

COMMUNICATIONS WORKERS OF AMERICA

AND

AMERICAN RED CROSS

MID ATLANTIC REGION

October 1, 2018 – September 30, 2021

TABLE OF CONTENTS

ARTICLE	SUBJECT	PAGE
1	Introduction	1
2	Intent and Purpose of Agreement	2
3	Recognition	3
4	Bargaining Unit Members	4
5	Union Security/Dues Check Off	5
6	Union Representatives	6
7	Union Access & Stewards	7
8	Union Orientation	8
9	Union Leave	9
10	Union Cooperation and Management Rights	10
11	Nondiscrimination	12
12	Application of Employer's Policies to Bargaining Unit	13
13	Bulletin Board	14
14	MUA Cross Training	15
15	CMC Position	16
16	Supplemental Pay	17
17	Scheduling	18
18	Paid Time Off	19
19	Travel Policy	20
20	Seniority	21
21	Severance Pay	22
22	Drug and Alcohol	23
23	Holidays	25
24	Shift Switch Policy	26
25	Probation	27
26	Grievance Procedure and Arbitration	28
27	Discipline and Discharge	31
28	Job Postings	32
29	Layoffs and Recalls	33
30	Work Interruptions	34
31	Meals Reimbursement	35
32	Health Insurance	36
33	Retirement	37
34	Time off to Vote or Caucus	38

35	Jury Duty	39
36	Leave of Absence	40
37	Disability Leave	41
38	Bereavement Leave	42
39	Savings Clause	44
40	Contracting	45
41	Safety and Health	46
42	Sole and Entire Agreement	47
43	Term of Agreement	48

MOU	Seniority/VBS
Appendix A	Letter/Form of Intent to Grieve shall include:
Appendix B	Drug and Alcohol Policy Notification Letter
Appendix C	CDL Training Repayment Promissory Note
Appendix D	Severance Plan
Appendix E	Job Descriptions

Article 1 - Introduction

The agreement is made and entered by and between the American Red Cross, Mid Atlantic Blood Services Region (hereafter referred to as the "Employer" or "Region") and Communications Workers of America (hereafter referred to as the "Union").

Article 2 - Intent and Purpose of Agreement

2.1 Blood Services and its employees have the responsibility and obligation to provide a continuous program of collecting and processing blood, blood components, organs and tissues; and distributing them to hospitals and other; thereby rendering a vital service which is essential to the health, safety and welfare of the residents of the Mid Atlantic Region. The intent of this Agreement is to assure that such service is rendered without unnecessary expense, efficiently, and without interference or interruption, by (i) setting forth the terms and conditions of this Agreement, (ii) providing for the peaceful adjustment of differences arising under this Agreement between the Region and the Union, (iii) ensuring the highest quality of donor care, (iv) ensuring the highest quality of service rendered, and (v) providing for the maximum quality and efficiency in product handling, storing, and distribution.

2.2 Blood Services, the Union and the employees shall conduct themselves in a manner consistent with the intent set forth in paragraph 2.1. All interpretations of the provisions of this Agreement must be consistent with that intent.

Article 3 - Recognition

Pursuant to the certification of the National Labor Relation Board in Case No. 5-RC-15072, the Employer, acknowledged therein to be a health care provider under the Act, recognizes the Union as the sole collective bargaining agent regarding wages, hours and other conditions of employment for the following classifications of employees, employed by the American Red Cross, Mid-Atlantic Blood Services Region at Norfolk, Virginia, Fredericksburg, Virginia, Richmond, Virginia, and Greenville, North Carolina.

INCLUDED:

All full-time, part-time Whole Blood Collection Technicians I, II and III, Collection Specialist I and II, Biomedical Equipment Technicians I and II, Mobile Unit Assistants I and II, MUA/CDL, Stock/Inventory Assistant I and II, and Apheresis Collections Specialist I and II.

EXCLUDED:

Instructors I and II, Facilities Assistants, Fleet Coordinator I and II, and General Maintenance Technician I, II and III, Administrative Assistants I, II and III, Donor Recruitment Representative I and II, Scheduler, Special Collections Scheduler, Financial Specialist I, Technical Support Analyst, Research Assistants, Marketing Associate I, Research Associate I, Problem Investigation Associate I and II, Quality Assurance Associate I and II, Collections Operations Support Associate, Document Control Associate, Clinical Services Nurse Specialist, Contract Officer Technical Representative, Marketing Operations Coordinator I and II, Human Resources Generalist II, Talent Acquisition Specialist I and II, Training Compliance Senior Associate, Manufacturing Technician I and II, Manufacturing Lead Technician, Manufacturing Technologist I and II, Technical Trainer, Telerecruiter, Project Coordinator, Regional Account Director, IRL Medical Technician, Records Technician, IRL Technologist I and II, IRL Technologist Lead, Transportation Coordinator, Team Supervisors, office clerical employees, professional employees, guards and supervisors as defined in the act.

Article 4 - Bargaining Unit Members

4.1 Upon the start of every contract year, and then six months later, the employer will send to the Union a copy of the seniority list. Any objections to the seniority list must be filed in writing with the Employer and the Union within thirty (30) calendar days of the email. If the Employer and the Union are unable to resolve the objection, then the matter shall be subject to arbitration. After thirty (30) calendar days of the email, all objections not raised shall be waived and the list shall be considered correct and final.

4.2 The Bargaining unit, at the time of ratification, was described by the titles referenced in the Recognition clause and work that is described in the job descriptions attached in Appendix E.

Article 5 - Union Security /Dues Check Off

5.1 Dues for members of the Union or fees for non-members as required shall be deducted from the employee's pay in equal installments throughout the year in that amount which has been given to Employer by the Union in an official notice at least one month prior to the date deductions are to begin at that amount. Such deductions shall be made only with respect to an employee who has submitted to the Employer a voluntarily signed and dated authorization card, which expressly authorizes such deductions. Dues and fees collected shall be remitted to the Secretary-Treasurer of CWA, 501 Third Street, NW, Washington, D.C., 20001 within two calendar week after each deduction. The employer shall notify, in writing, the Local Union Secretary-Treasurer when an employee cancels dues deductions. Such notice will be in writing and be within 14 calendar days of the Employer processing such cancellation of dues. The Union shall indemnify, defend and save the Employer harmless against any and all claims, demands, suits or other forms of liability that shall arise out of or by reason of action taken by the Employer in reliance upon payroll deduction authorization cards submitted by the Union to the Employer.

5.2 Where permitted by law it shall be a condition of employment that all employees who are, or shall become, members in the Union shall remain members over the full duration of this Agreement, except an employee who has joined the Union may resign his membership therein during the period of fifteen (15) days prior to the expiration of this Agreement. For the purposes of this Article, an employee shall be considered a member of the Union in good standing if the member timely tenders his or her periodic dues.

Article 6 - Union Representatives

6.1 The Union will give official notice to Blood Services of the names and scope of authority of those employees and Union representatives who are from time to time designated by the Union to deal with Blood Services as Union representatives. The Union activities of such employees and representatives shall not be permitted to interfere in any way with the orderly and efficient conduct of operations.

6.2 The Union shall have the privilege of using Blood Services meeting rooms on a "space available" basis for meetings of employees in the bargaining unit, beginning no earlier than 8:30am and ending no later than 6pm. The Chief Steward shall make a written request to the Director of Human Resources (or designee), for Blood Services to reserve space in accordance with Blood Services usual procedure.

Article 7 - Union Access & Stewards

7.1 Blood Services acknowledges the right of the Union to designate employee representatives as stewards. The Union will keep Blood Services advised at all times as to the name of such representatives. The Union will also keep Blood Services advised at all times as to the names of those designated as Union representatives for purposes of handling grievances pursuant to article 26.

7.2 **As per the National Addendum, the union's leaders and staff shall not be unreasonably denied access to Red Cross facilities.** Upon entering the Blood Services premises, such representatives shall notify the Department director or designee; **in advance, before entering a bloodmobile site (where possible),** they shall notify the drive supervisor or charge. The union representatives shall not interfere with the Blood Services operation.

Article 8 - Union Orientation

8.1 A Union representative shall be allowed up to thirty minutes during new employee orientation to familiarize the new bargaining unit employees with the representatives and structure of the union and highlights of the Collective Bargaining Agreement.

8.2 Once each month on or before the first day of the general orientation class, the Employer will send to the Union a list of all new hire bargaining unit employees including name, wage rate, work location and position, home address, full or part time status, resignation and terminations. The Region will also provide phone numbers. The employer will notify the Union within five days of the commencement of any new hire orientation. The Employer will attempt to schedule Union officers so that they can be available to schedule their 30 minutes during the in-building training period.

Article 9 - Union Leave

9.1 Employees who are authorized representatives of the Union or Local Union may, subject to scheduling requirements, be excused without pay or granted leaves of absence without pay by the Region at the request of an authorized officer of the Union or Local Union to attend official meetings, conventions, and seminars of the Union or Local Union. The Union or Local Union shall make all requests for such excused absences or leaves of absence as far in advance as possible, but in no case later than ten (10) days prior to the first day for which such absence is requested. The employer shall respond to each request promptly.

9.2 Employees who are authorized representatives of the Union shall suffer no loss of pay or benefits when in grievance meetings. Grievance meetings and investigatory meetings shall be scheduled by mutual consent of a time and place.

Article 10 - Union Cooperation and Management Rights

10.1 The Union agrees to use all proper methods to secure the fullest cooperation of the employees it represents in attaining their adherence to and faithful performance of the provisions of this Agreement and the provision of the highest standards of donor care and service to the community.

10.2 Blood Services and the Union agree that the rights and responsibilities to operate and manage the business and the affairs of Blood Services are vested exclusively in Blood Services; and failure to exercise these rights shall not be construed as a waiver of any of them. These rights and responsibilities **shall be limited or modified by the National Addendum, and Local Agreement** and include, by way of illustration and without being limited by past practice, the right to:

- a. determine, control and change (i) work practices and schedules, (ii) work and shift assignments, (iii) hours of work, (iv) the size, the composition, and the organization of the workforce, (v) job classifications, content and standards, (vi) standards of employee performance, inspection, and evaluation; and (vii) the manner and the extent to which Blood Services' equipment, facilities and properties shall be operated, laid out, increased, decreased and located;
- b. introduce new or improved methods, facilities, techniques and processes;
- c. select, test, train, and determine the ability and the qualifications of employees;
- d. contract and subcontract for materials, services, supplies and equipment **not involving work which is normally done by the employees covered by this Agreement;**
- e. establish, distribute, modify, and enforce rules of employee conduct and safety, manuals of operating procedures, and safety regulations;
- f. establish, change or discontinue any employee benefits not mentioned in this Agreement or which are in excess of and/or in addition to those provided in this Agreement;
- g. employ, lay-off, discharge for **just cause**, assign, discipline for **just cause**, transfer, and promote its employees;
- h. determine, control and change the quality and the nature of its products, materials and services;
- i. investigate suspected wrong-doing and to discipline or discharge for **just cause** any individual or group of employees reasonably believed by Blood Services to

have been involved in the wrong-doing or to have knowledge thereof not made known to Blood Services or who refuse(s) to be interviewed in connection with his/her or another individual's suspected wrong-doing;

- j. and all other rights pertaining to the operation and management of the business and the affairs of Blood Services that are not specifically given in this Agreement to the Union or the employees.

10.3 The aid and assistance of Red Cross volunteers has been and continues to be an integral part of the humanitarian services rendered by the Red Cross. In recognition thereof, Blood Services and the Union agree that the use of volunteer services shall continue where, as determined by Blood Services, it is necessary to the performance of Blood Services mission. Supervisors (and volunteers) may perform bargaining unit work in the circumstances outlined in Article 9, Section 3 (A)(5) and Section 6 of the National Addendum.

10.4 The parties acknowledge that the work performed by employees in the unit has, among its many aspects, a public relations function, in that the employees are in contact with the individual donors, donor sponsors, other staff members and medical institutions without whom Blood Services could not fulfill its vital mission.

Article 11 - Nondiscrimination

11.1 Blood Services and the Union agree that neither party shall discriminate against any employee because of Union activities.

11.2 All bargaining unit employees are covered by the non-discrimination clause in Article 4 of the National Addendum.

Article 12 - Application of Employer's Policies to Bargaining Unit

Before making changes to its employment policies and work rules, the Employer will provide notice of such changes to the Union.

Article 13 - Bulletin Board

Blood Services shall furnish a bulletin board for the Union's exclusive use at each location. Blood Services shall position the Union bulletin board at a place mutually agreeable to the Union and Blood Services. The Union bulletin board must be of a size mutually agreeable to Blood Services and the Union. The Union shall restrict its posting to the union bulletin board and shall place no notices at any other place on Blood Services premises. The Union shall provide copies of any postings, prior to posting, to the Director of Human Resources. The signature of a duly authorized Union representative will be affixed to every Union notice posted.

Article 14 - MUA Cross Training

14.1 MUA staff who successfully cross train in accordance with the National Addendum will receive the \$100 completion bonus, and a wage increase of \$1.10.

14.2 The Red Cross is willing to pay for the cost of DOT or CDL certification for new or existing employees, who will be required to perform all collection and VP related tasks after training is complete, **unless not required by their position**. The final decision as to whether additional staff are required and also qualified for the additional training will be made by the Red Cross, with seniority as the determining factor where all other factors are equal. Where the Red Cross has paid for the cost of that training, staff will be required to sign the attached Promissory Note. Staff will be required to sign a promissory note to this effect in order to obtain reimbursement for obtaining their CDL certification.

Article 15 - CMC Position

Stock inventory assistants **and supply assistants** will first be offered positions in the new CMC position at their existing wage rates. The Parties agree to meet and discuss the transition to the CMC position. Should there be additional full or part time positions available after being offered to the existing Stock Inventory Assistants, they will be offered to MUAs who are not willing to cross train for HH and VP, who will be grandfathered at their current rate, up to the top of the Grade 2 rate (currently \$16.85) for that location. New hires will be offered \$12.00 per hour, but the Red Cross reserves the right to offer a higher start rate based upon their experience, training and qualifications.

Article 16 - Supplemental Pay

16.1 This policy shall apply to ARC staff with continuous service beginning December 10, 2016 or earlier.

16.2 The Company and the Union agree that it is the responsibility of management to utilize regional staff and material resources in an efficient and responsible manner. To that end, Collections Department staff of non-exempt, full time status will be scheduled for at least 35 hours per pay week.

16.3 If the employee's scheduled hours do not equal at least 35 hours in a pay week, or, if a scheduled collection operation or training session is cancelled resulting in fewer than 35 scheduled hours in a pay week, management will endeavor to provide an alternate work or training assignment to ensure the employee has the opportunity to be paid for at least 35 hours in a pay week.

16.4 If an alternate work or training assignment is not available, management shall approve supplemental pay to ensure that the employee is paid for 35 hours in the pay week. This shall not apply when the employee has failed to work all his/her scheduled shifts in the workweek, refused the alternate assignment or training, has requested a different schedule, or has switched with another employee. Supplemental pay will only be approved up to a total of 35 hours in the pay week. Employees may use additional PTO to bring hours up to 37.5 for each week of the pay period.

Article 17 - Scheduling

17.1 The Employer will post and distribute to each employee a schedule of their work assignment for each week in accordance with the National Addendum. In the event that a schedule change is made after the posting and deliver of the schedule, the affected employee(s) will be notified as soon as possible. Staffing shall be originally scheduled in accordance with the matrix as set out by the National Addendum.

17.2 When it becomes necessary to reduce the number of employees assigned to a mobile, prior to the starting time, the Red Cross will assign those employees to other assignments, mobiles or training.

Article 18 - Paid Time Off

18.1 Employees will be covered by the "Paid Time Off" provisions outlined in Article 16 of the National Addendum.

18.2 An employee should request approval for a scheduled absence as far in advance as possible. Requests made less than four weeks in advance of the beginning of the leave are made after the schedules have begun to be created, and are less likely to be approved as a result. To be considered a scheduled absence, an employee must receive approval at least 24 hours in advance.

18.3 A minimum of two (2) PTO slots for the work force (by location) will be guaranteed, provided PTO requests are received with sufficient notice.

18.4 Employees shall submit requests for scheduled PTO for the following six months. Requests shall be awarded on a first come first serve basis (except as provided in paragraph E). Employees shall be notified by email within 72 hours of the status of their PTO request.

18.5 Once per year, the Union will circulate a calendar for requesting whole weeks of PTO, to take effect January 1 through the end of the year. A "whole week" of PTO (for the purposes of this paragraph) shall begin on Saturday and end on Friday. Calendars, beginning in the fall of 2017, will be completed by October 1, to cover January 1 through December 31. Staff must have at least one week of PTO at the time of the request. Each staff member can select one full week from the calendar, by seniority order. There will be a minimum of two (2) PTO slots for the workforce on each of the below lists. Each location shall have a separate calendar for (1) Collections Techs, (2) DOT/CDL certified staff, and (3) Charges (available weeks only). Apheresis staff will continue to follow their current procedure of first come/first serve for up to two consecutive weeks.

18.6 For the first calendar, PTO which has already been granted will be included in the calendars to be distributed, and will limit the number of weeks available in the first calendar.

18.7 The Red Cross and the Union shall meet upon request to discuss possible changes to this provision.

Article 19 - Travel Policy

19.1 The below policy shall only apply to Whole Blood employees hired before December 6, 2015.

A. Center Based Staff may come to District Staging Site for departure or leave from home if not designated to drive ARC vehicle, and;

1. Clock in when reach Staging Center – must be no more than 15 minutes prior to departure time unless designated MUA/loader OR
2. Clock in when departing home or scheduled departure time from staging site whichever is shortest
3. And will not be qualified for the below \$25 per day payment.
4. The Red Cross has the ability to modify the above process to implement a voucher based system, as follows: “Staff that live less than 30.9 miles (one way) from an Operational Center (as specified below) may come to the District Staging Site for departure or leave from home if not designated to drive or load an ARC vehicle. Those employees who are not designated to drive or load an ARC vehicle and choose to travel from home to the site of the mobile shall receive a \$10 voucher.” Upon 30 days’ notice, the Red Cross can modify the ‘Center Based Staff’ policy to the policy in this subparagraph.

Operational Centers:

1. Coastal VA
2. Central VA
3. Eastern North Carolina
4. Any new center that may open in the Region

B. Home Based Staff - Staff that live more than 31 miles (one way) from the Operational Center as listed above shall have the following options;

1. Drive to staging site or pick up point and shall clock in at their time of departure from the staging site or pick up point.
2. Receive travel pay at the rate of \$25 per day and shall drive direct to the mobile or operational center, and shall clock in at the time they are directed to begin work.

Article 20 - Seniority

20.1 Seniority is defined as the length of unbroken service since the most recent date of hire or employment in the bargaining unit.

- A. Seniority of an employee shall be broken or terminated when he:
 - 1. Quits;
 - 2. Retires or resigns;
 - 3. Is discharged;
 - 4. Is absent from work for a period of three (3) consecutive working days without notifying the Employer;
 - 5. Fails, following layoff, to return to work within five (5) working days, following receipt of notice of recall from layoff by telephone or notice sent his last known address;
 - 6. Has been on layoff for a period of more than one (1) year;
 - 7. Has performed no work for the Employer for a period of one (1) year.

B. Termination of seniority as used in this Agreement shall mean termination of employment.

Article 21 - Severance Pay

The Red Cross agrees to extend its current severance program to staff as part of this Agreement. A copy of that severance program will be attached to the final agreement, and will not change on a 'me too' basis going forward.

Introduction

The health and safety of our donors, our blood and blood products, and our employees is of utmost concern. Drug and/or alcohol abuse in the workplace impacts the mission of the Region to provide safe and reliable blood and blood products to the hospitals and patients we serve as well as the safety of our donors and our employees. In implementing and administering this policy the Region has taken reasonable steps to ensure that all of its operations involved in the collection, processing, and delivery of blood and blood products are virtually drug-free, and that its employees and volunteers have the certainty of knowing that they are working in a safe and healthy environment.

To assure a drug-free workplace the Region has established and will maintain a policy that encourages its staff members with a drug or alcohol problem to seek rehabilitation through the Region-sponsored Employee Assistance Program (EAP) on a voluntary and confidential basis. The policy also prohibits the manufacturing, distribution, dispensing, sale, possession or use of drugs or any other controlled substance including being under the influence of drugs or any other controlled substance (except for prescribed medication) while on Region premises, work sites (fixed or mobile), in Region vehicles, or during working hours. The Region also prohibits the unauthorized distribution, sale, possession, or use of alcohol and being under the influence of alcohol while on Region premises, work sites (fixed or mobile), in Region vehicles, or during work hours.

Definitions

Drug Abuse – the use of illegal drugs, inappropriate use of prescription medication, and/or abuse of alcohol.

Reasonable Suspicion – a belief based on facts and rational inferences drawn from those facts that an employee has consumed or is under the influence of illegal drugs or alcohol, or is abusing prescription medications while at work.

Employee Assistance Program

The Region presently utilizes the Employee Assistance Program (EAP) which is available on a confidential basis 24 hours a day, seven days a week.

For Cause (Reasonable Suspicion) Testing

Employees will be tested “for cause” when management believes that there is a reasonable suspicion of drug or alcohol abuse. Some factors that contribute to a reasonable suspicion may be:

- Observable evidence at work, such as direct observation of drug or alcohol abuse or observation of drug or alcohol related paraphernalia.
- Abnormal conduct, erratic behavior, or unexplained significant deterioration of job performance.
- Displaying observable signs or symptoms typical of drug or alcohol abuse.
- A report of alcohol or drug abuse by a credible source.
- Evidence or information that an individual has tampered with a drug or alcohol test or in some other way participated in an attempt to alter a result.
- Any other facts or information which reasonably appear to indicate possible drug or alcohol abuse.

Once there is reasonable suspicion, a for cause drug test will be scheduled as soon as possible. A supervisor or designee will meet with the staff member in a private location, and inform the staff member that he or she is suspected of work-related drug or alcohol abuse, that he or she has a right to have a union representative present, and that a test has been arranged. The staff member must be informed that he or she has the right to refuse the test, but that refusal will result in immediate termination. If the employee agrees to testing, he or she will be escorted immediately to the testing facility by the supervisor or designee. At no time may the staff member be left unobserved during this process.

Drug and alcohol testing shall be performed by qualified providers using generally accepted testing procedures and methods, including strict chain-of-custody protocols. Test providers shall use a three step testing process that includes an initial test, a confirmatory test of positive results, and a final review of positive test results by a qualified Medical Review Officer.

Drug/Alcohol Abuse Treatment/Education

Unless other factors warrant a more severe response (in accordance with the American Red Cross Drug and Alcohol policy), the Region's response to a first-time positive test result will generally be:

- Informing the staff member in writing that his or her test result is positive.
- Requiring the staff member to sign a customized version of the attached notification letter.
- A mandatory referral to the EAP program.

The staff member may refuse to accept these terms. However, a refusal will result in immediate termination.

(Sample Attached Notification Letter – see appendix B)

Article 23 - Holidays

23.1 All holidays will be designated and administered pursuant to Article 15 of the National Addendum. All floating holidays shall be scheduled in accordance with local agreement(s) and practices for the duration of the Agreement.

23.2 Assignments of Whole Blood Employees to work on the 4th of July, Memorial Day or Labor Day holidays will be based on the existing work rotation. For the remaining three Whole Blood holidays ("non-rotation holidays"), employees who volunteer will be selected first. If more employees volunteer than are required to work, the most senior employees will be selected first, unless they worked the previous non-rotation holiday.

- a. All apheresis holidays will be made available to volunteers first. If more employees volunteer than are required to work, the most senior employees will be selected first, unless they worked the previous holiday.

23.3 If an insufficient number of employees volunteer for a non-rotation holiday (Whole Blood) or a holiday (Apheresis), employees will be assigned based upon the existing work rotation.

23.4 At least thirty (30) calendar days prior to each of the holidays, the Region shall post a list of those employees assigned to work on the holiday. If the Region determines that a change in the posted schedule is to be made, each employee involved in the change shall be notified as soon as practicable.

Article 24 - Shift Switch Policy

Switching work assignments is permitted with proper notification. Employees must submit a request through Share Point 5 business days prior to the date of the shift. Shorter notice will be considered. Employees will be notified within two business days of the request if their switch is approved. Switches must be role for role (i.e a Power Red shift can only switch with another Power Red shift), and must not create additional overtime, or trigger payments under Article 16. If a switch were to create a turnaround violation under the National Addendum, they are not entitled to that premium. Switches initiated by staff are limited to two per month per person, however that does not limit the region from granting additional switches.

Article 25 - Probation

A new Collection staff employee shall be on probation for his first one hundred and twenty (120) calendar days of work, including training, in the bargaining unit. A new Apheresis employee shall be on probation for his first one hundred and eighty (180) calendar days of work, including training, in the bargaining unit. The Region may, in its sole discretion, discipline and/or discharge any employee during this probation period for any reason. An employee who has not completed his probation period or any extension thereof and who is disciplined or discharged shall not be entitled to utilize the arbitration procedure provided in Article 26 Grievance Procedure and Arbitration, to challenge such discipline or discharge.

Article 26 - Grievance Procedure and Arbitration

26.1 Grievance Procedure

Step 1: A grievance must be submitted in writing by the grievant and/or the Steward or Chief Steward (or designee) to a Supervisor (or designee) not later than fifteen calendar days after the day of the occurrence out of which the grievance arises. The Union may file a class action grievance on behalf of the bargaining unit. The Employer may file a grievance in accordance with this Article. The Supervisor (or designee) has five (5) working days after receipt of the grievance to schedule a Step 1 meeting with the Steward, one other Union designee and the grievant if requested by the Union or by the Supervisor (or designee). The Supervisor will respond to the grievance in writing within ten (10) calendar days of the Step 1 meeting. If the grievant and the Union are not satisfied with the answer, the Union has seven (7) working days after the day on which the answer from the Supervisor (or designee) is received to submit a written appeal to the Collections Director (or designee) at Step 2. A copy of all written responses to grievances heard at Step 1 shall be sent to the Chief Steward and the Local Union.

Step 2: If the Union does not submit a written appeal to the Collections Director (or designee) before the submission time expires, the grievance is deemed satisfied by the Step 1 answer. The Collections Director (or designee) shall meet with the Steward or Chief Steward (or designee) to discuss the grievance not later than the fourteen calendar days after the day on which the Collections Director (or designee) received the written grievance. If such a meeting is not held within this time period and no extension of time limits is requested the Union may move the grievance to Step 3 with proper written notification to the Blood Services Labor Relations/Human Resources representative (or designee). Requests for an extension shall not be unreasonably denied. The Collections Director (or designee) has ten (10) working days after the day on which the meeting was held to answer the grievance in writing. If the grievant and the Union are not satisfied with the answer, the Union has ten (10) calendar days after the day on which the Union receives the written answer from the Collections Director (or designee) to appeal the grievance in writing to the Blood Services Labor Relations/Human Resources representative (or designee) at Step 3. A copy of all written responses to grievances heard at Step 2 shall be sent to the Chief Steward and the Local Union.

Step 3: If the Union does not appeal the grievance in writing before the appeal time expires, the grievance is deemed satisfied by the Step 2 answer. Not later than the seventh calendar day after the date on which the grievance is received by the Blood Services Labor Relations/Human Resources representative (or designee) the parties must agree on the date for a Step 3 meeting of the Labor Relations/Human Resources representative (or designee) and a representatives of the Union. Such meeting shall be held not later than the tenth working day after the date on which the grievance is received at this step. The Labor Relations/Human Resources representative (or designee) must answer the grievance in writing not later than the tenth working day after the day on which the Step 3 meeting was

held. The Union has 45 calendar days from the date the answer was received on which it may submit the grievance to arbitration. A copy of all written responses to grievances heard at Step 3 shall be sent to the Chief Steward and the Local Union.

Email shall suffice for responses required to be in writing.

One Union representative shall be paid for time spent attending grievance meetings.

26.2 Arbitration

If the Union does not submit a grievance to arbitration before the submission time expires, the grievance is deemed satisfied by the Step 3 answer. No more than one grievance may be submitted to an arbitrator in the course of a single arbitration proceeding, unless the parties expressly agree in writing to the submission of more than one grievance.

To appeal a grievance to arbitration, the Union must give official written notice to Blood Services within 45 calendar days as stated above. Representatives of the parties will then attempt to agree on an arbitrator from the National Academy of Arbitrators to hear the grievance. If no agreement is reached within 7 calendar days after Blood Services receives the notice, then the Union shall send a letter to the Federal Mediation and Conciliation Service, with a copy to Blood Services within 60 days of the Step 3 answer of its intention to arbitrate the matter. If the Union does not take the required actions to submit a grievance to arbitration on a timely basis, the grievance is deemed satisfied by the Step 3 answer. The Union shall request a panel of seven arbitrators, who shall be members of the National Academy of Arbitrators, and the parties will determine an arbitrator through a process of alternate strike, with the party filing the arbitration striking first.

The time and place of the arbitration hearing shall be agreed upon by the parties and the arbitrator. The arbitrator shall have the authority to grant or deny the alleged grievance only by interpreting the terms and provisions of this agreement. He shall have no authority to add to, modify or subtract from any such terms or provisions of this agreement. The arbitrator, in making his award concerning an employee or groups of employees shall set forth the terms and conditions of the award. The decision of the arbitrator shall be final and binding upon the parties and the employee. The cost of the arbitrator's fees and expenses including the meeting room shall be shared equally by the parties.

26.3 Time-Limits

In all cases of time limits provided in this Article, the computation of working days shall exclude Saturdays, Sundays and holidays.

The time limits set forth in this Article must be strictly adhered to by the parties and the employees. However, the parties may by mutual consent extend any such time limit, provided that any such extension must be evidenced by a written memorandum. Consent to the extension must not be withheld unreasonably by either party.

Letter of Intent to Grieve – see appendix A

Article 27 - Discipline and Discharge

27.1 Employees may be disciplined or discharged only for just cause. An employee may be discharged without notice for serious acts of misconduct constituting just cause, including, but not limited to, dishonesty; theft; insubordination; assault; harassment; threatening another person; possession of drugs or alcohol or reporting to work under the influence; employee refuses to be tested for alcohol and/or drugs; falsification of official operational records; recklessness that causes a serious accident while on duty; failure to timely report an accident occurring while on duty; destruction or damage to Region property; or violation of a regulatory or safety rule. Committing a serious act of misconduct shall constitute just cause for immediate discharge.

27.2 In instances of misconduct or unsatisfactory work performance, the Region may impose discipline. When discipline is imposed, there will be progressive discipline, including counseling, oral warning, written warning, final warning or suspension, or discharge, for just cause. Except in cases of serious misconduct, in instances of misconduct or unsatisfactory work performance, an employee will be notified once before being subject to discharge, provided that the requisite notice is in the form of a written warning or a suspension.

27.3 Employees will be notified timely of any discipline from the date of alleged occurrence.

27.4 Copies of disciplinary documentation will be timely given to employees and will be forwarded to the union.

27.5 An employee will have the right to review their personnel file upon request.

Article 28 - Job Postings

When the Employer determines that an opening exists for a bargaining unit position, it will post the position on **Virtual Edge** for a minimum of **ten (10)** calendar days.

The position will be awarded to the applicant the Employer determines, in its sole discretion, is the most qualified. If the Employer determines that two applicants are equally qualified, seniority will prevail.

An employee who specifically bids into a new position in accordance with this Article and is unable to satisfactorily perform the duties of the new position or upon request, the Employer will return the employee to his/her original position or a similar vacant position.

Article 29 - Layoffs And Recalls

29.1 Employees shall be given 21 calendar days' notice of layoff. The Employee laid off shall be paid all accrued but unused PTO he/she is entitled to, pursuant to Article 16 of the National Addendum.

29.2 Layoffs may be made separately for full-time and part-time employees. Positions selected for layoff shall be identified by status (full-time or part-time), location, and job title.

29.3 Once a position is identified for layoff, employees holding such position shall be laid off in inverse order of seniority, beginning with temporary and provisional employees.

29.4 An employee so laid off may displace the full-time or part-time employee in the same job classification within the Region with the least seniority, including probationary employees, provided the employee:

- a. Has more seniority than the employee being displaced.
- b. Meets the qualification of the position.
- c. Is fully able to perform the major duties of that classification.
- d. Is able to work the same schedule of the employee being displaced.

29.5 Employees shall have recall rights for one (1) year from the date of layoff. During this period the employee(s) shall be eligible to bid on all job openings within the Region.

29.6 If the number of full-time employees within a job classification is to be increased, all such employees within that job classification (including those who are working in another job classification or as regular part-time employees in the same classification to avoid a layoff and those who are on layoff and who have not lost their seniority) shall be recalled before new full-time employees are hired. If the number of part-time employees within job classification is to be increased, before new employees are hired, the available work shall be offered by way of recall to full-time and part-time employees within that job classification who are on layoff and who have not lost their seniority. For this purpose, full-time employees shall be treated as having part-time seniority within their job classification equal to their full-time seniority within the job classification.

29.7 Layoffs and recalls at each such location shall be made on the basis of the unit and job classification seniority of employees permanently assigned to that location and without regard to the job classification seniority of employees permanently assigned to other locations.

Article 30 - Work Interruptions

30.1 It is recognized by the parties that in operating the Regional Blood Services, a necessary and basic service is being rendered and that any interruption of this service would interfere with treatment and care of the sick and injured, thereby increasing their suffering and threatening their lives.

30.2 For the duration of this Agreement and any extension thereof, the Union, its officers, agents, representatives, and members shall not in any way, directly participate in, ratify or condone any strike, shutdown, slow down, cessation or stoppage of work, boycott, picketing or other interruption of work at any of the Blood Center operations. Additionally, it is a violation of this paragraph for an employee to refuse to cross (i) any picket line at the Blood Services premises, or (ii) a picket line at a hospital or other locations where blood or blood products are required to be delivered.

30.3 In the event an employee engages in conduct prohibited by this Article, the Union agrees that it will notify such employee immediately of employee's obligation hereunder, and Blood Services may take any and all appropriate disciplinary action against the employee, up to and including discharge. Such discharge or discipline shall not be reviewable in the grievance and arbitration procedure; except as to the question of whether such employee did, in fact, engage in conduct prohibited by this Article.

30.4 In consideration of this no-strike pledge by the Union, for the duration of this agreement and any extension thereof, the Blood Services shall not lock out its employees.

Article 31 - Meals Reimbursement

Employees will be covered by the same policy concerning meal reimbursements as applies to non-bargaining unit employees.

Article 32 - Health Insurance

Health insurance and related benefits shall be administered in accordance with Article 17 and 18 of the National Addendum. Employees will no longer be eligible to participate in the Employer sponsored Health and Welfare plans (i.e. Medical, Dental, Vision, Life Insurance (including Supplemental Life), Disability (both Short- and Long-Term), Wellness Incentive and Health Care Flexible Spending Account plans.

Article 33 - Retirement

Retirement benefits shall be administered in accordance with Article 19 of the National Addendum.

Article 34 - 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.

Article 35 - Jury Duty

35.1 An employee who is required to serve on a jury, or is subpoenaed as a witness in a matter in which the employee is not a party, shall be excluded from work on the days on which the employee serves and shall be paid the difference between the amount received for jury service, or the witness fee, and the employee's regular straight-time hourly rate. To qualify for jury duty pay, the employee must comply with the remaining provisions of this Article.

35.2 Employees shall notify the on-call representative as soon as possible after receipt of a call to jury duty or subpoena.

35.3 Any employee called for jury duty who is temporarily excused from attendance at Court must report to the Department Director or his/her designee, by telephone. Such employee must report to work if so requested.

35.4 In order to be eligible for this supplemental payment, the employee must furnish a written statement from the appropriate public official showing the dates served and the amount of pay received.

Article 36 - Leave of Absence

36.1 Employees who are eligible for a leave of absence as provided by this Article must request such leave from Human Resources at least 30 days in advance of foreseeable events and as soon as possible for unforeseeable events. Once Human Resources is informed, the employee must follow all required procedures, and submit all necessary medical or other documentation in support of the request. The Employer shall promptly respond to each request following submission of all necessary documentation, including complete and appropriate medical certification, military orders, etc.

36.2 Family and Medical Leave.

All qualified employees shall be entitled to leave as provided by the Federal Family and Medical Leave Act of 1993 (FMLA). Leave under the FMLA will be administered pursuant to federal law.

Employees must use accrued paid time off while on 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 a continuous leave of absence may reserve up to the equivalent of one week of PTO to be available upon their return to work. This options is not available to employees on intermittent leave.

36.3 Military Leave

- A. Military leave without pay will be granted in accordance with state and federal law.
- B. After completion of the probationary period, full-time regular employees may receive supplemental pay for short-term military service. Short-term military service shall be defined as a period of up to 17 work days each calendar year. Supplemental pay shall be the difference between the employee's straight-time hourly rate and the employee's military pay for each full calendar week covered by the leave of absence. This provision shall apply to summer camp and the time actually lost from work due to periodic training obligations; it shall not apply to employees who enlist, are drafted, or are called to active duty in the regular or reserved Armed Forces or National Guard.

36.4 Personal Leave

Employees may request up to 30 days leave without pay for legitimate reasons not covered by any other leave policy. This 30-day period is NOT intended to extend already exhausted leave times granted under FMLA. Requests should be directed to the Manager of Human Resources and will be granted at the discretion of the Employer. Should the request be approved, all Paid Time Off expected for the calendar year must be exhausted first before personal leave is taken. The Employee will be able to continue health insurance coverage at his/her expense in accordance with COBRA and Team Care regulations.

Article 37 - Disability Leave

Any employee who is injured at work shall report the incident as soon as possible. Leave shall be administered according to the laws of the Commonwealth of Virginia and State of North Carolina.

Article 38 - Bereavement Leave

38.1 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 up to five (5) days of 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 and Human Resources 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
- Employee's parent or person who has served as the employee's parent
- Employee's grandparent
- Employee's sibling
- Employee's grandchild
- Parent, grandparent, sibling or grandchild of the employee's spouse or domestic/civil-union partner.

38.2 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. Leave may be deferred to be used in connection with a funeral or memorial service.

Family member was local or funeral is within 400 miles (one direction) from employee's home address ... up to 3 days.

If the deceased family member resided or the funeral is held more than 400 miles (one direction) from the 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 5 days.

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

38.4 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.

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

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

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

Article 39 - Savings Clause

If any provision of this Agreement is or shall at any time be contrary to the law, then such provision shall not be applicable, performed or enforced except to the extent permitted by law. The Red Cross shall notify the Union that a conflict exists and meet to bargain the effect of the conflict in the law upon the bargaining unit. If any provision of this Agreement is found to be in conflict with the law of the Commonwealth of Virginia or State of North Carolina or the United States, the remaining provisions of this Agreement shall remain in full force and effect.

Article 40 - Contracting

The employer shall notify the Union in writing sixty (60) days prior to the effective date of any merger, sale, lease, close and/or transfer of ownership of its operations.

Article 41 - Safety and Health

41.1 The region will maintain a Safety and Health Committee, which will include two Committee members appointed by the Union. Committee members will participate in the safety meetings by conference call on company paid time.

41.2 The employer agrees to make reasonable provisions for the safety and health of the employees during the hours of their employment. The employer will continue to provide safety equipment for employees pursuant to existing practices. There shall be one working phone at each site. There shall be two large commercial Fans on the van or truck at all times. From July 1st through Labor Day each year, the region will schedule a minimum of 80% of operations (bloodmobiles and fixed sites) at air-conditioned locations. All equipment shall be decontaminated every week.

41.3 The employer shall maintain all vehicles supplied by it in clean, good working condition. The employees shall cooperate in the foregoing by removing debris after each use and shall have the responsibility of reporting in writing any problems with the Employer's vehicle that come to the employees' attention.

41.4 An employee may refuse to drive or ride in any vehicle which the employee reasonably determines to be unsafe, or in which the seat belts are not fully operable. The driver and all passengers must wear seat belts when using employer provided vehicles. If any employee believes the road conditions are unsafe, they will contact their Supervisor immediately.

41.5 Hepatitis B vaccine will be offered to all at-risk employees when hired or within three (3) months of the signing of this agreement. At an employees' request, the Employer will provide testing to confirm the effectiveness of the vaccine at medically appropriate intervals. All testing will be in accordance with standard Red Cross procedures and requirements.

Article 42 - Sole and Entire Agreement

42.1 The parties acknowledge that during the negotiations which resulted in this Agreement, each had the unlimited right and opportunity to make demands and proposals with respect to any subject or matter not removed by law from the area of collective bargaining and that the understandings and agreements' arrived at by the parties after the exercise of that right and opportunity are set forth in this Agreement.

42.2 The waiver of any breach or condition of this Agreement by either party shall not constitute a precedent for any further waiver of any such breach or condition.

Article 43 - Term of Agreement

This Agreement shall become effective as of 12:01 a.m. October 1, 2018, and shall remain in full force and effect until 11:59 p.m. on September 30, 2021, and shall be renewed or reopened consistent with Article 24, Section 1 of the National Addendum.

Accepted and Agreed on behalf of American Red Cross



Lordston Foster, Senior Labor Relations Consultant, ARC

12/3/19

Date

Accepted and Agreed on behalf of Communications Workers of America



Richard Hatch, Staff Representative, CWA

12/10/19

Date



Chris Brown, President, CWA Local 2201

12/10/2019

Date

Memorandum of Understanding

Seniority Practices – American Red Cross purchase of Virginia Blood Services

The American Red Cross and the Communications Workers of America acknowledge that with the American Red Cross acquisition of the Virginia Blood Services (VBS) book of business effective November 1, 2018, incumbent VBS employees in similar bargaining unit positions shall be accreted into the bargaining unit and subject to all the terms and conditions of the Collective Bargaining Agreement(s). Recognizing the years of dedicated service that VBS employees have given, the following provisions will apply as related to Seniority:

1. The effective Seniority date for all VBS accreted employees within the Bargaining Unit shall be November 1, 2018, with the following exceptions.
2. Both parties recognize that all incumbent VBS staff accreted into the Bargaining Unit who were hired by the Red Cross as of November 1, 2018 would be eligible for Paid Time Off (PTO) accrual, per the Collective Bargaining Agreement(s), according to their total continuous years of service with the former VBS organization and the American Red Cross.
3. In order to determine Seniority within the VBS group of employees accreted on November 1, 2018, both parties agree that their VBS hire date shall be the tie-breaker.



Lordston Foster ARC Director of Labor

12/3/19

date



Richard Hatch, CWA Staff Representative

12/10/19

date

Appendix A

Letter/Form of Intent to Grieve shall include:

Why is it a Grievance?

☐ **Violation of Contract Clause(s)**

Article: ☐

Section: ☐

☐ **Past Practice (Describe)**

☐ **Disciplinary action without just cause, unfair and unjust treatment**

☐ **Meeting (only) requested**

Appendix B

Drug and Alcohol Policy Notification Letter

Dear <name>,

The Region has received notification that your drug/alcohol screen conducted on <date> indicated a confirmed positive test result. As you are aware, this Region has specific policies regarding the abuse of drugs and alcohol. For the health and safety of our employees, donors, recipients and the public, these policies prohibit the possession, distribution, sale and use of illegal drugs as well as the abuse of prescription drugs and alcohol.

The Region has considered the seriousness of your violation and has chosen not to terminate you at this time. However, the Region is placing you on a 4 week unpaid suspension beginning <date> with the clear understanding that your return to active employment status is dependent on your compliance with all Region policies as well as the following requirements:

1. You must contact the Region's Employee Assistance Program vendor by <date> to arrange for entering a drug/alcohol treatment/counseling program.
2. You must complete and sign an appropriate release form which allows the Region to track your progress through the treatment/counseling program.
3. You must provide to the Region documentation of successfully completing the program or documentation of on-going participation and progress.
4. You must fully cooperate with any drug/alcohol counselors, case managers, Region officials, etc. assigned your case.
5. At the end of the 4 week suspension period, you must consent to drug/alcohol testing and show a negative result to resume your position.
6. You must consent to drug/alcohol testing without notice and on random days and times for a period of 1 year after your return to work. Any future positive test result will cause an immediate and irrevocable termination of your employment.
7. You must affirm your commitment to ensuring and enforcing the Region's Drug Free Workplace policy.
8. Your signature below signifies that you understand and agree to the above stated terms and conditions and that your violation of any of these terms and conditions will result in your immediate termination.

Appendix C

CDL Training Repayment Promissory Note

1. In consideration of the American Red Cross ("ARC") having provided monetary funds enabling me to receive Commercial Driver's License ("CDL") training and to obtain a CDL, I am knowingly and voluntarily entering into this CDL Training Repayment Promissory Note.
2. I certify that the information I provided to the American Red Cross, which ARC relied on to qualify me for the ARC payment of CDL training and licensure is true and accurate. I understand that false statements of any kind or omission of facts are a basis for revocation of the benefit and require me to repay all monetary amounts expended by ARC for purposes of obtaining CDL training and licensure.
3. I understand that in the event that I voluntarily resign my employment with ARC or am terminated for cause from employment by ARC that I am required and otherwise obligated to repay ARC the monetary funds expended by ARC for purposes of obtaining CDL training and licensure within thirty (30) days of the date my employment with ARC ends on the following basis:
 - A. If twelve (12) months or less from the date I obtained my CDL - repayment of 100% of such funds.
 - B. If between twelve (12) months and twenty-four (24) months from the date I obtained my CDL - repayment of 50% of such funds.
 - C. After completion of twenty-four (24) months from the date I obtained my CDL - no repayment of such funds is required and this CDL Training Repayment Promissory Note will no longer apply.
4. I agree that in the event my repayment obligation arises under Paragraph 3 of this Note, ARC is authorized to deduct from any paychecks, expense reimbursements, or any other funds owed to me by ARC at the time of receiving notice of my voluntary resignation or termination for cause, the maximum amount of money allowable under applicable District of Columbia law or state law, if deemed applicable, to apply to my debt pursuant to and in reliance upon this CDL Training Repayment Promissory Note.
5. I hereby waive presentment, demand, protest and notice of dishonor and agree to pay all expenses incurred in collecting any indebtedness under this CDL Training Repayment Promissory Note, including reasonable attorneys' fees, in case repayment is not made, in whole or in part, when due as provided in Paragraph 4.
6. I acknowledge that all CDL training funds are being paid by ARC's National Headquarters located in Washington, DC and administered at ARC's National Headquarters in Washington, D.C. All matters pertaining to the collection and enforceability of this Note will be governed by the laws of the District of Columbia

(regardless of the choice of laws/rules thereof). I agree to submit to personal jurisdiction in any court of competent jurisdiction in the District of Columbia.

7. If any court of law of competent jurisdiction shall hold any provision of this CDL Training Repayment Promissory Note to be unenforceable, that shall not affect the enforceability of the remainder of said Note.

Employee's signature

Employee's printed name

Date signed

Witness' signature

Witness' printed name

Date signed

Appendix D – Severance Plan

American Red Cross Severance Pay Plan

January 1, 2016

I. Introduction

This American Red Cross Severance Pay Plan (the "Plan") is being offered to eligible employees of the American Red Cross whose employment with the Red Cross is terminated under specific circumstances. This Plan is offered for the sole purpose of providing income for employees who are faced with a period of unemployment. This document serves as both the official Plan document and the summary plan description. It describes who is eligible for the Plan, the benefits provided by the Plan, the conditions that you must meet in order to receive these benefits, and general information about the Plan.

This Plan replaces and supersedes all prior severance plans, programs or arrangements of the Red Cross which otherwise would be applicable to an eligible employee.

II. Eligible Employees

You are an eligible employee if you are an employee of the Red Cross with at least six months of continuous service who works full-time or part-time, regularly scheduled to work at least 20 hours per week. Employees who are represented by a union are eligible when provided for in their collective bargaining agreement or as required by law. The following persons are not eligible for benefits under this Plan:

Temporary Employees (Full-Time or Part-Time) — Those employees who are hired on a full-time or part-time basis to temporarily supplement the workforce, regardless of how many hours they work per week. Examples may include summer interns.

Independent Contractors and Others Not on Red Cross Payroll — Individuals providing service through a third party, such as a temporary services organization or technical firm, and independent consultants providing services to the Red Cross on a contract basis. A worker who is not paid through the Red Cross Form W-2 payroll is ineligible to participate in the Plan, even if a court, the Internal Revenue Service, or other governmental entity determines that such individual is a Red Cross employee.

Loaned Staff — Employees of an agency of the federal government or another organization loaned to the Red Cross for defined periods and/or special assignments.

International Delegates — Those employees who are hired on a full-time or part time basis to work in a foreign country for a specific length of time. Although international delegates are not eligible for severance benefits under this Plan, they will receive a minimum of 30 days' notice (or pay equivalent) at the end of the assignment.

Notwithstanding the above eligibility requirements, the Red Cross may, in its sole discretion, determine that any other employee or group of employees is not eligible for benefits under this Plan.

III. Conditions for Receiving Benefits

In order to receive the benefits of this Plan, you must be terminated from the employ of the Red Cross. A reduction in hours or move from a full-time to part-time position is not sufficient to trigger severance pay. In addition, you must meet all of the following conditions:

- a. You must be an eligible employee as defined in Section II above.
- b. You must be involuntarily terminated due to
 - i. A reduction in force,
 - ii. The closing of a facility, or
 - iii. The elimination of your position.
- c. The involuntary termination must have been recommended by your department head and approved by the Chief Human Resources Officer and President/CEO, or their designees (executive-level positions require the approval of the Chief Human Resources Officer).
- d. You are not offered comparable employment by the Red Cross or any business unit, subsidiary, chapter or affiliate of the Red Cross or by any other employer which succeeds to or acquires any Red Cross business unit, project, function, asset, operation or facility, whether by merger, acquisition or other corporate transaction, or by outsourcing or succeeding to a contractual relationship to which the Red Cross was a party (a "Non- Red Cross Employer"). A comparable position is defined as
 - i. Having duties and responsibilities that you are reasonably prepared to perform by training or experience,
 - ii. Providing a base salary of not less than 85% of your current salary, and

- iii. Located within 50 miles of your current work location or residence.

You will not be entitled to benefits under this Plan if you are offered comparable employment, regardless of whether you accept the employment or not.

- e. You must remain employed in your current position until the date set by the Red Cross for your involuntary separation. If, before your involuntary separation date, you act to the detriment of the best interests of the Red Cross, voluntarily quit, resign, retire, are terminated for cause, or transfer to another position within the Red Cross, you will not receive benefits under this Plan. The Chief Human Resources Officer reserves the right to cancel your involuntary termination or reschedule your separation date before you terminate employment. You will not be eligible for severance benefits under this Plan if your scheduled termination is canceled.
- f. You must return, by such date as the Red Cross may designate, all Red Cross documents, keys, identification cards and other materials acquired during the course of your employment.
- g. You must continue to work at the Red Cross and perform the job duties assigned by the Red Cross in a satisfactory manner through your involuntary separation date selected by the Red Cross, and thereafter, cooperate with the Red Cross by being available to speak with a designated representative of the Red Cross concerning the status of projects or the location of files and other documents for a reasonable amount of time during the period that you are receiving severance benefits under this Plan.
- h. You must sign a Severance Agreement and General Release that will include, among other things, a release of any and all claims and potential claims that you may have against the Red Cross and other related parties, in such form and within such time as is satisfactory to the Red Cross. Such release and waiver may, in the Red Cross's discretion, include provisions regarding repayment of benefits in the event of reemployment or upon breach of the agreement, and provisions protecting confidential information and/or prohibiting non-solicitation of Red Cross employees or disparagement of the Red Cross or its employees.

You must return the Severance Agreement and General Release to the official designated by the Red Cross, not revoke the Agreement and comply with the terms of the Agreement.

IV. Severance Benefits

a. Cash Payment

- i. You will receive a payment calculated under a formula using your Weeks of Pay and your Years of Continuous Service.
- ii. Your "Years of Continuous Service" are equal to full years starting with your most recent hire (or rehire) date at any American Red Cross unit and ending on the day before your most recent anniversary date. Years of Continuous Service does not include:
 1. years you worked prior to a break in service greater than 12 months;
 2. service that was used in the calculation of previous severance benefits; and
 3. service worked in a temporary or volunteer position, or any other ineligible position described in Section II, above.
- iii. A "Week of Pay" means your weekly base rate, or your hourly base rate times 40 hours (for a full-time employee), at the time of your involuntary termination. It does not include any overtime, bonuses, incentive plan earnings, extended workweek, shift differential or other types of premium pay. If you work less than a full-time schedule, you are eligible to receive a severance benefit based on your regular weekly pay (or hourly base rate times your regularly-scheduled number of hours) in effect at the time of your termination.
- iv. The following table describes the formulas to be used to calculate the severance payment for Executives (as defined below) and all other employees:

Employee Group	Minimum Allowance	Years of Continuous Service	Maximum Allowance
Executives	16 weeks of pay, plus	1 week per year of continuous	30 weeks of pay

All Other Employees	2 weeks of pay, plus 1 week per year of continuous	30 weeks of pay
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- v. An "Executive" is generally any employee with a title of Regional Executive or above as approved by the President & CEO of the Red Cross. The Plan Administrator, however, has sole and complete discretion in determining who is an "Executive" for purposes of this Plan.
- vi. Severance payments will be made on a bi-weekly basis. Payments will commence as soon as practicable after the date of your termination or, if later, when your signed Severance Agreement and General Release becomes effective. Severance pay will be subject to all applicable federal employment taxes, including FICA, and federal and state withholding, and any other requirements of law.
- vii. If you are covered by an individual employment agreement or any other contractual arrangement providing for severance benefits, or you are eligible for statutory severance or similar benefits under the laws of any state, foreign country, or any other applicable law, those benefits will reduce any benefits you would otherwise be entitled to under this Plan. This Plan will not pay duplicative benefits.
- viii. The Red Cross may reduce the amount of your severance payments by any amount which you may owe the Red Cross.
- ix. Severance pay ceases if you are reemployed by any Red Cross entity within the severance period, as described in Section VI below. Any future severance payments you may become entitled to will not include the period of service for which severance has already been paid.
- x. If you die during the severance period, your remaining severance benefits will be paid to your spouse or, if you are not married, your estate in the form of a lump sum.

b. Outplacement Services

- i. Outplacement services may be offered to any employee or group of employees eligible for benefits under this Plan at the sole discretion of the Red Cross.

V. Treatment of Benefit Programs

All Red Cross benefits, including but not limited to, paid time off (PTO), short-term and long-term disability, life insurance and dependent care and flexible spending accounts, will be discontinued the last day of employment. Medical, dental and vision will continue through the end of the month. The Employee Assistance Program (EAP) will continue to be available for an additional 3 months, until the end of the month. For example, an employee severed on March 5 would remain EAP benefits eligible until June 30. You will be offered the opportunity to continue your coverage under the Red Cross's health insurance plan(s) for active employees in accordance with the terms of COBRA (as described in Section 601 et. seq. of the Employee Retirement Income Security Act of 1974, as amended). Payment of any PTO balance will be made in accordance with the applicable PTO policy in effect on the date of termination.

Voluntary contributions and secondary allocations, such as contributions to the American Red Cross Savings Plan 401(k), dependent care flexible spending account deductions, United Way, etc. , cease as of the last date of employment. You will not receive credit for Retirement System purposes for any period during which severance payments are received.

Employees under the national coalition and enrolled in TeamCare benefits will cease the Saturday following the last date of employment.

VI. Termination of Severance Benefits

Severance payments and benefits will stop before the end of the severance period if:

- a. The Red Cross determines that the employee committed an act during employment with the Red Cross that could have resulted in involuntary termination for reasons other than those listed in Section III. B. above;
- b. The employee breaches the terms of the Severance Agreement and General Release with the Red Cross; or
- c. While receiving severance payments, the former employee is reemployed in any position at a Red Cross entity or "Non-Red Cross Employer" even if such employment is not a comparable position.

VII. Notice Period

If you are involved in a reduction in force, you will be provided a minimum of 21- calendar days' notice before your termination of employment. This notice will be provided in writing by your supervisor or manager. If it is not possible to provide 21- calendar days' notice, the employee will be provided with 21 calendar days of pay in lieu of notice. This amount is in addition to the severance pay to be paid to you in accordance with the severance pay formula.

There is no formal application process for severance benefits under this Plan.

VIII. Claims and Appeals Procedures

If you believe that you are entitled to benefits under this Plan and have not received them, you or your authorized representative may file a claim for benefits by writing to the Plan Administrator (attention: Chief Human Resources Officer). Your letter must state the reason why you believe that you are entitled to benefits, and your letter must be received no later than 90 days after your termination of employment.

If your claim for severance pay is wholly or partially denied, you will receive written notice within 90 days. The written claim denial notice will include:

- a. The specific reason(s) for the denial;
- b. Specific references to pertinent Plan provisions on which the denial is based;
- c. A description of any additional material or information necessary for you to perfect the claim and explanation of why such material or information is necessary; and
- d. An explanation of the Plan's claim review and appeal procedures.

If special circumstances require an extension of time for processing your claim, the Plan Administrator will provide written notice to you prior to the termination of the initial 90- day period explaining the reason for the extension and the date by which the final decision will be rendered. The extension will not exceed 90 days from the end of the initial period.

You or your duly authorized representative may appeal a claim denial within 90 days after you receive a claim denial notice by following the procedures outlined below. In pursuing such an appeal, you or your representative may receive, upon request and at no charge, and review pertinent documents and

submit issues and comments in writing.

Submit your appeal in writing and the reasons for it to the Chief Human Resources Officer, who will review the claim. The Chief Human Resources Officer may request further information.

Every effort will be made to render a decision on your appeal within 60 days of the receipt of the claim. If special circumstances require an extension of time for processing the claim appeal, you will be furnished with a written notice of extension prior to the commencement of the extension. If an extension is required, in no event will a decision on the claim appeal be made later than 120 days from the date of the receipt of the claim by the Chief Human Resources Officer.

The Chief Human Resources Officer will provide a written explanation of the decision within the time limits specified, giving specific reasons to support the decision that has been rendered.

If your claim is denied on appeal, you have a right to bring an action under Section 502(a) of the Employee Retirement Income Security Act of 1974, as amended. You must pursue all claims and appeals procedures described in the Plan document before you seek any other legal recourse with respect to Plan benefits. In addition, any lawsuit must be filed within six months from the date of your denied appeal, or two years from your termination date, whichever occurs first.

IX. Plan Administration

a. Plan Sponsor

The American National Red Cross is the Plan Sponsor. The Plan Sponsor's Employer Identification Number is 53-0196605. The Red Cross's Chief Human Resources Officer, or his or her designee, has full authority to make any decisions described in this Plan on behalf of the Plan Sponsor.

b. Plan Administrator

The Red Cross's Chief Human Resources Officer is the Plan Administrator. The Plan Administrator is vested with all power and authority necessary or appropriate to administer the Plan, and he or she has full discretionary authority in this capacity, including the authority to interpret the provisions of this Plan. The interpretations and determinations of the Plan Administrator shall be final and binding unless determined by a court of competent jurisdiction to be arbitrary

and capricious. The Red Cross may award additional benefits under this Plan at its sole discretion, if it determines that this is in the best interests of the Red Cross.

The Plan Administrator or its designated administrator may delegate any of its administrative or fiduciary authority, including the authority to hear claims and appeals, to other Red Cross officers and employees. The address and telephone number of the Plan Administrator is:

American National Red Cross
Chief Human Resources Officer
430 17th Street NW
Washington, DC 20006
Phone: (202) 303-8889

c. Plan Identifying Information

The Plan's official name is the American Red Cross Severance Pay Plan. The Plan is a welfare benefit plan that provides severance benefits. The Plan year begins on July 1 and ends on June 30. The ERISA Plan identification number is 510.

d. Funding of Benefits

The entire cost of the Plan is paid from Red Cross assets. There is no trust fund associated with the Plan.

e. Service of Process, Limitation Period

Legal service of process can be made upon the Plan Administrator. You must pursue all claims procedures described in this document before you seek any other legal recourse with respect to Plan benefits. In addition, any lawsuit must be filed within six months from the date of your denied appeal, or two years from your termination date, whichever occurs first.

f. Plan Document, Amendment and Termination

This document serves both as the official Plan document and the summary plan description. The terms of the Plan control over any policies that may be found in Human Resources policy manuals, employee handbooks or any other supporting documents.

The American Red Cross reserves the right to amend, change or terminate this plan in its sole discretion at any time and for any reason by action to that effect by the Chief Human Resources Officer, or his or

her designee.

g. Non-Duplication of Benefits

Benefits paid under this Plan are in lieu of, and not in addition to, any other severance or similar type of benefit payable under any Red Cross plan, policy or arrangement. If, despite any release signed in connection with this Plan, an employee is later awarded and receives benefits under any other severance plan, benefits paid under this Plan will offset any other benefits payable.

h. No Contract of Employment

Nothing in this Plan creates a vested right to benefits in any employee or any right to be retained in the employ of the Red Cross. The Red Cross's rights with regard to disciplinary action and termination of any employee, if necessary, are in no manner changed by any provision of the Plan.

i. Assignment or Alienation

Assignment or alienation of any benefit provided by the Plan will not be permitted or recognized except as otherwise required by applicable law.

j. Severance Plan Limitations under ERISA

The Red Cross intends that this Plan constitutes a "severance pay plan" under Department of Labor Regulations section 2510. 3-2(b), and any ambiguities in this Plan shall be construed to effect that intent. As a severance pay plan, notwithstanding any other provisions of this Plan, payments hereunder shall not be contingent, directly or indirectly, upon the retirement of any employee or offset by any retirement benefit payable; the total amount of severance payments made and the value of other benefits provided under this Plan to any employee shall not exceed twice the employee's annual compensation during the year immediately preceding the termination of such employee's employment; and all payments to an employee under this Plan shall be paid within 24 months after the termination of employment.

k. Internal Revenue Code Section 409A Status

The Red Cross intends that benefits provided under this Plan are exempt from the limitations of Section 409A of the Internal Revenue Code of 1986, as amended (the "Code") because they satisfy the requirements of the separation pay plan exemption set forth in Treas. Reg. § 1.409A-1(b)(9)(iii). Benefits under this Plan (a) are provided

only upon an involuntary separation from service, (b) do not exceed two times annual compensation (limited to the amount permitted to be taken into account under section 401(a)(17)) of the Code for the calendar year preceding the year of termination of employment, and (c) are paid not later than December 31 of the second calendar year following the year of termination of employment. To the extent that an employee's severance payments in the aggregate will exceed the limit described in (b) above, such excess will be paid in a lump sum no later than March 15 of the first full year following the employee's termination of employment.

i. Effective Date

This restatement of the Plan is effective January 1, 2016 with respect to terminations of employment on or after that date.

x. **Statement of ERISA Rights**

As a participant in this Plan, you are entitled to certain rights and protections under the Employee Retirement Income Security Act of 1974, as amended ("ERISA"). ERISA provides that all Plan participants shall be entitled to: (1) examine, without charge, at the Plan Administrator's office and at other specified locations, Plan documents, and a copy of the latest annual report (Form 5500 series) filed by the Plan with the U.S. Department of Labor and available at the Public Disclosure Room of the Employee Benefits Security Administration, and (2) obtain copies of the combined Plan document and summary plan description, and the latest annual report (Form 5500) series) upon written request to the Plan Administrator. There may be a reasonable charge for such copies.

This summary plan description also constitutes the official "Plan" document governing benefits; therefore, there are no other Plan documents that govern your benefits.

In addition to creating rights for Plan participants, ERISA imposes duties upon the people who are responsible for the operations of employee benefit plans. The people who operate your Plan, called "fiduciaries" of the Plan, have a duty to do so prudently and in the interest of you and other Plan participants.

No one, including your employer or any person, may fire you or otherwise discriminate against you in any way to prevent you from obtaining a Plan benefit or exercising your rights under ERISA. If your claim for a Plan benefit is denied or ignored, in whole or in part, you have a right to know why this was done, to obtain copies of documents relating to the decision without charge and to appeal any denial, all within certain time schedules.

Under ERISA, there are steps you can take to enforce the above rights. For

instance, if you request a copy of the Plan document or the latest annual report from the Plan and do not receive them within 30 days, you may file suit in a federal court. In such a case, the court may require the plan administrator to provide the materials and pay you up to \$110 a day until you receive the materials, unless the materials were not sent because of reasons beyond the control of the administrator. If you have a claim for benefits which is denied after final review, or is ignored in whole or in part, you may file suit in a state or federal court. If it should happen that Plan fiduciaries misuse the Plan's money, or if you are discriminated against for asserting your rights you may seek assistance from the U.S. Department of Labor or you may file suit in a federal court. The court will decide who should pay court costs and legal fees. If you are successful, the court may order the person you have sued to pay these costs and fees. If you lose, the court may order you to pay these costs and fees, for example, if it finds your claim is frivolous.

If you have any questions about the Plan, you should contact the Plan Administrator. If you have any questions about this statement, or about your rights under ERISA, or if you need assistance in obtaining documents from the Plan Administrator, you should contact the nearest office of the Employee Benefits Security Administration, U. S. Department of Labor, listed in your telephone directory or the Division of Technical Assistance and Inquiries, Employee Benefits Security Administration, U. S. Department of Labor, 200 Constitution Avenue, N.W., Washington, D. C. 20210.

You may also obtain certain publications about your rights and responsibilities under ERISA by calling the publications hotline of the Employee Benefits Security Administration.

Appendix E – Job Descriptions

verbal communication, and public relations skills are required. A current valid driver's license and good driving record is required. A Commercial Driver's License (CDL) is required.

Previous truck and/or bus driving experience is preferred. Required to pass applicable DOT physical and related requirements and be able to possess or obtain a medical certification of at least one year duration. Basic computer skills desirable. Applicable local licensure if required state directives.

Essential Functions/Physical Requirements

The duties above indicate the essential functions of the position. Operational flexibility is required to meet sudden and unpredictable needs. Physical requirements may include the ability to lift, push or pull heavy weights up and down ramps and stairs, good manual dexterity, the ability to sit or stand for long periods of time and adapt to long, irregular hours and frequent schedule changes is required.

Exposure levels are based on the essential functions as stated in this position description; however, in some instances, variances may occur due to the applicable nature of this position within a particular work site. Therefore the work site may determine the exposure level to be greater than or less than the below stated level.

This position is an exposure determination I in view of the fact that the position requires the incumbent work under conditions where the potential exists for the incumbent to make contact with blood or blood components as a result of splashes, spills, and/or needles/ticks.

Additional Job Description

Job Title Default

Restrict to Country

Management Level

Job Family

Job Classification

8 Individual Contributor

Collections

3 Technicians - Technicians (EEO-1 Job Categories-United States of America)

3B Collections - Occupations requiring technical skill that can be obtained through technical training and/or equivalent experience. Includes entry-level positions that directly involve blood collections activities. (EEO Job Groups-United States of America)

Exposure Category 1: Some Potential for Occupational Exposure - Some Potential for Occupational Exposure (OSHA Exposure Code-United States of America)

Non-Incentive Eligible - Non-Incentive Eligible (Incentive Eligibility-United States of America)

No

Yes

Work Shift Required

Public Job

Referral Payment Plan

Characteristics

Difficulty to Fill

Critical Job

No

Compensation

Grade Union

Compensation Grade

Compensation Grade Profile

Impacted Eligibility Rules

Questionnaires

Primary Internal Questionnaire

Secondary Internal Questionnaire

Primary External Questionnaire
Secondary External Questionnaire

Qualifications

Certifications

Education

Required	Country	Certification (Predefined)	Certification (Not Predefined)	Issuer (Not Predefined)
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Competencies / Values

Competencies / Values

Required	Competency / Value	Rating
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Competencies / Values from Other Sources

Required	Competency / Value	Rating	Source	Source Type
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Education

Education

Required	Degree	Field of Study
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Languages

Languages

Required	Language	Ability	Proficiency
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Responsibilities

Responsibilities

Required	Responsibility
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Training

Training

Required	Training	Training Type	Description
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Work Experience

Experience		Required		Work Experience		Experience Level	
Rate Type							
Rate Types		Country				Pay Rate Type	
United States of America							
				Hourly			
Exempt							
Exempt		Country / Country Region				Job Exempt	
United States of America							
				No			
Workers' Compensation Code							
Worker's Compensation Codes		Workers' Compensation Code		Country		Country Region	
						Location	

Review

View

Inactive	No
Effective Date	08/30/2017
Date of Last Change	07/20/2017 05:15:54.391 PM
Job Profile Name	Supply Assistant
Job Code	FL1012
Include Job Code In Name	Yes
Job Profile Summary	Acquire, distribute and maintain supplies and equipment used in blood collection or warehousing operations. Perform all duties and responsibilities in compliance with standard operating procedures, Safety Quality Identity Potency Purity (SQUIPP) regulations outlined in the Code of Federal Regulations (CFR), Occupational Safety and Health Administration (OSHA) and other applicable Federal, state and local regulations.
Job Description	<p>Responsibilities:</p> <ol style="list-style-type: none"> 1. Comply with all CFR, Blood Services Directives, RSP, Blood Services Letters, Local Operating Procedures and Exposure Control Plan policies and procedures as well as all Red Cross philosophies, structures, policies and procedures. 2. Maintain and perform quality control on equipment and supplies, rotate inventory and assure that supplies are stored and distributed in compliance with quality control standards. 3. Inventory and order supplies from warehouse. Fill order requisitions from mobiles and fixed sites. 4. Maintain appropriate stock levels and orders supplies as needed. 5. Prepare kits in accordance with established directives. 6. May clean and repack containers with supplies, solutions, and equipment for bloodmobiles. 7. Perform other related duties as necessary. <p>The above statements are intended to describe the general nature and level of work being performed. They are not intended to be an exhaustive list of all responsibilities and duties required of staff so classified.</p> <p>Scope</p> <p>Perform various activities to maintain supplies at assigned locations.</p> <p>Competencies</p> <p>The duties and responsibilities mentioned in the job description are representative of the essential functions of the position. The</p>

performance management system incorporates competencies which are identified, discussed and evaluated in order to meet operational milestones and which are tied to job families and titles. Three types of competencies have been identified: Technical Competencies are specific skills and methods, Core Competencies are the abilities and behaviors expected of all Biomedical Services employees, Leaders' Competencies are specific abilities and behaviors required of those performing formal management roles or other leadership roles (i.e. Project Leaders). Management and staff should contact Human Resources for further details on the appropriate competencies for a specific position.

Essential Functions/Physical Requirements

The duties are representative of the essential functions of the position. Operational flexibility is required to meet sudden and unpredictable needs. Must be able to lift or move up to 75 pounds of weight; reach, bend, kneel, climb, push and pull; work in tight spaces. Ability to use variety of hand and power tools and work with a variety of chemicals and solvents.

Exposure levels are based on the essential functions as stated in this position description; however, in some instances, variances may occur due to the applicable nature of this position within a particular work site. Therefore the work site may determine the exposure level to be greater than or less than the below stated level.

This position is an Exposure Determination 2 in view of the fact that the incumbent occasionally, on an unplanned basis, is required to work under conditions where the potential exists for the incumbent to make contact with blood or blood components and/or human body fluids or tissue samples as a result of splashes, spills, and/or needles/ticks.

The American Red Cross is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to sex, gender identity, sexual orientation, race, color, religion, national origin, disability, protected veteran status, age, or any other characteristic protected by law.

Qualifications:

High school diploma or the equivalent is required. The ability to carry moderate weight and inventory control experience is preferred.

Additional Job Description
Job Title Default
Restricted to Country
Management Level
Job Family
Job Classification

8 Individual Contributor
General Facilities

5 Administrative Support Workers - Administrative Support Workers (EEO-1 Job Categories-United States of America)
5B_Administrative Workers - Office and Clerical - Includes all clerical-type work regardless of level of difficulty, where the activities are predominantly, non-manual though some manual work not directly involved with altering or transporting the products is included. Includes administrative positions with non-secretarial duties. (EEO Job Groups-United States of America)
Exposure Category 2_No Potential for Occupational Exposure - Potential for Occupational Exposure (OSHA Exposure Code-United States of America)
Non-Incentive Eligible - Non-Incentive Eligible (Incentive Eligibility-United States of America)

Work Shift Required No
Public Job Yes
Referral Payment Plan

Characteristics

Difficulty to Fill
Critical Job

Compensation

Compensation Grade Grade 2
Compensation Grade Profile
Impacted Eligibility Rules

Questionnaires

Primary Internal Questionnaire
Secondary Internal Questionnaire
Primary External Questionnaire
Secondary External Questionnaire

Qualifications

Qualifications

Required	Country	Certification (Predefined)	Certification (Not Predefined)	Issuer (Not Predefined)
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Competencies / Values

Required	Competency / Value	Rating
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Competencies / Values from Other Sources

Required	Competency / Value	Rating	Source	Source Type
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Education

Required	Degree	Field of Study
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Images

Required	Language	Ability	Proficiency
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Responsibilities

Required	Responsibility
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Training

Required	Training	Training Type	Description
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Work Experience

Required	Work Experience	Experience Level
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Rate Type

Rate Types	Country	Pay Rate Type
United States of America		Hourly

Exempt

Exempt	Country / Country Region	Job Exempt
United States of America		No

Workers' Compensation Code

Worker's Compensation Codes	Country	Country Region	Location
Workers' Compensation Code			

review

review

Inactive

No

Effective Date

08/30/2017

Date of Last Change

07/20/2017 03:01:43.434 PM

Job Profile Name

Assistant II, Stock/Inventory

Job Code

MM1003

Include Job Code in Name

Yes

Job Profile Summary

Performs a combination of manual and clerical shipping and receiving duties typically working out of a central warehouse. Uses system-v computer system for tracking, logging, verifying and reporting. Follows shipping practices and procedures, and transportation routing, schedules and requirements. Receives incoming materials or prepares materials for shipment. (Un)packs or (un)wraps items such as raw stock, assemblies, parts, building materials, office supplies, equipment, etc. Verifies quantity, weight, and conformance of materials to site identifications; logs receipt of items on system, processes freight bills, packing sheets, and other documents; reports materials shipped a bills of lading; posts weight and shipping charges and routes merchandise to destinations. May direct the work of lower level assistants. Perform all duties and responsibilities in compliance with National Red Cross standard operating procedures, Safety Quality Identity Purity (SQUIPP), regulations outlined in the Code of Federal Regulations (CFR), Occupational Safety and Health Administration (OSHA) other applicable Federal, state and local regulations.

Job Description

Responsibilities:

1. Plan and organize the processing, ordering, storage, distribution and initial payment of a variety of supplies and materials received.
2. Pull and pack daily Pick Ticket orders.
3. Maintain appropriate stock levels and orders supplies as needed.
4. Work with SSC and note and report discrepancies and obvious damages of supplies and materials received.
5. Keep records and statistics of inventory and prepares reports as needed.
6. May be required to drive to other sites to pick-up/deliver materials and supplies.
7. May assist in the training of lower level assistants.
8. May be required to operate a fork lift.
9. Perform other related duties as necessary.

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be an exhaustive list of all responsibilities and duties required of staff so classified.

Scope

Work independently to complete assignments and adheres to regulatory requirements as needed.

Qualifications

High school diploma or equivalent and a minimum of 3 years of related experience in a regulated environment or equivalent combination education and experience is required. Related experience includes knowledge of general office procedures and practices. Valid driver's license and clean DMV record may be required. May also be required to be certified in fork lift operation. Basic reading, writing, communication, math and computer skills required.

Competencies

The duties and responsibilities mentioned in the job description are representative of the essential functions of the position. The performance management system incorporates competencies which are identified, discussed and evaluated in order to meet operational milestones and which are tied to job families and titles. Three types of competencies have been identified: Technical Competencies are specific skills and methods, Core Competencies are the abilities and behaviors expected of all Biomedical Services employees, Leaders' Competencies are specific abilities and behaviors required of those performing formal management roles or other leadership roles (i.e. Project Leaders). Management and staff should contact Human Resources for further details on the appropriate competencies for a specific position.

Essential Functions/Physical Requirements

The duties are representative of the essential functions of the position. Operational flexibility is required to meet sudden and unpredictable needs. May be required to lift or move up to 75 pounds and push carts with loads up to 200 pounds. May work in tight spaces, climb ladders; may reach, bend, stoop, push, pull, etc. May be required to attend training at National Headquarters on the Consolidated Financial System (CFS) software.

Exposure levels are based on the essential functions as stated in this position description; however, in some instances, variances may occur due to the applicable nature of this position within a particular work site. Therefore the work site may determine the exposure level to be greater than or less than the below stated level.

This position is an exposure determination 0 in view of the fact that normal work involves no exposure to blood or blood components and human body fluids or tissue samples as a result of splashes, spills, and/or needlesticks or performance of or assistance in first aid.

The American Red Cross is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to sex, gender identity, sexual orientation, race, color, religion, national origin, disability, protected veteran status, age, or any other characteristic protected by law.

Qualifications

High school diploma or equivalent and a minimum of 3 years of related experience in a regulated environment or equivalent combination education and experience is required. Related experience includes knowledge of general office procedures and practices. Valid driver's license and clean DMV record may be required. May also be required to be certified in fork lift operation. Basic reading, writing, communication, math and computer skills required.

Additional Job Description

Job Title Default

Restrict to Country

Management Level

Job Family

Job Classification

8 Individual Contributor

Stock Inventory

5. Administrative Support Workers - Administrative Support Workers (EEO-1 Job Categories-United States of America)

5B. Administrative Workers - Office and Clerical - Includes all clerical-type work regardless of level of difficulty, where the activities are predominantly, non-manual though some manual work not directly involved with altering or transporting the products is included. Includes administrative positions with non-secretarial duties. (EEO Job Groups-United States of America)

Exposure Category 0_Potential for Occupational Exposure - No Potential for Occupational Exposure (OSHA Exposure Code-United States of America)

No

Yes

Work Shift Required

Public Job

Referral Payment Plan

Characteristics

Difficulty to Fill

Critical Job

No

Compensation

Grade 5

Compensation Grade

Compensation Grade Profile

Impacted Eligibility Rules

Questionnaires

Primary Internal Questionnaire

Secondary Internal Questionnaire

Primary External Questionnaire

Secondary External Questionnaire

Qualifications

Education

Education

Required	Country	Certification (Predefined)	Certification (Not Predefined)	Issuer (Not Predefined)
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Competencies / Values

Required	Competency / Value	Rating
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Competencies / Values from Other Sources

Required	Competency / Value	Rating	Source	Source Type
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Education

Required	Degree	Field of Study
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Languages

Required	Language	Ability	Proficiency
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Responsibilities

Required	Responsibility
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Training

Required	Training	Training Type	Description
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Work Experience

Required	Work Experience	Experience Level
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Rate Type

Rate Types		Country		Pay Rate Type	
ad States of America		Hourly			
Exempt					
Exempt		Country / Country Region		Job Exempt	
ad States of America		No			
Workers' Compensation Code					
Worker's Compensation Codes		Country		Country Region	
		Workers' Compensation Code		Location	

Review

Review

Inactive	No
Effective Date	08/30/2017
Date of Last Change	08/21/2017 01:08:18.656 PM
Job Profile Name	Technician II, Biomedical Equipment
Job Code	VE1006
Include Job Code in Name	Yes
Job Profile Summary	Under moderate supervision, repair, calibrate, and maintain all types of biomedical equipment, devices, instruments, and systems with basic to moderate complexity. Inspect, install, and provide preventive maintenance of general and complex biomedical equipment. Perform all duties and responsibilities in compliance with standard operating procedures, Safety Quality Identity Potency Purity (SQIPP) regulations outlined in the Code of Federal Regulations (CFR), Occupational Safety and Health Administration (OSHA) and other applicable Federal, state and local regulations.

- Job Description**
- Responsibilities:
1. Perform a variety of routine and complex tasks associated with the installation, service and calibration of a diverse range of biomedical equipment and instrumentation.
 2. Assist in the support of a systematic preventive maintenance program for biomedical equipment and instrumentation which may include entry into Computerized Maintenance Management System.
 3. Install, qualify, maintain service, modify, troubleshoot, safety test, and calibrate a variety of biomedical equipment and instrumentation interpreting engineering and vendor information, schematic diagrams and graphic illustrations.
 4. Diagnose and correct system or equipment malfunctions by repairing or replacing parts to ensure that biomedical equipment and inter circuitry meets specified requirements. Make necessary calculations for computing circuit elements necessary to adjust circuitry to specific requirements as instructed.
 5. Provide technical assistance and instruction to personnel in the operation and maintenance of equipment. Provide recommendations regarding purchase of biomedical equipment and instrumentation.
 6. Meets departmental performance indicator standards on a consistent basis.
 7. Maintains accurate and timely documentation.
 8. Maintains a clean and safe work place.
 9. Perform other related duties as necessary to support organizational, regional and departmental business and quality goals.
- The above statements are intended to describe the general nature and level of work being performed. They are not intended to be an

exhaustive list of all responsibilities and duties required of staff so classified.

Scope

Provide mentoring, training and precepting to Biomedical Equipment Technician I. Maintains a professional appearance and demeanor. Demonstrates initiative and concern for planning, time utilization, and cost containment. Maintains good personal relationships with fellow workers, nursing and medical staff, and the general public.

Qualifications

Associates Degree and two years experience in electronics, computer science, and mechanical or electro-mechanical repair required; or equivalent combination of education and experience. Or documented high level performance as an American Red Cross Biomedical Equipment Tech I. Ability to read color codes on wiring and electrical components. Ability to comprehend and follow both written and oral instructions. Ability to establish and maintain working relationships with co-workers, biomedical and medical staff, and the general public. Basic knowledge of e-mail, database management, spreadsheet, and word processor applications. Ability to work nights, weekends, and holidays if necessary. Ability to keep neat and accurate records. Must be willing to be multi-task trained. A valid Drivers license with a good driving record. Ability to take support call.

Competencies

The duties and responsibilities mentioned in the job description are representative of the essential functions of the position. The performance management system incorporates competencies which are identified, discussed and evaluated in order to meet operational milestones and which are tied to job families and titles. Three types of competencies have been identified: Technical Competencies are specific skills and methods, Core Competencies are the abilities and behaviors expected of all Biomedical Services employees, Leadership Competencies are specific abilities and behaviors required of those performing formal management roles or other leadership roles (i.e. Project Leaders). Management and staff should contact Human Resources for further details on the appropriate competencies for a specific position.

Essential Functions/Physical Requirements

The duties above indicate the essential functions of the position. Operational flexibility is required to meet sudden and unpredictable needs. May be required to travel.

May be required to lift or move up to 50 pounds and work with a variety of hand and power tools. Ability to reach, bend, kneel, climb, push, pull and work in tight spaces. Must be able to sit or stand for long periods of time. Must be able to work in extreme temperatures for short periods of time.

Exposure levels are based on the essential functions as stated in this position description; however, in some instances, variances may occur due to the applicable nature of this position within a particular work site. Therefore, the work site may determine the exposure level to be greater than or less than the below stated level.

This position is Exposure Determination 2 in view of the fact that the incumbent occasionally, on an unplanned basis, is required to work under conditions where the potential exists for the incumbent to make contact with blood or blood components and/or human body fluids.

tissue samples as a result of splashes, spills, and/or needle sticks.

The American Red Cross is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to sex, gender identity, sexual orientation, race, color, religion, national origin, disability, protected veteran status, age, or any other characteristic protected by law.

Qualifications

Associates Degree and two years experience in electronics, computer science, and mechanical or electro-mechanical repair required; or equivalent combination of education and experience. Or documented high level performance as an American Red Cross Biomedical Equipment Tech I. Ability to read color codes on wiring and electrical components. Ability to comprehend and follow both written and oral instructions. Ability to establish and maintain working relationships with co-workers, biomedical and medical staff, and the general public. Basic knowledge of e-mail, database management, spreadsheet, and word processor applications. Ability to work nights, weekends, and holidays if necessary. Ability to keep neat and accurate records. Must be willing to be multi-task trained. A valid Drivers license with a good driving record. Ability to take support call.

Additional Job Description
Job Title Default
Restrict to Country
Management Level
Job Family
Job Classification

8 Individual Contributor
Equipment Management

3A_Technicians - Technicians (EEO-1 Job Categories-United States of America)
3A_Technicians and/or Senior Collections - Occupations requiring a combination of basic scientific, knowledge and manual skill which can be obtained through two years of post high school education, such as is offered in many technical institutes and junior colleges, or through equivalent on the job training. Includes all entry level computer, medical, and scientific positions. Examples: animal care technician, clinic technician. Occupations requiring technical skill that can be obtained through technical training and or equivalent experience. Includes persons who are directly involved in blood collections activities and who have achieved a higher level of skill and experience than that required by entry level blood collections positions. (EEO Job Groups-United States of America)
Exposure Category 2_No Potential for Occupational Exposure - Potential for Occupational Exposure (OSHA Exposure Code-United States of America)
Non-Incentive Eligible - Non-Incentive Eligible (Incentive Eligibility-United States of America)

Work Shift Required
Public Job
Referral Payment Plan

No
Yes

Difficulty to Fill
Critical Job

No

Characteristics

Compensation

Grade 8

Compensation Grade
Compensation Grade Profile
Impacted Eligibility Rules

Questionnaires

Primary Internal Questionnaire
Secondary Internal Questionnaire
Primary External Questionnaire
Secondary External Questionnaire

Qualifications

Qualifications

Qualification

Required	Country	Certification (Predefined)	Certification (Not Predefined)	Issuer (Not Predefined)
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Competencies / Values

Competencies / Values

Required	Competency / Value	Competency / Value	Rating
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Competencies / Values from Other Sources

Required	Competency / Value	Rating	Source	Source Type
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Education

Education

Required	Degree	Field of Study
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Languages

Languages

Required	Language	Ability	Proficiency
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Responsibilities

Responsibilities

Required		Responsibility	
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Required		Training	Training Type	Description
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k Experience

Required		Work Experience	Experience Level
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Experience

Rate Type

Rate Types		Country	Pay Rate Type
United States of America			Hourly

Exempt

Exempt		Country / Country Region	Job Exempt
United States of America			No

Workers' Compensation Code

Workers' Compensation Codes		Country	Country Region	Location
Workers' Compensation Code				

Review

View

Inactive	No
Effective Date	08/30/2017
Date of Last Change	08/29/2017 11:54:44.905 PM
Job Profile Name	Specialist I, Collections
Job Code	CO1006
Include Job Code in Name	Yes
Job Profile Summary	"Conduct donor health history screening to determine eligibility and complete the phlebotomy for the collection of manual and automated blood units. Perform blood drive support functions as assigned. Demonstrate excellence in customer service and public relations to provide a positive, professional image of the American Red Cross Biomedical Services.

May drive blood collection vehicles to transport required supplies, equipment, blood products and staff to and from mobile sites. May load and unload trucks and other vehicles.

Perform all duties and responsibilities in compliance with standard operating procedures, Safety Quality Identity Potency Purity (SQUIPP) regulations outlined in the Code of Federal Regulations (CFR), Occupational Safety and Health Administration (OSHA) and other applicable Federal, state and local regulations.

Job Description

Responsibilities

1. Comply with applicable Federal, State and local regulations as well as all American Red Cross policies, procedures and guidelines.
2. May perform any or all blood collection procedures (may include allogeneic, autologous, directed, therapeutic; automated red cell and platelet pheresis) donor collections. May perform all types of donor health history screening and eligibility procedures.
3. Conduct donor greeting, donor reaction care and processing and packing of blood as assigned.
4. Perform daily function checks, assemble and maintain supplies and equipment to ensure a state of readiness and to maintain compliance.
5. Function with team effort to ensure efficient donation process focused on donor and sponsor expectations. Maintain positive public relations to promote a professional image.
6. May operate ARC vehicle. May transport supplies and equipment in a state of readiness and to ensure compliance. May operate assigned vehicle according to applicable regulations. Collections Staff that is hired with DOT driving responsibilities will perform vehicle checks and complete DOT paperwork per established protocol.
7. Load, set up, maintain and tear down supplies and equipment in a state of readiness and to ensure compliance.
8. Complete required readings and training assignments by assigned deadline.
9. Perform other related duties as necessary.

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be an exhaustive list of all responsibilities and duties required of staff so classified.

Scope

Balance production, customer service and compliance on a day-to-day basis to ensure integrity of the product and optimum donor experience. As integral link between donors and ARCBS, portray a commitment to customer service by conveying and demonstrating a consistent style of professionalism.

May drive ARC vehicles throughout the blood region to collection sites, set-up and tear down and provide other related donor and operator support. Will have frequent external customer (donor and sponsor) contact.

Qualifications

RN/LPN or equivalent experience is required, with current state licensure as required. Minimum one year of documented satisfactory performance in Collections Technician II or Collection Technician III position or equivalent experience is required. Customer service experience, effective verbal communication and public relations skills are required. A current valid driver's license and good driving record required. Previous truck and/or bus driving experience is desirable. Collections Staff that is hired with DOT driving responsibilities will be required to pass DOT physical and related requirements and be able to possess or obtain a medical certification of at least one year duration. Basic computer skills desirable. Applicable local licensure if required by state directives.

Essential Functions/Physical Requirements

The duties above indicate the essential functions of the position. Operational flexibility is required to meet sudden and unpredictable needs. Physical requirements may include the ability to lift, push or pull heavy weights up and down ramps and stairs, good manual dexterity, the ability to sit or stand for long periods of time and adapt to long, irregular hours and frequent schedule changes is required.

Exposure levels are based on the essential functions as stated in this position description; however, in some instances, variances may occur due to the applicable nature of this position within a particular work site. Therefore the work site may determine the exposure level to be greater than or less than the below stated level.

This position is an exposure determination 1 in view of the fact that the position requires the incumbent work under conditions where the potential exists for the incumbent to make contact with blood or blood components as a result of splashes, spills, and/or needles/ticks.

Additional Job Description
Job Title Default
Restrict to Country
Management Level
Job Family
Job Classification

8 Individual Contributor
Collections

3. Technicians - Technicians (EEO-1 Job Categories-United States of America)

3A Technicians and/or Senior Collections - Occupations requiring a combination of basic scientific, knowledge and manual skill which can be obtained through two years of post high school education, such as is offered in many technical institutes and junior colleges, or through equivalent on the job training. Includes all entry level computer, medical, and scientific positions. Examples: animal care technician, clinic technician. Occupations requiring technical skill that can be obtained through technical training and or equivalent experience. Includes persons who are directly involved in blood collections activities and who have achieved a higher level of skill and experience than that required by entry level blood collections positions. (EEO Job Groups-United States of America)

Exposure Category 1_Some Potential for Occupational Exposure - Some Potential for Occupational Exposure (OSHA Exposure Code-

United States of America)
Non-Incentive Eligible - Non-Incentive Eligible (Incentive Eligibility-United States of America)

Work Shift Required
Public Job
Referral Payment Plan

Characteristics

Difficulty to Fill
Critical Job

No

Compensation

Grade 6

Compensation Grade
Compensation Grade Profile
Impacted Eligibility Rules

Questionnaires

Primary Internal Questionnaire
Secondary Internal Questionnaire
Primary External Questionnaire
Secondary External Questionnaire

Qualifications

Qualifications

Qualification

Required	Country	Certification (Predefined)	Certification (Not Predefined)	Issuer (Not Predefined)
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Competencies / Values

Competencies / Values

Required	Competency / Value	Rating
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Competencies / Values from Other Sources

Required	Competency / Value	Rating	Source	Source Type
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Information

Information

Required	Degree	Field of Study
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Languages

Required	Language	Ability	Proficiency
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Responsibilities

Required	Responsibility
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Training

Required	Training	Training Type	Description
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Work Experience

Required	Work Experience	Experience Level
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Rate Type

Rate Types	Country	Pay Rate Type
United States of America		Hourly

Exempt

Exempt	Country / Country Region	Job Exempt
United States of America		No

Workers' Compensation Code

Worker's Compensation Codes	Workers' Compensation Code	Country	Country Region	Location
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review

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Inactive
Effective Date
Date of Last Change
Job Profile Name
Job Code
Include Job Code in Name
Job Profile Summary

No
08/30/2017
08/15/2017 03:03:48.643 PM
Technician II, Collections (Union - VA1)
CO4407

Yes

Conduct donor health history screening to determine eligibility and complete donor phlebotomy procedures. Perform blood drive support functions as assigned. Demonstrate excellence in customer service and public relations to promote a positive, professional image of the American Red Cross Biomedical Services.
May drive blood collection vehicles to transport required supplies, equipment, blood products and staff to and from mobile sites. May load and unload trucks and other vehicles.
Perform all duties and responsibilities in compliance with standard operating procedures, Safety Quality Identity Potency Purity (SQUIPPP) regulations outlined in the Code of Federal Regulations (CFR), Occupational Safety and Health Administration (OSHA) and other applicable Federal, state and local regulations.

Job Description

Responsibilities

1. Comply with applicable Federal, State and local regulations as well as all American Red Cross policies, procedures and guidelines.
 2. Perform whole blood collection procedures (allogeneic, autologous, directed, therapeutic). Performs donor health history screening procedures.
 3. Conduct donor greeting, processing and packing blood, and donor reaction care as assigned.
 4. Perform daily function checks, assemble and maintain supplies and equipment to ensure a state of readiness and to maintain compliance.
 5. Function with team effort to ensure efficient donation process focused on donor and sponsor expectations. Maintain positive public relations to promote a professional image.
 6. May operate ARC vehicles. May transport supplies and equipment in a state of readiness and to ensure compliance. May operate assigned vehicle according to applicable regulations. Collections Staff that is hired with DOT driving responsibilities will perform vehicle checks and complete DOT paperwork per established protocol.
- CO4707 Technician II Collections.docx 2 Total Rewards - TR ver. 01/16
7. Load, set up, maintain and tear down supplies and equipment in a state of readiness and to ensure compliance.
 8. Complete required readings and training assignments by assigned deadline.
 9. Perform other related duties as necessary.
- The above statements are intended to describe the general nature and level of work being performed. They are not intended to be an exhaustive list of all responsibilities and duties required of staff so classified.

Scope

May drive ARC vehicles throughout the blood region to collection sites, set-up and tear down and provide other related donor and operator support. Will have frequent external customer (donor and sponsor) contact.
Balance production, customer service and compliance on a daily basis, ensuring integrity of product and optimum donor experience. As an integral link between donors and ARCBS, portray a commitment to customer service by conveying and demonstrating a consistent style, professionalism.

Qualifications

High school diploma or equivalent required. Medical assistant or phlebotomy training preferred. Customer service experience, effective

verbal communication, and public relations skills are required. A current valid driver's license and good driving record is required. Previous truck and/or bus driving experience is desirable. Collections Staff that is hired with DOT driving responsibilities will be required to pass DOT physical and related requirements and be able to possess or obtain a medical certification of at least one year duration. Basic computer skills are desirable. Applicable local licensure if required by state directives.

Essential Functions/Physical Requirements

The duties above indicate the essential functions of the position. Operational flexibility is required to meet sudden and unpredictable needs. Physical requirements may include the ability to lift, push or pull heavy weights up and down ramps and stairs, good manual dexterity, the ability to sit or stand for long periods of time and adapt to long, irregular hours and frequent schedule changes is required. Exposure levels are based on the essential functions as stated in this position description; however, in some instances, variances may occur due to the applicable nature of this position within a particular work site. Therefore the work site may determine the exposure level to be greater than or less than the below stated level.

This position is an exposure determination. In view of the fact that the position requires the incumbent work under conditions where the potential exists for the incumbent to make contact with blood or blood components as a result of splashes, spills, and/or needlessticks.

Additional Job Description
Job Title Default
Restrict to Country
Management Level
Job Family
Job Classification

8 Individual Contributor

Collections

3. Technicians - Technicians (EEO-1 Job Categories-United States of America)

3B. Collections - Occupations requiring technical skill that can be obtained through technical training and/or equivalent experience. Includes entry-level positions that directly involve blood collections activities. (EEO Job Groups-United States of America)

Exposure Category 1. Some Potential for Occupational Exposure - Some Potential for Occupational Exposure (OSHA Exposure Code-United States of America)

Non-Incentive Eligible - Non-Incentive Eligible (Incentive Eligibility-United States of America)

No

Yes

Work Shift Required
Public Job
Referral Payment Plan

Characteristics

Difficulty to Fill
Critical Job

No

Compensation

Compensation Grade
Compensation Grade Profile
Impacted Eligibility Rules

Grade Union

Questionnaires

Primary Internal Questionnaire
Secondary Internal Questionnaire
Primary External Questionnaire

Secondary External Questionnaire

Qualifications

Education

Required	Country	Certification (Predefined)	Certification (Not Predefined)	Issuer (Not Predefined)
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Competencies / Values

Required	Competency / Value	Rating
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Competencies / Values from Other Sources

Required	Competency / Value	Rating	Source	Source Type
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Language

Required	Degree	Field of Study
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Languages

Required	Language	Ability	Proficiency
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Responsibilities

Required	Responsibility
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Training

Required	Training	Training Type	Description
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Work Experience

< Experience

Required	Work Experience	Experience Level
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Rate Type

Rate Types	Country	Pay Rate Type
ad States of America		Hourly

Exempt

Exempt	Country / Country Region	Job Exempt
ad States of America		No

Workers' Compensation Code

Workers' Compensation Codes	Workers' Compensation Code	Country	Country Region	Location
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Inactive

Effective Date

Date of Last Change

Job Profile Name

Job Code

Include Job Code In Name

Job Profile Summary

No

08/30/2017

08/30/2017 03:35:22.499 PM

Specialist II Collections

CO1005

Yes

"Conduct donor health history screening to determine eligibility and provide donor care during the collection of manual and automated blood units. Perform blood drive support functions as assigned. Demonstrate excellence in customer service and public relations to promote a positive, professional image of the American Red Cross Biomedical Services.

May drive blood collection vehicles to transport required supplies, equipment, blood products and staff to and from mobile sites. May load and unload trucks and other vehicles.

Perform all duties and responsibilities in compliance with standard operating procedures, Safety Quality Identity Potency Purity (SQUIPP) regulations outlined in the Code of Federal Regulations (CFR), Occupational Safety and Health Administration (OSHA) and other applicable Federal, state and local regulations.

Job Description

Responsibilities

1. Comply with applicable Federal, State and local regulations as well as all American Red Cross policies, procedures and guidelines.
2. May perform any or all blood collection procedures (may include allogeneic, autologous, directed, therapeutic; automated red cell and platelet pheresis) donor collections. May perform all types of donor health history screening and eligibility procedures.
3. Conduct donor greeting, donor reaction care and processing and packing of blood as assigned.
4. Perform daily function checks, assemble and maintain supplies and equipment to ensure a state of readiness and to maintain compliance.
5. Function with team effort to ensure efficient donation process focused on donor and sponsor expectations. Maintain positive public relations to promote a professional image.
6. May operate ARC vehicles. May transport supplies and equipment in a state of readiness and to ensure compliance. May operate assigned vehicle according to applicable regulations. Collections Staff that is hired with DOT driving responsibilities will perform vehicle checks and complete DOT paperwork per established protocol.
7. Load, set up, maintain and tear down supplies and equipment in a state of readiness and to ensure compliance.
8. May perform therapeutic apheresis according to established procedures and protocols as assigned.
9. May perform competency assessments.
10. May perform drive charge/team lead duties independently in the absence of a Team Supervisor when assigned.
11. May perform autologous/allogeneic mini-operations independently.
12. Complete required readings and training assignments by assigned deadline.
13. Perform other related duties as necessary. The above statements are intended to describe the general nature and level of work being performed. They are not intended to be an exhaustive list of all responsibilities and duties required of staff so classified.

Scope

Performs high level collections operational functions. May include drive charge/lead, therapeutic apheresis, single person operations, and primary trainer under the direction of a supervisor. Must be able to work independently with attention to detail. Able to lead a team and

correct any drive operational efficiencies. Apply good manufacturing practices to drive operations ensuring overall compliance. Balance production, customer service and compliance on a day-to-day basis to ensure integrity of the product and optimum donor experience. As integral link between donors and ARCBS, portray a commitment to customer service by conveying and demonstrating a consistent style of professionalism. May drive ARC vehicles throughout the blood region to collection sites, set-up and tear down and provide other related donor and operation support. Will have frequent external customer (donor and sponsor) contact.

Qualifications

LPN or equivalent experience is required, with current state licensure as required. Minimum one year experience or documented satisfactory performance as a Collections Technician II or Specialist I is required. Customer service experience, effective verbal communication and public relations skills are required. Previous leadership experience is preferred. A current valid driver's license and good driving record is required. Previous truck and/or bus driving experience is desirable. Collections Staff that is hired with DOT driving responsibilities will be required to pass DOT physical and related requirements and be able to possess or obtain a medical certification of least one year duration. Basic computer skills desirable. Applicable local licensure if required by state directives.

Essential Functions/Physical Requirements

The duties above indicate the essential functions of the position. Operational flexibility is required to meet sudden and unpredictable need. Physical requirements may include the ability to lift, push or pull heavy weights up and down ramps and stairs, good manual dexterity, the ability to sit or stand for long periods of time and adapt to long, irregular hours and frequent schedule changes is required. Exposure level are based on the essential functions as stated in this position description; however, in some instances, variances may occur due to the applicable nature of this position within a particular work site. Therefore the work site may determine the exposure level to be greater than less than the below stated level. This position is an exposure determination 1 in view of the fact that the position requires the incumbent to work under conditions where the potential exists for the incumbent to make contact with blood or blood components as a result of splashes, sprays and/or needlesticks.

Additional Job Description
Job Title Default
Restrict to Country
Management Level
Job Family
Job Classification

8 Individual Contributor

Collections

3A_ Technicians - Technicians (EEO-1 Job Categories-United States of America)
3A_ Technicians and/or Senior Collections - Occupations requiring a combination of basic scientific, knowledge and manual skill which can be obtained through two years of post high school education, such as is offered in many technical institutes and junior colleges, or through equivalent on the job training. Includes all entry level computer, medical, and scientific positions. Examples: animal care technician, clinic technician. Occupations requiring technical skill that can be obtained through technical training and or equivalent experience. Includes persons who are directly involved in blood collections activities and who have achieved a higher level of skill and experience than that required by entry level blood collections positions. (EEO Job Groups-United States of America)
Exposure Category 1_Some Potential for Occupational Exposure - Some Potential for Occupational Exposure (OSHA Exposure Code-United States of America)
Non-Incentive Eligible - Non-Incentive Eligible (Incentive Eligibility-United States of America)

No

Yes

Work Shift Required
Public Job
Referral Payment Plan

acteristics

Difficulty to Fill
Critical Job No

Compensation

Compensation Grade
Compensation Grade Profile
Impacted Eligibility Rules

Grade 8

Questionnaires

Primary Internal Questionnaire
Secondary Internal Questionnaire
Primary External Questionnaire
Secondary External Questionnaire

Certifications

Certifications

Certification

Required	Country	Certification (Predefined)	Certification (Not Predefined)	Issuer (Not Predefined)
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Competencies / Values

Competencies / Values

Required	Competency / Value	Competency / Value	Rating
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Competencies / Values from Other Sources

Required	Competency / Value	Rating	Source	Source Type
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Education

Education

Required	Degree	Field of Study
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Languages

Languages

Required	Language	Ability	Proficiency
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Responsibilities

Required	Responsibility
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Training

Required	Training	Training Type	Description
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Work Experience

Required	Work Experience	Experience Level
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Rate Type

Country	Pay Rate Type
United States of America	Hourly

Exempt

Country / Country Region	Job Exempt
United States of America	No

Workers' Compensation Code

Workers' Compensation Code	Country	Country Region	Location
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review

view

<p>Inactive</p> <p>Effective Date</p> <p>Date of Last Change</p> <p>Job Profile Name</p> <p>Job Code</p> <p>Include Job Code in Name</p> <p>Job Profile Summary</p>	No	
	08/30/2017	
	07/10/2017 04:35:29.114 PM	
	Technician II CDL, Collections (Union - VA1)	
	CO4431	
	Yes	
	<p>Conduct donor health history screening to determine eligibility and complete donor phlebotomy procedures. Perform blood drive support functions as assigned. Demonstrate excellence in customer service and public relations to promote a positive, professional image of the American Red Cross Biomedical Services.</p> <p>Drive blood collection vehicles to transport required supplies, equipment, blood products and staff to and from mobile sites. Load and unload trucks and other vehicles.</p> <p>Perform all duties and responsibilities in compliance with standard operating procedures, Safety Quality Identity Potency Purity (SQUIPP) regulations outlined in the Code of Federal Regulations (CFR), Occupational Safety and Health Administration (OSHA) and other applicable Federal, state and local regulations.</p>	
	<p>Responsibilities</p> <ol style="list-style-type: none"> 1. Comply with applicable Federal, State and local regulations as well as all American Red Cross policies, procedures and guidelines. 2. Perform whole blood collection procedures (allogeneic, autologous, directed, therapeutic). Performs donor health history screening procedures. 3. Conduct donor greeting, processing and packing blood, and donor reaction care as assigned. 4. Perform daily function checks, assemble and maintain supplies and equipment to ensure a state of readiness and to maintain compliance. 5. Function with team effort to ensure efficient donation process focused on donor and sponsor expectations. Maintain positive public relations to promote a professional image. 6. Operate any ARC vehicles including those that require a CDL operator license. Transport supplies and equipment in a state of readiness and to ensure compliance. Operate assigned vehicle according to applicable regulations and in compliance with fleet policy. Perform vehicle checks and complete DOT paperwork per established protocol. 7. Load, set up, maintain and tear down supplies and equipment in a state of readiness and to ensure compliance. 8. Complete required readings and training assignments by assigned deadline. 9. Perform other related duties as necessary. <p>The above statements are intended to describe the general nature and level of work being performed. They are not intended to be an exhaustive list of all responsibilities and duties required of staff so classified.</p>	
	<p>Scope</p> <p>Drive ARC vehicles throughout the blood region to collection sites, set-up and tear down and provide other related donor and operation support. Will have frequent external customer (donor and sponsor) contact.</p> <p>Balance production, customer service and compliance on a daily basis, ensuring integrity of product and optimum donor experience. As an integral link between donors and ARCBS, portray a commitment to customer service by conveying and demonstrating a consistent style of professionalism.</p> <p>Qualifications</p> <p>High school diploma or equivalent required. Medical assistant or phlebotomy training preferred. Customer service experience, effective</p>	