance Program](#) on the Exchange for more detail.) The Red Cross strongly encourages all drivers of marked Red Cross vehicles to become certified in Red Cross first aid. All drivers and passengers in Red Cross vehicles are required to wear seat belts. It is the driver's responsibility to ensure that passengers wear seat belts.

Unemployment compensation may be available to former Red Cross employees who are determined eligible by applicable law.

Pension Plan—Retirement System of the American National Red Cross

The Red Cross Retirement System is a defined-benefit pension plan, funded in total by the Red Cross. Eligible Red Cross employees who were hired before July 1, 2005 at a participating Red Cross unit, regardless of their employment category, were enrolled in the Retirement System upon completion of a one- year waiting period. Eligible employees hired on or after July 1, 2005 who also received pay for at least 1,000 hours in a twelve month period were enrolled in the plan. Employees hired after June 30, 2009 are not eligible to enroll in the Retirement System.

To receive a pension benefit, an employee must meet the eligibility requirements and be vested. A member is 100% vested in the normal retirement pension benefit plan upon completion of five years of vesting service.

As of December 31, 2012, the Retirement System was “frozen.” Additional pension benefits of participating employees stopped accruing as of December 31, 2012. Participating employees keep all benefits earned, provided they are vested or will have vested in the Retirement System as of the date they leave Red Cross employment; however, they have not and will not earn additional benefits after December 31, 2012.

For more information on the Retirement System, refer to the Summary Plan Description (SPD) located on the Benefits Service Center portal, accessible from HR Now.

[Savings Plan 401\(k\)](#)

The Red Cross sponsors a tax-deferred retirement savings program, as authorized under Sections 401(k) of the Internal Revenue Code. Regular full-time employees and regular part-time employees who regularly work 20 or more hours per week who are U. S. citizens or resident aliens and who receive salary or wages, regardless of their work location, are eligible to participate in the Savings Plan 401(k) program immediately upon hire.

The Savings Plan 401(k) program is comprised of investment funds selected by the employee from various options made available for the Plan. A maximum annual contribution to the 401(k) is established by the IRS.

Employees may contact the Benefits Service Center either toll-free at 1-877-860-7526 or through the Internet at <http://digital.alight.com/redcross> to enroll, for information and for answers to questions. Employees must authorize the Red Cross to redirect a portion of their salary, on their behalf, to initiate participation in the Savings Plan 401(k).

For more information on the Savings Plan 401(k) program, refer to the Summary Plan Description (SPD) located on the Benefits Service Center portal, accessible from HR Now.

[Pre-Tax Flexible Spending Accounts](#)

The Red Cross offers regular full-time and regular part-time employees who regularly work 20 or more hours per week the opportunity to establish dependent care and health care reimbursement accounts from which eligible dependent care and health care expenses can be paid with pretax dollars.

New hires may enroll in the program by contacting the Benefits Service Center at 1-877-860-7526 within 31 days of the hire date. After the new hire enrollment period, employees may apply for coverage or coverage changes only during the annual enrollment period unless a qualified status change occurs that is consistent with the requested change.

[Employee Assistance Program \(EAP\)](#)

The EAP is a professional counseling program of the Red Cross available to all employees, as well as to their immediate families. Any employee desiring confidential assistance for a personal problem may contact the EAP counselor. The EAP counselor will either provide the necessary assistance on the phone or make arrangements for further sessions.

All information maintained by the EAP will be treated with the highest degree of confidentiality. The EAP counselor will discuss confidentiality with the employee and will not share any information divulged without the employee's written consent. An exception to confidentiality is when the EAP counselor becomes aware of information involving potential danger to the employee or others.

If management or co-workers discover or strongly suspect that an employee is experiencing issues that may be alleviated by the EAP, they should suggest that the person seek voluntary assistance from the EAP. An individual who is uncertain whether a referral is appropriate should discuss the situation with management or Human Resources.

The Red Cross will treat all personal information and referrals to the EAP in a confidential manner.

Participation in the EAP does not relieve the employee of the responsibility to meet acceptable job performance and attendance standards. Employees are encouraged to seek early assistance for personal problems to avoid causing unsatisfactory job performance. If performance problems are corrected, no further action will be taken. If performance problems persist, employees will be subject to disciplinary action up to and including termination of employment.

While the use of the EAP is free, expenses incurred for outside assistance are the responsibility of the employee.

To take advantage of the EAP, call 1-855-272-7677.

Leaves of Absence

Bereavement Leave

Regular full-time employees and regular part-time employees regularly scheduled to work twenty (20) hours or more per week, are eligible for paid bereavement leave. It is the policy of the Red Cross to provide paid bereavement leave based on an eligible employee's standard hours in the case of the death of a family member. Available time off for bereavement leave will be pro-rated for regular part-time staff regularly scheduled to work twenty (20) hours or more per week based on their standard hours. Employees who work less than twenty (20) hours per week, temporary employees, or part-time on-call employees are not eligible for bereavement leave. An employee who wishes to take time off should notify management immediately.

For purposes of this policy, the definition of a family member includes:

- Employee's spouse or domestic/civil-union partner
- Employee's child (including foster child, legal ward, child of the employee's spouse or domestic/civil-union partner)
- Employee's son-in-law or daughter-in-law (including the domestic partner of an employee's child)
- Employee's parent or person who has served as the employee's parent (including the parent of a domestic partner)

- Employee's grandparent
- Employee's sibling
- Employee's grandchild
- Parent, grandparent, sibling or grandchild of the employee's spouse or domestic/civil-union partner

Management and Human Resources will consider the following guidelines when determining the number of days to be granted. Bereavement leave will be granted in consecutive days.

- Family member was local or funeral is within 400 miles (one direction) from employee's home address ...up to three (3) days.
- If the deceased family member resided or the funeral is held more than 400 miles (one direction) from employee's home address; or the employee has primary responsibility for making arrangements, handling matters associated with the death or imminent death of the family member or other extenuating circumstances requiring immediate attention...up to five (5) days.

An employee may, with management approval, use available paid time off benefits or apply for unpaid personal leave for any additional time as necessary.

Compensation for bereavement leave will be made at the employee's regular rate of pay. It does not include overtime or any special forms of compensation such as incentives, commissions, shift differentials or bonuses.

If an employee receives notification during the working day of a death in his/her family as defined in this policy, any absence that day is excused and will not count towards bereavement days.

Employees may request to use available paid time off benefits for the death of anyone not currently covered in this policy.

In administering this policy, the Red Cross may require verification of death and relation to the deceased.

[Disaster Assignments Leave and Leave After a Disaster Assignment](#)

As part of the critical mission of the Red Cross, employees may actively participate in local, regional and national disaster relief efforts. The Red Cross will make reasonable efforts to provide employees with opportunities to participate in Red Cross disaster training and to accept assignments on Red Cross disaster relief operations.

Employees will be compensated at their regular rate of pay while attending disaster training during scheduled working hours or while on disaster assignments. Employees who have completed service on a disaster operation will be given additional time off before resuming their work duties. An employee will be given one (1) day of additional time off for every seven (7) days he or she was assigned to the disaster operation, not to exceed ten (10) days. This time off is not charged against the employee's paid time off and is not considered work time for purposes of calculating overtime. This time off must be taken within four (4) weeks following the disaster assignment and time off may not be exchanged for payment of the dollar equivalent of the time off.

Jury Duty and Court Appearance Leave

The Red Cross realizes that it is the obligation of all U.S. citizens to serve on a jury and appear as a witness when summoned to do so. All employees will be allowed time off to perform such civic service as required by applicable law. An employee summoned for jury duty or to appear in court must notify management, submit a copy of the summons as soon as it is received, and keep management informed of the dates and times of service as soon as they are known. Upon the conclusion of jury service, employees should obtain a certificate from the clerk of the court verifying the dates of service. If the length of jury service will cause a hardship for the Red Cross, the Red Cross may request that the court either postpone or excuse the employee from service.

An employee serving on jury duty will be paid his or her salary at the regular rate of pay (not including overtime or special forms of compensation such as incentives, commissions, shift differentials, or bonuses) for up to ten (10) days of jury duty unless otherwise required by applicable law. Jury duty exceeding ten (10) days will be reviewed on a case-by-case basis. Time serving on a jury is not charged against accumulated paid time off benefits. Employees do not have to remit jury duty pay to the Red Cross.

An employee required to appear as a witness in court because the employee is suing, being sued, or serving as a non-state witness in a non-Red Cross related case may have the absences counted against accumulated paid time off benefits or may request leave without pay, unless pay is otherwise required by applicable law. However, exempt employees will be paid their full salary for any week in which they perform authorized work for the Red Cross. Leave without pay requires supervisory approval. The maximum approved leave without pay for witness leave is five (5) days, unless otherwise required by applicable law.

Employees must report to work on days when their services are not required by the court and are expected to return to work on any day or partial day of at least four (4) hours when services are not required by the court. Any request to deviate from this procedure requires management approval.

Military Leave

The Red Cross grants military leaves of absence to employees who are scheduled to perform service in the uniformed services, including military training and service in the National Guard and reserve and active components of the Armed Forces in accordance with applicable federal and state law. Employees seeking military leave must (1) give advance notice (verbal or written) of the leave, unless giving notice is precluded by military necessity or otherwise not possible and (2) must contact the American Red Cross Absence Management Center (the "Leaves Administrator") prior to the start of the leave. To maintain adequate staffing levels, employees are asked to give as much notice as possible, and to submit a copy of their military orders, if available, to their supervisor.

For absences lasting up to seventeen (17) days, employees will be paid the difference between their normal base compensation and the pay (excluding expense pay) received on military duty, upon presentation of military pay verification. Absences beyond seventeen (17) days will be unpaid, although employees may use available paid time off. Some states may provide greater benefits and employees are directed to the HR Now Service Center for more information.

During a military leave of absence, seniority and paid time off benefits continue to accrue. Employees will

continue to receive credit for merit award increases per the established annual guidelines. Subject to their terms and conditions, existing health insurance benefits will be continued for the full term of the military leave of absence at no cost to the employee. Basic life insurance will be maintained for up to twelve (12) weeks of military leave. Supplemental, spouse and child life insurance will end the last day of the month in which the leave begins or coincident with the effective date of LOA, if it begins on the first of a month.

Subject to any applicable state laws, an employee who wishes to return to work at the end of military service lasting from one (1) to thirty (30) days should report to work at the beginning of the first full regularly scheduled work period that falls at least eight (8) hours after the end of military service (including allowance for return travel). For periods of military service from thirty one (31) to one hundred and eighty (180) days, employees who wish to return to work must apply for reemployment within fourteen (14) days after the end of service, and for employees whose service lasts one hundred and eighty one (181) days or more, application for reemployment must be made within ninety (90) days after completion. The deadlines for reapplication will be discussed with employees when they submit their request for leave. Note that reapplication deadlines may be more generous in certain states, and employees may contact the HR Now Service Center for more information.

For periods of service of ninety (90) days or less, the employee will be reemployed in the position that would have been attained if the employee had not been absent for military service, as long as the employee is qualified for the position. For longer periods of military service, the employee will be reemployed in the position that would have been attained, or a position of like pay and seniority, the duties of which the employee is qualified to perform. Training or retraining will be available to enable returning service members to refresh or upgrade skills to help them qualify for reemployment. Employees will be reinstated with the status, pay and benefits they would have attained had they never been absent for military service. Upon reemployment, any benefits that were discontinued will be reinstated without any waiting period.

An employee may be disqualified from the benefits of this policy upon the occurrence of any of the following, subject to any limitations under applicable federal, state or local law: (1) separation from the uniformed services with a dishonorable or bad conduct discharge; (2) separation from the uniformed services under other than honorable conditions; and (3) a dismissal or dropping of the person pursuant to Title 10, Section 1161(a) & (b).

Employees should consult with the Benefits Service Center (1-877-860-7526) for more information.

[Time Off to Vote or Caucus](#)

Employees who cannot reach their polling place outside their scheduled working hours will be permitted time off to vote or caucus on Election Day, with pay. The time off to vote or caucus should not exceed four (4) hours and it is not charged to available paid time off benefits. Employees should arrange their specific time off to vote or caucus in advance with their supervisor no later than one week prior to the Election Day.

[Family and Medical Leave \(FMLA\)](#)

Eligibility Requirements

Employees are eligible for FMLA if:

- At least 50 or more employees are employed within a 75-mile radius of the employee's work site;
- The employee has been employed for at least one year; and
- The employee has worked at least 1250 hours within the previous 12 months.

Although Red Cross employees at locations with less than fifty (50) employees within a seventy-five (75)-mile radius of their work location are not covered by the FMLA, it is the policy of the Red Cross to allow such employees who meet the other eligibility requirements to take a leave of absence under the FMLA policy.

Basic Leave Entitlement

The FMLA requires covered employers to provide up to 12 weeks of unpaid, job-protected leave in a 12-month period to eligible employees for certain family and medical reasons. The 12-month period is determined on a "rolling" 12-month period dating back from the time the employee requests leave.

Medical Leave and Family Leave

Leave may be taken for any one, or for a combination, of the following reasons:

- To care for the employee's child after birth, or placement for adoption or foster care;
- To care for the employee's spouse or civil union, son or daughter (including the child of the employee's spouse or civil union), or parent (but not in-law) who has a serious health condition; and/or
- For the employee's own serious health condition (including any period of incapacity due to pregnancy, prenatal medical care or childbirth) that makes the employee unable to perform one or more of the essential functions of the employee's job.

Military Family Leave

Eligible employees with a spouse, son, daughter, or parent on covered active duty or called to covered active duty status (or has been notified of an impending call or order to covered active duty) in the Reserve component of the Armed Forces for deployment to a foreign country in support of a contingency operation or Regular Armed Forces for deployment to a foreign country may use their 12-week leave entitlement to address certain qualifying exigencies. Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, caring for the parents of the military member on covered active duty and attending post-deployment reintegration briefings.

FMLA also includes a special leave entitlement which permits eligible employees to take up to 26 weeks of leave to care for a covered service member with a serious injury or illness during a single 12-month period

(one-time basis only). A covered service member is a current member of the Armed Forces, including a member of the National Guard or Reserves, who is undergoing medical treatment, recuperation, or therapy, is otherwise in outpatient status, or is on the temporary retired list, for a serious injury or illness. These individuals are referred to in this policy as “current members of the Armed Forces.” Covered service members also includes a veteran who is discharged or released from military services under condition other than dishonorable at any time during the five year period preceding the date the eligible employee takes FMLA leave to care for the covered veteran, and who is undergoing medical treatment, recuperation or therapy for a serious injury or illness. These individuals are referred to in this policy as “covered veterans.”

The FMLA definitions of a “serious injury or illness” for current Armed Forces members and covered veterans are distinct from the FMLA definition of “serious health condition” applicable to FMLA leave to care for a covered family member.

Job Benefits and Protection

If applicable, during FMLA leave, the Red Cross must maintain health coverage under any “group health plan” on the same terms as if the employee had continued to work. If paid time off is substituted for unpaid leave, the Red Cross will deduct the employee’s portion of any applicable health plan premium as a regular payroll deduction. If the employee’s leave is unpaid, the employee will be billed by the Benefits Service Center to pay their portion of any applicable health insurance premiums each month.

The Red Cross’s obligation to maintain health care coverage ceases if an employee’s premium payment is more than 30 days late. If an employee’s payment is more than 15 days late, the Red Cross will send a letter notifying the employee that coverage will be dropped on a specified date unless the co-payment is received before that date. If employees do not return to work at the end of the leave period (unless employees cannot return to work because of a serious health condition or other circumstances beyond their control), they will be required to reimburse the Red Cross for the cost of the premiums the Red Cross paid for maintaining coverage during their unpaid FMLA leave. For purposes of this paragraph, an employee will be considered to have returned to work if he or she returns to work for at least 30 calendar days, or if he or she retires at the end of the FMLA leave period or within 30 days thereafter.

Upon return from FMLA leave, most employees must be restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms.

The use of FMLA leave cannot result in the loss of any employment benefits that accrued prior to the start of an employee’s leave.

Definition of Serious Health Condition

A serious health condition is an illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility, or continuing treatment by a health care provider for a condition that either prevents the employee from performing the functions of the employee’s job, or prevents the qualified family member from participating in school or other daily activities.

Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than 3 consecutive calendar days combined with at least two visits to a health care provider or one visit and a regimen of continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic

condition. Other conditions may meet the definition of continuing treatment.

[Use of Leave](#)

Except as noted below, an employee does not need to use this leave entitlement in one continuous block of time. Leave can be taken intermittently or on a reduced leave schedule when medically necessary. Employees must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt the Red Cross's operations. Leave due to qualifying exigencies may also be taken on an intermittent basis. FMLA leave taken to care for a child after birth, adoption, or placement for foster care must be taken within 12 months of the child's birth or placement in the home and in a continuous block of time as either a single block of all available time or on a reduced schedule basis for a single block of time. The total time taken to care for a child after birth, adoption or placement in the home cannot exceed the allowable amount under FMLA or state laws.

[Substitution of Paid Leave for Unpaid Leave](#)

Employees must use accrued paid time off while on unpaid FMLA leave, unless they are also on Paid Family Leave at the same time. Any available floating holidays must be used before PTO during an unpaid FMLA leave. The substitution of paid time for unpaid FMLA leave time does not extend the length of FMLA leaves and the paid time will run concurrently with an employee's FMLA entitlement. Employees on specific continuous leave of absence types may be able to save one week of PTO to be available upon their return to work. This option is not available to employees on intermittent leave.

At their request, the Red Cross may allow employees on FMLA who are also receiving STD the option to supplement their disability with PTO benefits.

Receipt of disability benefits or Workers' Compensation benefits does not extend the maximum amount of leave time to which an employee is eligible under the FMLA.

[Employee Responsibilities](#)

Employees must provide 30 days advance notice of the need to take FMLA leave when the need is foreseeable by notifying management and contacting the Benefits Service Center. When 30 days' notice is not possible, the employee must provide notice as soon as practicable and generally must comply with the Red Cross's normal call-in procedures.

Employees must provide sufficient information for the Red Cross to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include that the employee is unable to perform job functions; the family member is unable to perform daily activities, the need for hospitalization or continuing treatment by a health care provider, or circumstances supporting the need for military family leave. Employees may also be required to provide medical certification and periodic recertification supporting the need for leave.

[Employer Responsibilities](#)

The Red Cross will inform employees requesting leave whether they are eligible under the FMLA. If they are, this notice will specify any additional information required as well as the employees' rights and

responsibilities. If they are not eligible, the Red Cross will provide the reason for ineligibility.

The Red Cross will inform employees if leave will be designated as FMLA-protected and the amount of leave counted against the employee's leave entitlement. If the Red Cross determines that the leave is not FMLA-protected, it will so notify the employee.

Unlawful Acts by Employers

FMLA makes it unlawful for the Red Cross to:

- Interfere with, restrain, or deny the exercise of any right provided under the FMLA;
- Discharge or discriminate against any person for opposing any practice made unlawful by the FMLA or for involvement in any proceeding under or relating to the FMLA.

If an employee believes that the Red Cross has violated either of these obligations, concerns should be reported to Human Resources.

Enforcement

Employees may file a complaint with the U.S. Department of Labor or may bring a private lawsuit against an employer.

FMLA does not affect any federal or state law prohibiting discrimination, or supersede any state or local law or collective bargaining agreement, which provides greater family or medical leave rights.

Additional information about the requirements for leave under this policy can be obtained by contacting the Benefits Service Center.

Paid Family Leave

The American Red Cross recognizes that employees must balance work obligations with providing care for their families. The intent of the Paid Family Leave Policy (PFL) is to provide eligible employees with a dedicated paid leave to support them while meeting family obligations.

The policy provides eligible employees with up to twelve (12) weeks of paid leave at 80% of regular base salary or wage based on their weekly standard hours up to a maximum base equal to the IRS definition of a Highly Compensated Employee at the time of the leave (\$150,000 in 2023) to care for a close family member with a serious health condition ("Caregiver Leave") and/or care for or bond with children within the 12 months following the birth or placement (via adoption, surrogacy, or foster care) of a child in the employee's household ("Parental Leave"). Employees' own medical conditions are not eligible for this policy and are provided for by other applicable leave and disability benefit plans provided by the Red Cross.

The terms of this policy will be administered by the American Red Cross Absence Management Service Center (the "Leaves Administrator"). Employees will need to comply with any documentation and/or certification as requested by the Leaves Administrator.

Eligibility

To qualify for Paid Family Leave, you must be: (1) a regular full-time, or part-time employee who is normally scheduled to work at least 20 hours per week and eligible to earn PTO at the time of the qualifying event; (2) have worked for the Red Cross for at least one (1) year; and (3) have worked 1,040 hours or more (inclusive of paid time off and holiday pay) within the 12-month period immediately preceding the date the leave would begin.

This policy does not apply to employees who are temporary, part-time scheduled fewer than 20 hours per week, AmeriCorps, or other non-benefits-eligible employees. This policy also does not apply to employees covered by a collective bargaining agreement ("CBA") unless the CBA specifically provides for their eligibility for this benefit.

Spouses and/or domestic partners who are both eligible employees may each take leave under this policy for the same qualifying event; however, managerial approval may be required for employees working in the same unit to be on leave at the same time.

Description of Benefit

Paid Family Leave may be taken for one or more of the following events consistent with how those events are defined under the federal Family and Medical Leave Act ("FMLA"):

- **Caregiver Leave** – for the care, treatment, or diagnosis of a physical or mental illness or condition of an employee's family member for whom the employee has caregiver responsibility. A family member under this policy includes the employee's spouse or qualified domestic partner, child, parent, grandparent, grandchild, or sibling with a serious health condition as defined by FMLA.
- **Parental Leave** – for an employee to bond with a child or children after the birth, adoption, or foster care placement, within 12 months following that event. The adopted or foster child or children must be under age 18. The adoption of a new spouse's or domestic partner's child or children is excluded from this policy. Parental leave cannot be taken during short-term disability following childbirth but can commence after approval by the disability insurer for return to work.

An event occurring prior to the effective date of this policy (either October 1, 2021, or, if an employee is covered by a Collective Bargaining Agreement, the effective date per the CBA) is not eligible for Paid Family Leave.

Up to thirteen (13) weeks of leave including a one (1) week unpaid waiting period under this policy may be taken within a rolling 12-month period. Employees can elect to use available PTO or Floating Holidays to supplement pay during the waiting period and while receiving pay under this policy. The combination of PTO, Floating Holiday, and Paid Family Leave hours cannot exceed an employee's normally scheduled weekly work hours. Unused leave under this policy does not carry-over to the following period. The usage period and amount of leave provisions also apply when the leave is used for a combination of qualifying events and when more than

a single qualifying event occurs within the 12-month period. Additional leave may be available through other benefit policies, such as PTO if more time than provided under this policy is needed.

Caregiver Leave for the same family member can only be used once every 24 months following the first day of the previous Paid Family Leave for that family member. This limit applies whether or not the full twelve weeks were used in the original leave request. This does not apply if the previous Paid Family Leave taken for that family member was for Parental Leave.

Intermittent leave is not available under this policy and leave taken must be greater than a full week including the waiting period, based on the employee's regularly scheduled work week. Leave for a qualifying event can be taken in two separate segments and a waiting period does not apply to the second segment. The combination of the two segments cannot exceed the total amount of leave available under this policy within the rolling 12-month period. A leave does not have to start on the first day of a pay cycle of the employee's standard work schedule. If less than one week of leave in total is needed, PTO or other available leave must be used instead of Paid Family Leave.

Where leave under this policy also qualifies for job-protected leave under other federal or state leave laws, such as FMLA, Paid Family Leave will run concurrently, and will be applied to any qualifying FMLA or state leave to the extent consistent with applicable law. An employee must also file a request for FMLA when applying for leave under this policy.

Leave taken under this policy that does not otherwise qualify for FMLA job protection will be treated as if FMLA applies for job protection purposes. For example, under the Caregiver Leave component, this policy covers care for family members that do not qualify under FMLA. Leave taken under this policy for a non-qualified family member would be treated the same as FMLA for job protection purposes.

Requesting Leave

Eligible employees must (1) notify their supervisor following their department's call-in policy or guidelines and (2) contact the American Red Cross Absence Management Service Center (the "Leaves Administrator") at 1-877-860-7526 at least 30 days in advance of the start of the leave. If leave is not foreseeable, employees must provide as much notice as reasonably practicable under the circumstances. Requests for leave under this policy must be made to the Leaves Administrator within 15 days of the qualifying event, except for Parental Leave.

Employees applying for leave under this policy are required to submit the documentation requested by the Leaves Administrator to support the request. Where leave under this policy also qualifies for FMLA leave or similar state paid leave programs, employees must submit the required FMLA or state leave documentation, which may also suffice to support this policy's documentation requirement as determined by the Leaves Administrator.

If the requested Paid Family Leave is not approved by the Leaves Administrator prior to requested start date of the leave, an employee can elect to use PTO while waiting for approval of the leave request beyond the one week waiting period. If the Paid Family Leave is approved, the Leaves Administrator will reinstate 80% of PTO hours taken beyond the waiting period with Paid Family Leave. If this results in an overpayment, the Red Cross will recover the overpayment following its standard recovery procedures through

Payroll. Failure to provide documentation requested by the Leaves Administrator in support of the leave by the due date set by the Administrator will result in the request being denied.

Benefits While on Leave

Eligibility for benefits continues during Paid Family Leave. Employees already enrolled may continue health and other insurance coverages during Paid Family Leave subject to the terms, conditions, and limitations of the applicable plans in which the employee may participate. Applicable employee and employer contributions towards the cost of benefits will continue while on leave and will be deducted from pay. If pay is not sufficient to cover the cost of benefits, the employee will be responsible for missed deductions through catch up deductions in future payrolls.

Beginning Paid Family Leave is not a qualifying event to allow changes to an employee's current benefit enrollment or the opportunity to elect new benefits. However, an event coincident with paid family leave such as but not limited to the birth of a child would be a qualifying life event allowing changes to be made to benefit elections. The Benefit Plan policy would be the primary determiner of changes allowed.

PTO will continue to accrue at the employee's standard rate. Standard holidays occurring during Paid Family Leave will be recorded as such and do not extend the leave period or augment pay. Unused Floating Holidays that expire during the leave period (June 30 and December 31) are forfeited per the Holidays policy in the Employee Handbook. Floating Holidays will be granted biannually as scheduled in the Holidays policy.

Coordination with State Paid Family Leave Programs

Where an employee is also eligible for a state paid family leave benefit, benefits under this policy will coordinate and run concurrently with the state plan to the extent consistent with applicable law. The combined benefit received under the state and Red Cross programs will not exceed 100% of an employee's regular base salary or pay to the extent consistent with applicable law.

Return from Leave

Confirm your return-to-work date or any changes to the date with your Manager/Supervisor and the American Red Cross Absence Management Service Center at 1-877-860-7526 prior to coming back to work.

If the circumstances of your leave change and you are able to return to work earlier than the date indicated on your leave approval, you are required to notify the Absence Management Service Center in advance. Notification should be provided within two workdays after the change if the circumstance is known, and no later than two workdays prior to the date you intend to report to work.

If you don't return to work and need to extend your leave, notify the Absence Management Service Center and your department. If you do not notify your Manager /Supervisor of changes in your leave needs and do not return to work as scheduled, additional absences may be applicable to the attendance policy, which could result in discipline or termination. Additionally, failure to notify your Manager/Supervisor of changes in your return may result in the termination of your employment.

Your Manager/Supervisor must confirm your return to work with the American Red Cross Absence Management Service Center upon return in order to reinstate access to American Red Cross systems.

Other

Eligibility for leave ceases at the end of employment. Where an employee is on Paid Family Leave when employment is terminated, leave under this policy does not continue beyond the end of employment. Unused Paid Family Leave days are not subject to payout.

The Red Cross reserves the right to discipline employees who abuse this policy. Examples of abuse include but are not limited to, falsifying documents submitted to support leave or being untruthful about the reasons for requested leave.

General (Non-Statutory) Leave

In addition to leaves of absence under the American Red Cross' Family and Medical Leave Act policy, the American Red Cross offers two (2) leaves of absence to eligible employees who are ineligible for any other leave of absence:

- Medical (non-FMLA) Leave, and
- Personal Leave.

Decisions whether to grant or deny a general (non-statutory) leaves of absence will be based on current business needs and the circumstances of the request as well as performance and attendance records.

Employees seeking leave under either policy should contact the Benefits Service Center at least 30 days before the requested start of the leave, except in cases of emergency (i.e. COVID-19).

Employees on a Non-Statutory leave will be required to use all accrued paid time off benefits, for example PTO and Floating Holidays. Once exhausted, the leave of absence status will transition from paid to unpaid. The use of paid time off benefits does not extend the length of the leave. Employees on a general (non-statutory) leave will not accrue paid time off benefits while on leave or receive pay for holidays.

During an unpaid leave, the Red Cross will continue the employee's health insurance coverage during the leave if the employee submits payment for the entire monthly premium (Red Cross and employee contribution) to the Red Cross in a timely manner, to the extent permitted and in accordance with the applicable plans.

Employees are expected to notify management and the Benefits Service Center of their return to work date as soon as possible but at least one week before the expiration of the leave.

The Red Cross will make reasonable efforts to reinstate an employee returning from an unpaid leave of absence to the employee's original job, or to a similar position, subject to prevailing business considerations. Reinstatement, however, is not guaranteed, unless required by law.

An employee's failure to advise management of availability to return to work, failure to return to work when notified, or continued absence from work beyond the time approved will be considered a voluntary resignation of employment.

Additional information about the requirements for leave under this policy can be obtained by contacting the Benefits Service Center or Human Resources.

More information about the specific unpaid leaves is below:

Medical (non-FMLA) Leave

Regular full-time employees and regular part-time employees who work a minimum of twenty (20) hours per week and have successfully completed six months of employment without performance concerns, are eligible to apply for Medical (non-FMLA) Leave. This Leave is designed to assist employees who are unable to perform their job duties due to their own personal illness or injury. In certain circumstances, where appropriate, employees also may be granted this leave as a reasonable accommodation of a disability. The Red Cross may require submission of medical certifications at various times during the leave. Medical (non-FMLA) Leave is available as a continuous block of leave, not on an intermittent basis. A Medical (non-FMLA) Leave may be granted for up to eight (8) weeks.

Employees who satisfy the eligibility requirements may receive compensation from short-term disability, workers' compensation or other wage replacement programs while on Medical (non-FMLA) Leave. Receipt of disability benefits or Workers' Compensation benefits does not extend the length of any unpaid leave granted.

Personal Leave

Regular full-time employees and regular part-time employees who work a minimum of twenty (20) hours per week and have successfully completed six months of employment without performance concerns, are eligible to apply for Personal Leave. Personal Leave is designed to assist employees in resolving personal matters unrelated to their own personal illness or injury, such as an employee who needs to stay home due to childcare issues; an employee with safety concerns during a pandemic; etc.

The authorization of Personal Leave is at the sole discretion of the Red Cross and requires management (VP and above) approval. Management will consider staffing needs in a location before granting Personal Leave.

The length of the Personal Leave generally will be granted based on years of service and cannot be taken intermittently:

LENGTH OF SERVICE	LENGTH OF PERSONAL LEAVE
6 months to 1 year	Up to 1 month
1 or more years	Up to 3 months*

Under unusual circumstances a personal unpaid leave, may be extended if the employee submits a written request for an extension to the Benefits Service Center prior to the expiration of the leave and the request is granted at the senior management level.

**Management determines the actual length of personal leave.*

Code of Conduct & Related Policies

The Red Cross expects employees to meet the highest standards of professional and ethical conduct.

Conduct that is unethical, unlawful or violates the Code of Business Ethics and Conduct will result in disciplinary action, up to and including termination of employment.

Fundamental Principles of the International Red Cross Movement

Employees are expected to adhere to the [Fundamental Principles of the International Red Cross Movement](#): humanity, impartiality, neutrality, independence, voluntary service, unity, and universality.

Code of Business Ethics and Conduct Information

Employees are expected to adhere to the Code of Business Ethics and Conduct and required to comply with applicable federal, state and local laws and regulations and with Red Cross corporate policies and regulations.

The complete Code of Business Ethics and Conduct is available [here](#).

The Code of Business Ethics and Conduct details fundamental expectations the Red Cross has of all employees. Every Red Crosser is expected to:

- Read, understand and comply with all portions of the Code, in addition to the policies that apply to your role.
- Act with integrity and cooperate with any internal investigations into reports of unethical behavior.
- Complete all required trainings to maintain your ability to comply with the Code.
- Speak up if you become aware of possible violations of the Code, Red Cross policies and laws.

All Red Crossers are required to certify that they have read, understand and will comply with the Code. Any questions about our Code should be directed to the Office of General Counsel at compliance@redcross.org.

Violation of the Code, Red Cross policy or procedure, or the law may result in disciplinary action, up to and including termination of my employment or affiliation with the Red Cross.

Note that the absence of a signed Code of Business Ethics and Conduct certification will not relieve any employee of the obligation to follow the Code of Business Ethics and Conduct.

Ombudsman Program – Informal Dispute Resolution

The American Red Cross has an Organizational Ombudsman designated as the neutral and impartial dispute resolution practitioner whose major function is to provide confidential and informal assistance to the many constituents with concerns or complaints about the Red Cross. The constituents who seek the ombudsman's services are internal stakeholders, such as employees and volunteers, and external stakeholders, such as Red Cross clients, donors, suppliers, vendors and the public at large. The Office of

the Ombudsman provides a voluntary, safe and confidential, and informal process to facilitate fair and equitable resolutions and explore a range of alternatives or options to resolve the problems. If a formal investigation is what the individual seeks, referrals to the whistleblower hotlines may be appropriate. The Office of the Ombudsman may be reached by phone at 1-202-303-5399 or at the toll free number 1-866-667-9331. If a formal investigation is what the individual seeks, referrals to the whistleblower hotlines may be appropriate.

[Office of Ethics and Compliance – Formal Dispute Resolution](#)

Distinguishing from the actions of the Office of the Ombudsman, the Office of the General Counsel and the Office of Ethics and Compliance (OEC) conduct formal investigations into allegations of fraud, waste, abuse, Red Cross policy violations, illegal or unethical conduct or other improprieties regarding the Red Cross. Usually, the allegations arise from whistleblower complaints of Red Cross employees and volunteers seeking formal review or investigations of their allegations of wrongdoing.

[Whistleblower Hotline Programs](#)

An employee who suspects or knows about misappropriation, fraud, waste, abuse, Red Cross policy violations, illegal or unethical conduct, unsafe conduct or any other misconduct by the organization or its employees, volunteers, vendors or clients should alert management. In those cases where an employee is not comfortable telling his or her supervisor or local management, the employee may contact the Concern Connection Line at 1-888-309-9679. For concerns about the collection, manufacturing, processing, distribution or utilization of blood or blood components (e.g., violations of FDA or OSHA regulations, falsification, quality failures, training, Biomedical Services computer and equipment issues), an employee who is not comfortable with contacting his or her supervisor or local management may contact the Biomedical Regulatory Hotline at 1-800-741-4738.

[Confidential Information and Intellectual Property](#)

The Red Cross has sole entitlement to and ownership of any intellectual property that is conceived or developed by staff or agents during the course of employment or services with the Red Cross, to the extent permitted by applicable law. This means that an employee cannot assert any rights in or make unauthorized use that would require consent of Red Cross, in any intellectual property created by the employee during the course of employment with the Red Cross either related to their employment or using the time and resources of the Red Cross.

Intellectual property includes inventions, discoveries, methods, ideas, know how, trade secrets, trademarks, original works of authorship and copyrightable material, and other intellectual property as these concepts are defined by the United States patent, trade secrets, trademark, and copyright laws. The provisions relate, among others, to authors or creators of computer programs, graphics design, scientific or medical research, or technical materials for the Red Cross. Ownership also includes any copyright and other intellectual property rights in written reports and other written materials produced for the Red Cross. The Red Cross also has the right to copyright these works by registering them as a published work of The American National Red Cross with the register of copyrights, Copyright Office, Library of Congress, and to secure other intellectual property rights in any intellectual property created by staff or agents.

Further information concerning Red Cross intellectual property policy can be obtained by contacting the

Office of General Counsel.

Employees are required to sign a Confidential Information and Intellectual Property Agreement as a condition of employment with the Red Cross. Therefore, all employees understand and agree to comply with all the provisions of the agreement, which explains the responsibilities and obligations regarding intellectual property.

Employees are expected to undertake the responsibility of identifying any intellectual property that the Red Cross may be able to protect and to take the necessary steps to ensure that the property is fully protected by the Red Cross.

Employees are obligated to report suspected violations of the intellectual property agreement to management and Office of General Counsel.

Any contracts that alter this policy must be approved by the Senior Director, Contracting.

Insider Trading

In the course of their employment, employees may become aware of information about the Red Cross or other companies that has not been made public. The use of such nonpublic or “inside” material information about the Red Cross or another company for an employee’s own financial benefit not only is unethical and violates the Code of Business Conduct and Ethics but also may be a violation of U.S. law which could result in civil and criminal penalties. The Red Cross will not tolerate the improper use of inside information. “Inside” material information can be anything that could have actual significance in an investor’s decision to purchase securities including but not limited to:

- Nonpublic information that the Red Cross is about to announce a new product, enter into an agreement or make a purchasing decision that could affect the price of the stock of an alliance company, competitor or supplier;
- Nonpublic information that the Red Cross or an alliance company is about to build a new facility or expand an existing facility which could affect the price of land or business near the site
- Nonpublic information from the Red Cross or an alliance company relating to preclinical research that could affect the success of a project, and correspondingly, the price of the stock of the alliance company, a competitor or supplier.
- Major regulatory, court, or legislative events that could affect the price of the stock of a competitor, alliance company or supplier; or
- Major management changes that could affect the price of the stock of a competitor, alliance company or supplier.

Employees aware of “inside” information prior to its being made public should not buy or sell securities of the relevant company or companies or “tip” others who may buy, sell, advise or report on securities based on inside information until the information has been made public. Employees with any “inside” information should keep such information secret and disclose it only to those Red Cross staff with a “need to know.” Employees should disclose to the Office of General Counsel any possible misuse of material “inside” information of which they become aware.

Employees with questions about this policy or the rules concerning inside information should contact the

Office of General Counsel.

Nepotism and Fraternization

The Red Cross permits qualified relatives of employees to work or volunteer as long as it does not, in the opinion of management, create actual or perceived conflicts of interest. For purposes of this policy, “relative” is defined as an employee’s spouse, domestic/civil-union partner or significant other, child, parent, sibling, grandparent, grandchild, aunt, uncle, niece, nephew, or any corresponding in-law or “step” relation, or any person with whom the staff member resides.

The Red Cross exercises sound business judgment in the placement of related employees in accordance with the following guidelines:

1. Individuals who are relatives may work in the same Red Cross facility as long as no direct reporting or supervisory relationship exists. No employee is permitted to work within the “chain of command” of a relative such that the employee’s work responsibilities, salary, or career progress could be influenced by that relative.
2. Although they are in the “chain of command”, relatives of a local unit Executive may volunteer for the Red Cross in non-management or non-leadership positions or positions that do not work with the Red Cross’s finances, accounting, or payroll functions. For instance, a relative of the local Executive may help at a special event or be a member of the Disaster Action Team. The relative may not serve as the Director of Financial Development or the Director of Emergency Services if these positions report directly or indirectly to the local Executive.
3. No relatives are permitted to work as either a paid staff member or volunteer in any positions in which the Red Cross believes an inherent conflict of interest may exist.
4. Employees and/or volunteers who marry or enter into a romantic relationship or domestic/civil-union partnership while working for the Red Cross are subject to these guidelines. If, in the opinion of the Red Cross, an actual or apparent conflict arises as a result of marriage or relationship, one of the individuals must effectuate a reassignment so that no conflict exists or the employment/volunteer relationship for both individuals will end within ninety (90) days if no reassignment is available.

This policy applies to all categories of employment at the Red Cross.

Conflicts Arising from Personal Relationships

Employees may find themselves in a situation where their spouse, domestic/civil-union partner, another member of their immediate family, or someone else with whom they are close is a competitor or supplier of the Red Cross or is employed by one. While everyone is entitled to choose and pursue a career, such situations call for extra sensitivity to security, confidentiality and conflicts of interest. The closeness of the relationship might lead an employee to compromise the Red Cross’s interests inadvertently.

Employees should also be aware that the situation, however harmless it may appear, could arouse suspicions among colleagues that might affect their working relationships. The very appearance of a conflict of interest can create problems, regardless of the behavior of the employee involved. To remove any such doubt or suspicion, employees should review their specific situation with management or Human Resources or contact the Office of Ethics and Compliance to assess the nature and extent of any concern and how

it can be resolved. Frequently, any risk to Red Cross's interests is sufficiently remote that supervisors need only remind employees to guard against inadvertently disclosing Red Cross confidential information.

However, in some instances, a change in job responsibilities of one of the people involved may be necessary.

Outside Employment

Employees who engage in outside work or hold other jobs may only do so provided those do not adversely affect job performance, disrupt the work environment or otherwise pose an actual or perceived conflict of interest. Employees may not solicit or conduct outside business during work time or use any Red Cross equipment or facilities for non-Red Cross purposes.

Conflicts Arising from Personal Financial Investments

Consistent with the Red Cross Code of Business Conduct and Ethics, employees should not have a financial interest in any organization that the Red Cross does business with if that interest might cause the employee to have a conflict of interest – or even the appearance of a conflict – with the Red Cross. Such organizations include suppliers, competitors, customers, distributors, and alliance companies. Employees should not attempt to evade these guidelines by acting indirectly through anyone else.

A financial interest would constitute a conflict of interest if the combination of the paid staff member's job, the amount of their investment, and the particular company in which they invested could – when viewed objectively by another person – influence their actions as a Red Cross employee.

In addition, investments in closely held organizations – typically, closely held corporations, partnerships, or even sole proprietorships – raise additional concerns because of the closer ties with investors. This close relationship may give the appearance to competitors of the closely held organization that the organization derives some type of benefit from the Red Cross. The relationship may also give the appearance to Red Cross employees that the investing employee is using the Red Cross' time, facilities, or confidential information for the benefit of the closely held organization.

Employees are required to disclose to management or Human Resources any interest, whether in a closely held organization or publicly traded company and no matter the size of the interest, that presents the possibility of a conflict or the appearance of a conflict. Management or Human Resources, with input from the Office of Ethics and Compliance as necessary, will determine whether the interest is deemed "significant" and whether a conflict exists. In the event a conflict exists, the supervisor or Human Resources representative will advise the employee on how to avoid the conflict, e.g. by not participating in certain Red Cross decisions or activities, by changing job responsibilities or by divesting of all or part of the investment.

Disclosure of Actual or Potential Conflicts of Interest

All employees, at all levels of Red Cross service, must disclose any actual or potential conflict of interest to their supervisor and the Office of General Counsel immediately upon becoming aware of such actual or potential conflict of interest. In particular, any actual or potential conflict of interest between an employee's obligation to operate in the best interests of the Red Cross and (a) the interest of any organization in which such employee has a financial interest, or with which he or she is affiliated, or (b) such employee's personal interest, must be reported immediately. The obligations of employees with respect to actual or

potential conflicts of interest are more fully described in the above policy statements including *Conflicts Arising from Personal Financial Investments* and *Conflicts Arising from Personal Relationships*.

Problem Solving

The Office of the Corporate Ombudsman is an appropriate office to contact for informal problem-solving options and facilitated problem resolution processes. Red Cross employees can access the Office of the Ombudsman as an independent facilitator to mediate conflict and assist in working through any concern or conflict with a supervisor or peer or for help to consider how best to address and resolve concerns. The Ombudsman is an informal, off-the record, neutral resource that is independent from management and can be contacted without putting the Red Cross on legal or formal notice. The Office of the Ombudsman is not a substitute for but an informal complement to formal systems and processes.

Dispute Resolution

The Red Cross is committed to a work environment where all persons are treated with respect and dignity. It has adopted the Dispute Resolution policy to establish a comprehensive method of resolving employee concerns that builds trust and produces prompt and fair resolutions. The Dispute Resolution policy may be used to resolve issues regarding any condition of employment or the application, meaning or interpretation of any human resource policy or procedure that affects the work activity of an employee. All complaints will be kept confidential to the extent possible, but confidentiality cannot be guaranteed. Complaints may be tracked for reasonable progress to ensure prompt closure/resolution.

Employees can follow the steps listed below to discuss any concerns. Employees can skip any steps if they feel uncomfortable speaking with a particular person or have not received a satisfactory response.

Step One

The employee should promptly report a concern to his or her supervisor, who will conduct a fair, timely and thorough investigation of the matter and take appropriate action. Any member of management who receives a concern alleging a violation of the Harassment Free Workplace, Equal Employment Opportunity or Persons with Disabilities policies will notify Human Resources immediately.

If the concern involves the employee's supervisor or if the employee feels uncomfortable speaking with the supervisor, the employee should report the concern to the next level of management. If the situation concerns a local unit Executive, the employee should follow the Executive procedure, below.

Step Two

If the problem is not resolved in Step One or the employee did not feel comfortable using Step One, the employee should seek assistance from the next level of management and Human Resources. Human Resources may also involve other individuals in the chain of command or other appropriate resources. The employee may be asked to put the concern in writing and provide appropriate documentation, and management may conduct an investigation prior to issuing a response to the employee.

Step Three

If the employee is not satisfied with the outcome of Step Two, he/she may prepare a written summary of the concerns and request that the matter be reviewed further by a higher level of management. The decision at

this level is final.

Disputes Regarding the Local Unit Executive:

An employee with concerns regarding a local unit Executive should report those concerns to the Division Vice President. An investigation may be conducted, which may require preparation of a written summary of the employee's concerns. The Division Vice President will inform the employee of the results of this investigation and his/her decision, which is final.

No employee will be retaliated against for acting in good faith to report a potential issue or for assisting in the investigation of a possible issue under the Dispute Resolution Policy. If at any time during the process or investigation, the Red Cross concludes that an employee has filed a claim in bad faith, has refused to cooperate in an investigation, or has provided false information regarding an issue, disciplinary action up to and including termination of employment may be taken.

Safety & Security Policies

Workplace Safety and Security

In order to provide a secure, safe and healthy work environment for employees, the Red Cross periodically provides information to employees about workplace safety, health, and security issues through regular internal communication means such as meetings, memos or other written communications.

Employees are discouraged from bringing large amounts of cash or other personal valuables to work unless absolutely necessary. The Red Cross is not responsible for employees' personal items that are lost or stolen.

Some of the best safety improvement ideas come from employees. Those with ideas, concerns or suggestions for improved safety and security in the workplace are encouraged to bring them to management's attention so that the safety and welfare of all employees can be improved. Employees should feel free to report, without fear of retaliation, any condition which they believe poses a safety, health or security risk in the workplace. The Red Cross will investigate such reports promptly and thoroughly and take appropriate corrective action. Further, any comments or jokes regarding threats of violence will be taken seriously and dealt with appropriately and promptly.

Each employee is expected to obey safety rules and to exercise caution in all work activities. Employees must immediately report any unsafe condition to their supervisor. Employees who violate safety standards, cause hazardous or dangerous situations, or fail to report or, where appropriate, remedy such situations may be subject to disciplinary action, up to and including termination of employment.

On the Job Injuries

An employee who is injured on the job should report the injury immediately to management or a Safety Representative, no matter how insignificant the injury may appear. This reporting is necessary to comply with federal and state laws and to initiate insurance and workers' compensation benefits should they be needed immediately or in the future. Biomedical employees should refer to the Employee Health & Safety Job Aid for

more information about reporting their injuries.

Use of Red Cross Vehicles

From time to time, employees may be required to travel as part of their job duties. Employees who drive as part of their job duties are required to do so in a friendly, courteous and safe manner. It is the policy of the Red Cross to make sure its drivers are qualified and legally authorized to safely operate motor vehicles used in the course of company business. Only those employees who meet the qualifications of the current American Red Cross driver selection practices/policies are allowed to operate Red Cross vehicles or operate a personal vehicle on Red Cross business.

Drivers are responsible for the safe operation of their vehicle. At no time are they permitted to subject a Red Cross vehicle to abuse through careless or reckless operation.

Drivers are required to notify the Red Cross of license suspensions or revocations or other changes, and any drug and/or alcohol related charges, convictions or pleas (including pleas of nolo contendere).

Any incident involving a Red Cross vehicle, regardless of how minor, shall be reported by the driver to their supervisor prior to leaving the scene of the incident. Drivers who fail to comply with these rules will face disciplinary action, up to and including termination of employment.

Seat belts must be used at all times, by both the driver and all occupants of the vehicle. Failure to properly use seat belts will also be cause for disciplinary action, up to and including termination of employment.

No employee or volunteer, while operating a Red Cross vehicle, or while driving his or her personal vehicle on Red Cross business, may use hand-held communication devices or other hand-held mobile electronic devices. This includes equipment such as cell phones, Blackberries, iPhones, iPads, electronic tablets, and e- books. Communication devices must be operated via a hands-free device. Text messaging or emailing is prohibited while the vehicle is in motion or temporarily stopped due to traffic, a traffic control device, or other momentary delay. A Global Positioning System (GPS) may be used to obtain directions but must be preprogrammed prior to vehicle movement. Any adjustments to GPS programming while the vehicle is in motion is prohibited. These restrictions do not apply to calls made to report an emergency. All drivers must comply with local, state, and federal laws pertaining to cellular telephones and other electronic devices while operating a vehicle. Failure to do so will result in disciplinary action, up to and including termination of employment.

Smoking and the use of tobacco products or e-cigarettes is prohibited in Red Cross vehicles.

No driver may operate a motor vehicle when his/her ability to do so is impaired by fatigue, alcohol, illegal drugs, prescribed or over-the-counter medication, illness, or injury or any other cause. Employees who drive vehicles on Red Cross business while under such conditions which could impair their driving ability face disciplinary action, up to and including termination of employment.

Drivers can be disqualified from driving vehicles for a number of reasons, including involvement in motor vehicle accidents, or a demonstration of disregard for the safety of the public, as evidenced by excessive speeding, reckless driving, driving under the influence, driving with a suspended or revoked license, other evidence of reckless driving, multiple motor vehicle convictions, failure to report an accident and/or breaking any motor vehicle laws.

Parking and traffic fines incurred while utilizing vehicles are the responsibility of the driver and will not be paid for or reimbursed by the Red Cross.

Company and Personal Property

The Red Cross works to prevent property loss of any kind. All property used to conduct business belongs to the Red Cross. The Red Cross assumes no liability for personal property brought into the workplace or any Red Cross worksite.

Emergency Conditions

In the event of local emergency conditions, such as bad weather, management will make appropriate decisions about office closure. Decisions may vary between the different parts of operations within a region, based on their function.

When the Red Cross is officially open, each employee is expected to make reasonable efforts to report to work in inclement weather situations. If weather or traveling conditions delay or prevent an employee from reporting to work, he or she must notify his or her supervisor as soon as possible. If an employee is unable to report for work due to weather or traveling conditions when the Red Cross is not officially closed, the employee will use a day of accumulated PTO or, if he or she has no such accumulated paid time off benefits, the employee will not be paid for the day unless otherwise required by applicable law.

If an early closing is declared for the entire region during a workday all employees who arrived at work may be compensated for their normal workday, regardless of the number of hours actually worked. Employees who do not report to work will be expected to use a day of accumulated paid time off benefits, or, if they have no such accumulated paid time off benefits, they will not be paid for the day unless otherwise required by applicable law.

When management announces an office closure due to emergency conditions, non-essential personnel are not required to report to work. If the Red Cross is officially closed, non-essential employees will not be required to use accumulated paid time off benefits, but may receive their regular rate of pay for their standard work hours for that day. Certain designated essential personnel will be required to come to or remain at work regardless of conditions. Essential staff are defined as those who work in areas that are critical to ensuring that disaster relief efforts and blood distribution functions remain viable. Subject to state law, if a governing authority has declared that roads are closed that would prevent essential staff from traveling into the office, staff already working may be required to remain at work until such time that replacement staff are allowed to travel.

Virtual workers are expected to continue to work at their virtual work location unless emergency conditions preclude them from doing so. Virtual workers who are unable to continue to work should notify their supervisors immediately of the situation.

If an employee is taking paid time off or is out of the office on business during office closures, the employee will not be given credit for full or partial days of closure.

General Policies & Procedures

Progressive Discipline

The Red Cross has adopted rules and standards to ensure productive, harmonious operations. Although Red Cross employees are employed at-will, the best interest of the Red Cross lies in ensuring fair treatment of all employees and in making certain that discipline is prompt, fair, and uniform.

The Red Cross endorses a philosophy of progressive discipline in which it attempts to provide employees with notice of deficiencies and an opportunity to improve whenever practical or reasonable. Employees' performance and conduct is evaluated on an ongoing basis, with feedback provided when necessary. Informal discussions may be used to ensure that employees know and follow rules and standards. These discussions should focus on clarifying expectations, providing appropriate training and development and coaching employees.

In some cases, formal discipline is necessary. Progressive discipline steps may include, but are not limited to, verbal warnings, written warnings, performance improvement plans (PIP) and termination of employment. The Red Cross retains the right to administer discipline in any manner it deems suitable under the circumstances and any of the steps listed above may be skipped as the Red Cross feels appropriate. Termination of employment may also occur at any time without any progressive disciplinary steps having been taken, as the Progressive Discipline policy does not alter the employees' at-will employment status.

Work Rules

Violation of the work rules may result in discipline which may include termination of employment. Behaviors that constitute an infraction of the work rules (though not limited to this list) include the following:

- Release of confidential donor, patient, or client information without authorization;
- Falsification of American Red Cross records;
- Falsification of employment application or time records;
- Violation of the American Red Cross Code of Conduct;
- Willfully allowing a "conflict of interest", such as financial, personal or otherwise;
- Unsatisfactory conduct;
- Theft or inappropriate removal or possession of property;
- Misuse of the time tracking system;
- Violation of the drug and alcohol policy;
- Possession, distribution, sale, transfer or use of alcohol or illegal drugs in the workplace, while on duty or while operating employer owned vehicles or equipment;
- Fighting or threatening violence in the workplace;
- Negligence or improper conduct leading to damage of employer owned or customer owned property;
- Boisterous or disruptive activity in the workplace;
- Insubordination to a lawful management directive;
- Violation of safety or health rules;
- Smoking in prohibited areas;
- Sexual or other unlawful or unwelcome harassment;

- Possession of dangerous or unauthorized materials, such as explosives or firearms in the workplace;
- Excessive absenteeism or any absence without notice;
- Failure to adhere to the dress code;
- Refusal to do assigned work;
- Participating in a deliberate slowdown of work or in a strike or work stoppage that violates the no-strike clause of an applicable union contract;
- Excessive tardiness;
- Dishonesty;
- Conduct which interferes with business operations, discredits the organization, or is offensive to customers or coworkers.

The observance of these rules, which are subject to the terms of any applicable collective bargaining agreement, will help to ensure that our workplace remains a safe and desirable place to work.

Attendance

All employees are expected to assume diligent responsibility for their attendance and promptness. Employees who are unable to come to work or who will be late must notify their supervisors as soon as possible but no later than one (1) hour after their scheduled start time. Some units or departments may require earlier notification so that other staffing arrangements can be made; employees at those units will be notified of their requirements. An employee who reports to work after the scheduled start time will be considered tardy and may be subject to disciplinary action. An employee who does not report to work for three (3) consecutive workdays without contacting his or her supervisor may be considered to have abandoned the position and voluntarily resigned from employment.

If an employee is absent due to illness for three (3) consecutive workdays, a statement from the employee's health care provider may be required before the employee will be permitted to return to work. In addition, the Red Cross reserves the right to request a health care provider's statement for days missed at any time based on inconsistent attendance patterns. Absenteeism or tardiness that is unexcused or excessive may be grounds for disciplinary action, up to and including termination of employment.

Additional information about any location's specific attendance policies can be obtained from your supervisor or your Human Resources representative.

Dress Code

Appropriately dressed employees add to the overall credibility of the Red Cross and convey a sense of confidence to the public. Employees are expected to dress appropriately based on their job requirements. Questions should be referred to management or Human Resources. Additional information about any location's specific dress code policies can be obtained from your supervisor.

Inspections

The Red Cross reserves the right to require employees, while on Red Cross property, or on clients' property, to agree to the inspection of their person, personal possessions and property, personal vehicles parked on Red Cross or client property, and work areas. This includes lockers, vehicles, desks, cabinets, work stations, packages, handbags, briefcases and other personal possessions or places of concealment, as well as

personal mail sent to the Red Cross or to its clients. Employees are expected to cooperate in the conduct of any search or inspection.

Smoking, Tobacco Use and e-Cigarettes

The Red Cross provides a smoke, nicotine and tobacco-free work environment. Smoking and the use of all tobacco products, including e-cigarettes, inside all Red Cross facilities, including owned and leased vehicles and private offices, is prohibited. Employees should follow the guidelines of the local business location and local business unit as certain locations permit smoking in exterior designated smoking areas only. If a location has designated exterior smoking areas, smokers have a special obligation to keep outside smoking areas free of litter and to dispose of all smoking materials in proper receptacles. Compliance with this policy is mandatory for all employees and persons visiting the Red Cross, with no exceptions. Employees who violate this policy are subject to disciplinary action. Any disputes involving smoking/tobacco use and any questions or concerns about this policy may be brought to supervisors or Human Resources. Employees will not be subject to retaliation for reporting violations of this policy in good faith.

Red Cross Communication and Computer Systems

All communication and computer systems are Red Cross property and are to be used for business purposes. These Red Cross communication and computer systems include, but are not limited to, computers and related hardware and software, computer networks, email, telephone, Internet, fax, voicemail, bulletin boards, and interoffice mail. Personal use should not interfere with operations or performance and not violate any company policy or applicable law. Employees should have no expectation of privacy regarding their personal use of any Red Cross communication systems, and their communications and systems use may be audited by authorized management at any time without notice.

Employees must be mindful that their association with the Red Cross will be visible to any recipient of an electronic communication and assure that their communications are consistent with the Red Cross mission and accepted community standards.

The Red Cross's policies including, but not limited to, those prohibiting harassment, in their entirety, apply to the use of the Red Cross's communication and computer systems. Prohibited uses of Red Cross communication and computer systems include, but are not limited to:

1. Developing, accessing or distributing material which:
 - Harasses others, or contains stereotypes, epithets or slurs based on an individual's protected status;
 - Contains pornography, profanity, violent or sexually explicit images, messages, or cartoons;
2. Personal mass e-mail distribution ("spamming") and unauthorized computer access ("hacking").
3. Distributing sensitive, proprietary, confidential, or private information of the Red Cross without appropriate authorization in violation of the Red Cross's confidential information policies.
4. Using a hand-held cellular telephone or other hand-held electronic device while driving a vehicle on Red Cross business.

Red Cross communication and computer systems may not be used in situations that violate federal, state or local law including, but not limited to, those related to copyrights and software piracy.

The Red Cross may store electronic communications for a period of time after the communication is created. From time to time, copies of communications may be deleted.

The Red Cross may access its computers, telephones, voicemail and email systems and obtain the communications within the systems, including past voice mail and e-mail messages, without notice to users of the system, in the ordinary course of business when the Red Cross deems it appropriate to do so. Further, the Red Cross may review Internet usage. The reasons for which the Red Cross may obtain such access include, but are not limited to: maintaining the system; preventing or investigating allegations of system abuse or misuse; assuring compliance with software copyright laws; complying with legal and regulatory requests for information; and ensuring that the Red Cross operations continue appropriately during an employee's absence.

No employee may access, or attempt to obtain access to, another employee's communication or computer systems without appropriate authorization.

Employees may not install or remove software on the Red Cross's computer systems without prior management approval. Personal computers and other electronic devices (cell phones, pdas, etc.) may not be connected directly to the Red Cross's computer systems without prior management approval.

Violation of this policy may result in disciplinary action, up to and including termination of employment.

[Social Networking](#)

The Red Cross respects the right of any employee to maintain a blog or website or to participate in social networking on or through websites or services such as Twitter, Facebook, or similar sites/services. However, to protect the Red Cross's interests and ensure employees focus on their job duties, employees must adhere to the following rules:

1. Blogging and other social networking activities are personal business and should be done on the employees' own time unless specifically assigned to perform an online activity related to the Red Cross.
2. If an employee mentions the Red Cross and also expresses either a political opinion or an opinion regarding the Red Cross's actions, the employee must include a disclaimer specifically stating that the views expressed are the employee's alone and do not necessarily represent those of the Red Cross. This is necessary to preserve the Red Cross's goodwill in the community.
3. If voicing personal opinion, employees should ensure that they have researched and checked their facts prior to posting.
4. All rules regarding confidential and proprietary business information apply in full to blogs, websites and social networking on or through websites or services such as Twitter, Facebook, and similar sites/services. Any information that cannot be disclosed through a conversation, a note or an e-mail also cannot be disclosed in a blog, website or social networking on or through websites or services such as Twitter, Facebook, or similar sites/services. It is acceptable to discuss general details and to use non-

identifying pseudonyms as long as the information provided does not violate any non-disclosure agreements that may be in place with the individual/group or make it easy for someone to identify him/her/them. Employees must ensure that they have permission to post any copyrighted or confidential information and be careful about posting or linking to items that may contain viruses.

5. Employees should be respectful of their potential readers and colleagues. Refrain from using discriminatory comments or making maliciously false statements when commenting about the Red Cross, superiors, co-workers or competitors of Red Cross.
6. Employees may not use the Red Cross's logos or trademarks for commercial purposes.
7. Any conduct which is impermissible under the law if expressed in any other form or forum is impermissible if expressed through a blog, website, or social networking on or through websites or services such as, Twitter, Facebook, or similar sites/services. For example, posted material that is discriminatory, obscene, defamatory, libelous or threatening is forbidden.

All other Red Cross policies apply equally to employee blogging. Employees should review this Handbook for further guidance.

The Red Cross encourages all employees to keep in mind the speed and manner in which information posted on a blog, website, or social networking on or through websites or services such as, Twitter, Facebook, or similar sites/services can be relayed and often misunderstood by readers. Employees must use their best judgment. Employees should contact management or Human Resources with questions. When in doubt, don't post! Employees who violate the terms of this policy are subject to disciplinary action, up to and including termination of their employment. In enforcing this policy, the Red Cross reserves the right to monitor social media activities of employees, whether or not such activities are conducted with Red Cross resources, to the extent permitted and in accordance with applicable law.

Nothing in this policy is designed to interfere with, restrain, or prevent employee communications regarding wages, hours, or other terms and conditions of employment.

Non-Solicitation/Distribution of Literature

Soliciting fellow employees in the workplace regarding personal activities, organizations or causes, and distribution of literature may have the potential to result in unnecessary apprehension and pressures for fellow colleagues.

In order to maintain a proper business environment and prevent interference with work, solicitation by an employee of another employee is prohibited while either the person doing the soliciting, or the person being solicited is on working time.

Distribution of advertising material, handbills, literature or printed materials of any kind, is not permitted in the workplace during working time or in working areas of the Red Cross at all times. Working time includes the time during which any of the employees involved are actually scheduled to work, but does not include scheduled rest periods, meal breaks and other specified times when employees are not expected to be working.

Employees also are prohibited from engaging in solicitation and distribution to customers or working

employees at any time in customer service areas during the times such areas are open to customers.

The following examples may help address grey areas regarding this policy:

1. It is appropriate to post a notice in the break room indicating you or a family member is selling cookies with a sign-up sheet.
2. It is appropriate to sign people up to sponsor you for a marathon while in the cafeteria.
3. It is not appropriate to sell cosmetic products out of your cube.
4. It is not appropriate to send out a mass email to your entire department indicating you are selling wrapping paper for an outside organization.

Solicitation or distribution by non-employees is prohibited in the workplace at all times. Any requests from outside persons or organizations to sell merchandise, solicit contributions, distribute literature, arrange displays or utilize Red Cross facilities are to be referred to Red Cross management.

Red Cross may authorize a limited number of charitable fundraising events on behalf of other organizations. Employee participation is welcome but entirely voluntary.

Media Inquiries

The American public relies on the Red Cross as a symbol of trust and as a powerful voice in providing lifesaving information. The Red Cross will provide a response to media inquiries as soon as possible, generally within twenty four (24) hours of receipt. Individuals designated to speak on the organization's behalf are determined by management. Only those individuals determined by management are authorized to provide statements or comments on behalf of the Red Cross. If an employee receives a request for a statement or comment on behalf of the Red Cross, the employee should contact their manager or Human Resources.

It is imperative that the Red Cross speak with one voice when dealing with national media, like CNN or ABC News, that reach far beyond local coverage areas. Selected employees from the Communication and Marketing Department at Red Cross national headquarters are charged with handling national media calls and requests for interviews with national news media. Communication and Marketing management will route national media calls to the available spokespersons.

Representing Red Cross

Employees are authorized to act as representatives of the organization only as specifically indicated within their position/job descriptions or as authorized by the Communications Department and/or CEO. Prior to any action or statement by you on behalf of the Red Cross, which might significantly affect or obligate the Red Cross, employees must seek prior approval from the Communications department and/or CEO. These may include but are not limited to the following kinds of actions or statements: public statements to the press (unless it is clear that the employee is not speaking on behalf of the Red Cross), engagement in collaborations or joint initiatives (such as ventures between the Red Cross and potential business partners) or any agreements involving contractual or other financial obligations.

Recording Devices in the Workplace

The Red Cross prohibits employee use of cameras, camera phones, tape recorders or other recording devices in the workplace to protect the privacy of our donors, volunteers and sponsors, to secure compliance with applicable federal, state and local wiretapping, eavesdropping and privacy laws, and to safeguard trade secrets and other confidential internal business information, such as information regarding systems, processes, products, know-how and technology. Authorization may be granted by local leadership when a specific business purpose will be served by the possession or use of such a device. Employees should regard this policy as an explicit statement that the Red Cross does not consent to recording or photographing of any meetings or discussions, except as discussed above.

From time to time the Red Cross may tape, record, photograph, videotape, or otherwise monitor conversations or other communications between employees and/or between employees and non-employees for legitimate business purposes, such as customer service training, to monitor the integrity of the blood supply, to ensure proper disposal of hazardous materials, to ensure compliance with procedural requirements and/or applicable regulations, and to ensure high quality customer service. Generally, employees will be notified when such taping or recording occurs, in accordance with applicable laws. Under certain circumstances, however, notice may not be given, such as when the Red Cross is conducting an investigation into allegedly unlawful or unethical activities.

Violations of this policy may result in disciplinary action, up to and including termination of employment.

Separation from Employment

Voluntary separation occurs when an employee resigns or retires. Employees are encouraged to provide at least two (2) weeks' notice (four (4) weeks for exempt staff) of intent to resign in a written resignation letter stating the reason for leaving and the intended last day of work. Cooperation with this notice request will be appreciated. In certain situations, the Red Cross may determine that it is in the best interest of the Red Cross to end employment prior to the employee's last intended day of work.

An employee who does not report to work for three (3) consecutive workdays without contacting the Red Cross may be considered to have abandoned the position and voluntarily resigned from employment.

Involuntary separation occurs when an employee is discharged, is the subject of a reduction in force, or when the employee's position comes to an end.

Typically, an employee's termination date will be the last day worked; however, for employees in an unpaid leave status, suspended pending completion of an investigation, or similar situations, the termination date will be the date the Red Cross decides to end the employment relationship.

At management's discretion, PTO may be approved to be taken prior to termination for employees who have given notice of intent to terminate their employment, but may not be used to extend time on Red Cross payroll beyond the last day of employment. Final paychecks are processed in accordance with applicable federal, state, and local law, less any amounts owed to the Red Cross, and will include payment for time worked and any unused, accumulated paid time off benefits to the extent permitted and in accordance with applicable law.

On or before the employee's last day of work, an offboarding meeting with your supervisor/manager may be scheduled, at which time all Red Cross property must be returned. This includes Red Cross-authorized credit cards (including but not limited to Visa, rental car, car service, telephone) and other Red Cross property (including, but not limited to, equipment, supplies, policy manuals, organization manuals, business documents, papers, files, proprietary information, computers and accessories, portable telephones, procurement cards, access cards, identification badges and keys).

Employees who are participants in the Retirement System, plan to retire, and wish to apply for Retirement System benefits must notify management of the intent to retire and must also contact the Benefits Service Center at 1-877-860-7526 to begin the commencement process. The process may begin no earlier than ninety (90) days before and no later than the 15th of the month before the first day of the month that an employee wishes to start retirement benefit payments. The completed authorization must be received by the Benefits Service Center prior to the first day of the month an employee wishes to start retirement system benefit payments to ensure that payments are not delayed or that the retirement process becomes invalid.

References

In order to ensure consistency and confidentiality of personnel-related information, only Human Resources or The Office of the National Chair of Volunteers is authorized to provide reference information on behalf of the American Red Cross. The information that the Red Cross will provide to other organizations about a staff member is limited without a release.

Employment Verification

If a staff member receives a request (verbal, written or in-person) for employment verification, credit references, etc., with regard to a current or former employee, direct the request to Human Resources. Requests for information regarding references for volunteer staff are to be directed to the Office of the National Chair of Volunteers.

Red Cross uses a third-party vendor to process all requests for verification of employment and income. If a staff member needs to have his or her own employment related references processed for such events as purchasing a home or car or renting an apartment, contact *The Work Number* at 1-800-367-2884 or theworknumber.com.

Severance Pay

For the sole purpose of providing a safety net for employees who may be faced with a period of unemployment, the Red Cross may provide severance pay to regular full-time and part-time employees regularly scheduled to work a minimum of 20 hours a week with six months of continuous service who (1) are involuntarily terminated due to a reduction in force or position elimination when no comparable assignment is provided and (2) sign a Severance Agreement and General Release in a form provided by the Red Cross. Severance packages will not be negotiated as a condition of employment or included in any written or verbal contracts under any circumstances.

Employees eligible for severance will receive a minimum of 21 calendar days' written notice of the reduction in force or elimination of their position.

Additional information about specific requirements and benefits under the severance plan can be obtained from Human Resources.

Re-Employment

Individuals who voluntarily leave employment or were released due to a reduction in force and whose employment records were satisfactory prior to release may be eligible for rehire. However, previous employment, regardless of Red Cross unit of affiliation, is not a guarantee of rehire. For instance, rehire is not permitted in cases of job abandonment, and may not be permitted for employees who were involuntarily terminated for performance reasons.

Employees who are rehired within a time period of twelve (12) months or less will accrue paid time off benefits and severance, if applicable, based upon the current rate applicable to the years of paid service. Prior years of paid service must have been in a leave-earning employment category to be credited upon rehire. Non-exempt employees whose prior service was less than time required to earn paid time off benefits will accrue paid time off at the current rate applicable to new hires. Any employee rehired with a break in service greater than twelve (12) months will accrue paid time off benefits and be eligible for severance at the current rate applicable to new hires.