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WELCOME TO THE BAPTIST FAMILY!

For more than 95 years, the communities we serve have come to rely on Baptist Health for its exceptional quality of care and high levels of patient satisfaction. Indeed, Baptist Health is the only hospital system in the world to receive a combination of national Magnet® or Pathway to Excellence® designations at all of our locations. Our Baptist Health family includes more than 20,000 individuals dedicated to providing the best care and serving the healthcare needs of the communities we serve, including nearly 20,000 employees, 1,600 providers and over 1,000 volunteers and trustees.

Headquartered in Louisville, our system is the largest not-for-profit health system in the commonwealth, offering comprehensive care to more than 3.5 million residents of Kentucky and surrounding states. Our full spectrum of care includes nine hospitals; a growing network of physicians and advanced providers; and more than 250 outpatient services including urgent and express care, physical therapy, occupational medicine, home health services, diagnostics and fitness centers.

Through this Introductory Guide, we hope you take the time to learn about Baptist’s heritage, orient yourself to our Mission, Vision and Faith-Based Values, and familiarize yourself with an overview of our services, policies and standards to ensure your success as a member of the Baptist family. We are proud of our commitment to transform the health of the communities we serve.

Thanks for being part of our team,

Gerard Colman
Chief Executive Officer
Baptist Health
OUR MISSION, VISION AND VALUES

Our actions, decisions and investments are driven by our Mission, our Vision as well as our Core Values:

**MISSION**

_Baptist Health demonstrates the love of Christ by providing and coordinating care and improving health in our communities._

**VISION**

_Baptist Health will lead in clinical excellence, compassionate care and growth to meet the needs of our patients._

**FAITH-BASED VALUES**

_As a faith-based health system, Baptist Health places special emphasis on our Core Values, treating all with Integrity, Respect and Compassion, with a focus on Excellence and Collaboration in all that we do, helping us to experience the Joy of caring for others._
In fulfilling our Vision, Baptist Health will:

**Expand**

We will strengthen our regional and national position as an exemplary healthcare system.

**Excel**

We will deliver high-value services through outstanding and committed teams focused on clinical excellence and more importantly, the people in the communities we serve.

**Align**

We will drive value through the integration and innovation of programs and services that allow us to optimize our resources.

**Advance**

We will accelerate our mission and vision forward by ensuring our overall financial performance continues to keep pace with needed operating and capital requirements.

**BAPTIST HEALTH’S STRATEGIC PILLARS**
OUR CORE VALUES DEFINED

Baptist Health’s mission of providing, coordinating and improving health in our communities is supported by these core values:

- **Integrity** involves doing the right thing at all times and in all circumstances, whether or not anyone is watching, and having the courage to be honest with each other and owning our actions so as to serve the best interests of our patients and organization consistent with our just culture as well as our overall culture of safety.

- **Respect** is the way we treat others by holding in high regard the dignity and worth of each individual, including every patient, family member and co-worker, and empowering each of them to develop to their own potential.

- **Compassion** embodies the concern, consideration, and sensitivity with which we care for our patients, families, and co-workers; and is shown daily by our caring nature and presence in everything we do.

- **Excellence** is a commitment to always operating at our best and improving daily in all we do to ensure we perform our work safely with the highest level of skill and ability by recruiting and developing competent people whose values reflect our own.

- **Collaboration** serves as the driving force for improving efficiencies and outcomes by working together as a team with our patients, families, co-workers and partners to serve the overall good while recognizing the strengths in our diversity.

- **Joy** is the internal fulfillment of caring for others and a determined choice to positively impact the relationships within our organization, and serves as an essential ingredient in bringing hope to those who suffer.
OUR COMMITMENTS

To Patients

- We believe our patients' needs and expectations are our highest priority.
- We believe in recognizing and respecting familial, social, emotional and spiritual needs and values of our patients and their families.
- We believe in supporting the individual and family's right to confidentiality and informed decisions.

To Employees

- We believe all employees deserve a safe work environment that fosters interdependence, teamwork, innovation, initiative and opportunities for growth through personal and professional support, training and development.
- We believe in a climate of mutual trust and respect promoted through processes of fair evaluation, equitable compensation, ongoing support and consistent recognition of behavior, which enhances our core values.
- We believe in celebrating the diversity of an employee’s gifts and talents, and actively support each employee's unique ability to contribute toward quality patient care.
- We believe in fostering an environment that allows all employees to serve patients with a compassionate attitude and caring spirit.
- We believe all employees are entitled to a clear understanding of their roles and are provided the information necessary for decision making and planning.
- We believe in a “Just Culture” where employees are encouraged to express concerns, “good catches” are
celebrated and potential errors can be admitted and discussed without fear.

To Physicians & Other Providers

- We believe in providing a shared environment of collegiality and teamwork with our provider community.
- We believe appropriate partnerships with our physicians and other providers are essential to our future.
- We believe that input from our physicians and other providers into policy and operational issues should be encouraged.
- We believe in providing a quality workplace for our physicians and providers — both physically, technologically and clinically — so to enhance patient care.

To Safety & Promoting a Just Culture

Baptist Health supports and promotes a Just Culture that recognizes that systems need to be properly designed to ensure safe practices and individuals need to be held properly accountable without fear of being blamed for errors that occur through no fault of their own. To that end, we ask both our employees and leaders to make a personal commitment to supporting a Culture of Safety and supporting Baptist’s Just Culture.

As an Employee, I personally commit to:

- Eliminate harm
- Report safety concerns
- Manage safety risks
- Comply with regulatory requirements
- Encourage colleagues to report safety concerns confidentially
- Comply with safety policies and practices
As a Leader, and in further support of our Culture of Safety, I also commit to:

- Encourage employees to report safety concerns confidentially and without fear of reprisal and to promote our Just Culture.
- Provide management guidance for setting and reviewing safety objectives, as well as reviewing our safety policies and practices regularly to ensure relevance.
- Provide visible, consistent support of our safety policies and practices from all levels of management.

**To the Community**

- We believe it is our responsibility to provide reasonable accessible healthcare.
- We believe it is our duty to be financially responsible in the structure and delivery of our healthcare services.
- We believe it is our responsibility to improve the general health and wellness of our community through a continuum of care, effective community education and continuous quality improvement of our services.
- We believe it is our responsibility to provide care to all who are in need, without regard to ability to pay, yet within reasonable bounds of responsible stewardship.
- We believe it is our responsibility to be a good corporate citizen by conducting business in a manner that is in the mutual best interest of our facilities and the communities they serve.
- We believe it is our responsibility to foster an environment that encourages volunteers from the community to contribute diversity of talents to enhance our services.
To Stewardship

- We believe the essence of stewardship is accomplished through prudent decisions and actions which result in a system that is stronger and better positioned for future generations.
- We believe it is our responsibility to manage effectively all of our resources (human, capital, material, time and others) to their maximum efficiency.
- We care deeply about our system and are committed to its long-term viability.
- We believe in creating our future through openness to new concepts and ideas that can enhance our status as a leading provider of quality healthcare within prudent financial boundaries.

To Corporate Responsibility

Baptist Health has always been committed to the highest standards of business conduct and compliance with applicable laws and regulations. This includes complying with the Federal False Claims Act and applicable Indiana, Kentucky and other state laws and regulations prohibiting the filing of false claims. It is every employee’s responsibility to report concerns to his or her supervisor, director, Human Resources or compliance officer regarding any knowledge or suspicion of any matter that does not support the Standards of Corporate Responsibility Conduct noted below:

- The business of Baptist Health will be conducted according to all applicable federal, state and local laws.
- All individuals working within Baptist Health will perform their jobs consistent with our Mission, Vision and Values and with honesty, integrity and professionalism.
- All individuals working within Baptist Health should perform their jobs in ways that avoid actual or even the appearance of potential conflicts of interest and includes
our employees, contractors, volunteers, and medical staff within Baptist.

• All billing by Baptist Health will be for services actually performed and items actually provided and in keeping with applicable rules of government and other payers.

• When working with practitioners, contractors and other healthcare organizations, all Baptist Health employees will conduct themselves in keeping with applicable laws, in particular, those laws that prohibit fraud and abuse, waste, restraint of trade and improper benefits.

• All Baptist Health employees will strive to maintain a cooperative relationship of mutual trust with all government and accrediting agencies.

• Baptist Health will vigorously pursue its Corporate Responsibility Program to achieve all Compliance Objectives and develop a culture of compliance throughout the System.

• Licensed and other professional employees working at Baptist Health are expected to adhere to any ethical standards required and guidelines recommended by their licensing agencies and/or professional associations.

• All employees are expected to abide by guidelines set forth in the Baptist Health Corporate Responsibility Program.

You may report concerns to Corporate Compliance 24 hours a day via a confidential hotline (1-800-783-2318) or by calling your local compliance officer or submitting a concern online. More information is available on the Baptist Health Corporate Compliance home page.
**OUR EMPLOYEE RELATIONS CODE**

The primary obligation of each Baptist facility is to provide the best possible healthcare to the people in our communities and surrounding areas. We recognize that this can be fulfilled only by having a sufficient staff of qualified and engaged employees. Thus, Baptist Health policies are designed to provide each employee a fair level of pay, competitive benefits, good working conditions, and just supervision. Baptist Health has committed itself to these policies voluntarily and has adopted the following code for employee relations whereby Baptist Health is committed to:

- **Employ Quality People** — Seek to employ the best-qualified person for any available position.

- **Communicate Its Policies** — State in written policies and procedures the rights, responsibilities, benefits, and privileges employees can expect, and ensure such information is readily available to employees.

- **Keep Its Policies Current** — Revise policies to meet the needs and keep pace with rapid change in medical science, social trends, educational methods, and electronic technology, and keep employees informed through various communication media.

- **Provide Equal Treatment** — Require all policies and procedures be fairly administered throughout the facility.

- **Set Expectations** — Establish standards of work performance and behaviors expected, inform employees of these standards, assist employees in attaining the standards, and advise each employee periodically about their performance.

- **Provide Market Competitive Wages & Benefits** — Pay competitive and reasonable wages and offer benefits that add to the security of the employee and his/her family.
• **Provide Opportunity for Growth** — Offer employees an opportunity for personal and job development, seek to develop and prepare employees for promotional opportunities within the organization and endeavor to promote from within.

• **Listen to Employees** — Encourage and give consideration to employee comments and suggestions.

• **Provide a Safe Work Environment** — Strive to protect employees from injury while on duty in accordance with federal and state regulations.

• **Provide a Fair Grievance Process** — Permit and encourage employees who believe they have been unfairly treated to present their complaint or concern to management without fear of reprisal and assure the opportunity to escalate the matter if not resolved to employee’s satisfaction.
The First Baptist Hospital in Kentucky

The flagship hospital of the Baptist system was Kentucky Baptist Hospital, which was founded in 1924 in the Highlands neighborhood of Louisville. Later it became known as Baptist Hospital Highlands, a hospital that provided progressive medical care for nearly 65 years to patients across the commonwealth and helped build the strong reputation and solid traditions from which we continue to serve our patients and families.

Today, Baptist Health has grown to become the largest, not-for-profit, faith-based health system in Kentucky. With approximately 94,000 inpatient discharges across the state each year, our hospitals include eight acute-care hospitals plus one managed hospital, Hardin Memorial Hospital. These facilities are located in Paducah and Madisonville (West Market), Louisville, LaGrange, New Albany (IN) and Elizabethtown (Kentuckiana Market), and Lexington, Corbin and Richmond (East Market), representing nearly 2,400 licensed beds throughout the commonwealth. Each year, Baptist Health hospitals serve the diverse healthcare needs of many thousands of people throughout the state and surrounding areas.

Hospitals are much more than buildings of brick and mortar. They are people — doctors, nurses and other employees — who recognize the most important person is the patient. They are people who exemplify our Christian heritage and stay true to the original intentions of our founding fathers from the Southern Baptist denomination when they first launched their healing ministry in 1924.
Our member hospitals wage a daily battle against illness and injury and seek to promote wellness. Following the example of the Great Physician, we are united by a common purpose: healing of the whole person — body, mind and spirit. Baptist Health employees have made significant contributions in promoting the health and welfare of the people of Kentucky and Indiana. We are pleased you have made the decision to join our team of dedicated professionals and to support our proud tradition of providing exceptional care.

Who We Are

In addition to our acute-care hospitals, Baptist Health has grown to serve the needs of the community throughout the continuum of care. Baptist Health owns and operates more than 250 outpatient facilities throughout Kentucky and Indiana, including outpatient diagnostic centers, Urgent Care centers and Express Care clinics. Nearly 850,000 visits are made each year to one of our clinics. In addition, Baptist Health Home Care provides services in nearly 40 counties throughout the commonwealth plus counties in Indiana and Illinois. Baptist Health Medical Group was formed in 2014 when we combined physician practice organizations from our various markets. Made up of both primary care and specialty care physicians and providers, the medical group employs nearly 1,600 providers, including 1000 physicians and 600 advanced practice clinicians. We have a number of key services lines, including cardiology, orthopedics, oncology and women’s health.
The healing ministry of Baptist Health is under direction and management of our Board of Directors, which consists of members from across our communities. Baptist Health Lexington, Baptist Health Paducah, Baptist Health Corbin, Baptist Health Richmond, Baptist Health Madisonville, Baptist Health Floyd and Baptist Health Louisville also have their own local Administrative Boards to help provide local guidance and oversight, and Baptist Health La Grange has a Board of Trustees.

Baptist Health is renowned for its high-quality care, patient satisfaction, employment engagement and nursing excellence. Our accomplishments are guided by a strong sense of mission, vision and values which have remained steadfast since our founding in the first half of the last century. Our employees, physicians, volunteers and board members recognize the importance of the sacred trust afforded us by the residents of Kentucky and Indiana. That trust serves as the basis for our continued efforts to improve quality and access to care even more.

In the years ahead, Baptist Health will continue to look for new ways to lower healthcare costs and improve outcomes. At the same time, we are shifting our emphasis from primarily caring for the sick toward keeping people healthy in the first place, and will be working to enhance our efforts to better manage overall population health. We will also continue to look for ways to improve the patient experience through expanded communication alternatives, more convenient locations, integrated information systems and greater community-based services.

We are proud of Baptist Health’s legacy, and our reputation for excellence, and look enthusiastically forward toward the future as we continue our transformational journey as framed by our Mission and Vision. Our commitment to creating healthier communities will guide our efforts, our investment in capital and our operational energies. We believe that our vision of healthier communities can be realized
through innovation in care deliver and a strong commitment to the well-being of those we serve.

**Who We Serve**

The service areas of our hospitals and outpatient centers represent nearly 85 counties with over 3 million people, equal to approximately 73% of Kentucky’s population. Baptist Health also serves six counties outside of Kentucky for a total population of more than 3.5 million served. Our Kentucky services statistics include:

- 17% ... or 1 in 6 hospital admissions
- 24% ... or 1 in 4 births
- 12% ... or 1 in 10 ER visits
- 16% ... or 1 in 6 outpatient visits
- 19.8% ... or 1 in 5 cardiothoracic surgery cases
- 22% ... or 1 in 5 orthopedic cases

**Where We Are**

**Baptist Health System Services Center (SSC), 2701 Eastpoint Parkway, Louisville, KY**

The Baptist hospitals were incorporated in 1968, as Baptist Hospitals, Inc. In 1991, the corporation's name was changed to Baptist Healthcare System, Inc. (BHS). Baptist Health SSC provides support for Administration, Finance, Human Resources, Managed Care, Supply Chain, Legal, Planning, and Information Services to Baptist Health hospitals, physician practices and other healthcare operations.
Our Markets in the East

Baptist Health Lexington (BHLex), 1740 Nicholasville Road, Lexington, KY

Baptist Health Lexington began service to the Lexington community in May 1954. As a result of several major expansions since 1965, the hospital evolved from a 173-bed hospital to a 391-bed medical referral center in eastern Kentucky. Baptist Health Lexington has one of the largest obstetrics programs in the state and annually delivers more babies than any other hospital in its service area. In addition to its women's health services program, it is also a leader in cardiology, oncology, outpatient services, and home healthcare services.

Baptist Health Corbin (BHCOr), 1 Trillium Way, Corbin, KY

In 1982, Baptist Health assumed management of Southeastern Kentucky Baptist Hospital, which once had been the city hospital in Corbin. Two years later, Baptist Health began construction of a replacement facility, which opened in 1986 as Baptist Health Corbin. With 243 beds, the hospital brought some of the most advanced medical care available to southeastern Kentucky, including state-of-the-art diagnostic services and the only level II neonatal intensive care nursery in the area. Major services include the Trillium Center, a psychiatric and chemical dependency facility, women's healthcare services, magnetic resonance
imaging, physical rehabilitation unit, and an expanded emergency room with state-of-the-art patient monitoring capabilities.

**Baptist Health Richmond (BHRic), 801 Eastern By Pass, Richmond, KY**

Baptist Health Richmond, formerly known as Pattie A. Clay, was acquired in September 2012. A 105-bed acute care hospital, it serves residents of Madison and surrounding counties through several locations, including the main hospital, outpatient facilities, urgent care center, occupational medicine center, health and education center, and physician practices.

**Our Markets in Kentuckiana**

**Baptist Health Louisville (BHLou), 4000 Kresge Way, Louisville, KY**

To serve the burgeoning population in Louisville's east end, Baptist Health Louisville drew up plans in the early '70s for a satellite facility of Baptist Highlands that would become a full-fledged medical center in its own right in the 1980s. Located on a 52-acre campus, it was originally licensed for 253 beds. Following a 98-bed addition, a 1989 merger with Highlands, and the opening of a specialty services wing the same year, Baptist Health Louisville grew to 519 beds. The hospital's extensive array of services includes cardiology, oncology, women's healthcare programs, comprehensive outpatient care, orthopedics, psychiatric and addiction treatment, and rehabilitation services.
Baptist Health La Grange (BHLaG), 1025 New Moody Lane, La Grange, KY

Baptist Health La Grange, formerly known as Tri-county Hospital, was acquired in October 1992 and is a 120-bed facility serving Oldham, Henry and Trimble counties. A full-service, acute-care hospital, Baptist Health La Grange offers a broad range of services, including: 24-hour emergency care; critical care; women's health, services, including maternity, nursery, and mammography; outpatient services; skilled nursing; rehabilitation services; sports medicine; and occupational health.

Baptist Health Floyd (BHFlo), 1850 State St., New Albany, IN

Baptist Health Floyd, formerly known as Floyd Memorial Hospital, first opened in 1953 and is the newest member of the Baptist Health family, joining in October 2016. Baptist Health Floyd is a general medical and surgical hospital with 236 beds located just across the river from Louisville in New Albany, IN. Baptist Health Floyd is the largest healthcare provider in Southern Indiana providing services to patients across seven counties, a population of nearly 300,000.
Hardin Memorial Health (HMH), 913 N. Dixie Avenue, Elizabethtown, KY

Opened in 1954 and managed by Baptist Health since 1997, Hardin Memorial Health (HMH) is set to join the Baptist Health family in 2020 as Baptist Health Hardin (BHH).

Today, HMH is an integrated system of providers and facilities serving approximately 400,000 residents in 10 Central Kentucky counties (Hardin, LaRue, Meade, Breckinridge, Grayson, Nelson, Hart, Bullitt, Green and Taylor). The 300-bed hospital in Elizabethtown includes 270 acute care, 15 psychiatric, 15 skilled nursing beds, pediatrics and a Level II Neonatal Intensive Care Unit (NICU). Additionally, HMH includes a Cancer Care Center, Outpatient Surgical Center and a new 70,000+ square foot medical office building in Bardstown in addition to 50+ outpatient facilities throughout the area. With 2,700 employees and an active volunteer corps of 140, HMH is the third largest employer in Hardin County.

Our Markets in the West

Baptist Health Paducah (BHPad), 2501 Kentucky Ave, Paducah, KY

Baptist Health Paducah opened its door to patients in October 1953 and was the second hospital established by Kentucky Baptists. The hospital originally had 117 beds and ministered primarily to healthcare needs of western
Kentucky residents. Western Baptist grew rapidly over the years and today, the 373-bed facility serves as a regional referral center for patients in a three-state area. Baptist Health Paducah is known for its full-spectrum cardiology and oncology programs.

**Baptist Health Madisonville (BHMad), 900 Hospital Dr, Madisonville, KY**

Baptist Health Madisonville, formerly Trover Health System, joined the system in November 2012. With locations in six counties, it has served western Kentucky residents for more than 55 years. Guided by a values-based culture to consistently deliver clinical and service excellence to its patients, Baptist Health Madisonville is a 390-bed hospital consisting of an experienced team of dedicated staff that provides healthcare solutions with compassion and respect for excellent care, every time.

**Our Clinics and Home Care**

**Baptist Health Medical Group (BHMG), 2701 Eastpoint Pkwy, Louisville, KY**

Baptist Health Medical Group combines all of Baptist Health’s employed providers into one physician-led, high-performing medical group across Kentucky and Indiana, offering comprehensive, patient-centered care. Our multi-specialty network encompasses nearly 1,600 physicians and providers, including 1000 physicians and 600 advanced practice clinicians.
While many of BHMG’s administrative functions are centralized, Baptist Health recognizes that healthcare is delivered on a very personal level. Led by physicians, BHMG’s governing structure includes local leadership councils and operations staff in each of the system’s three regions, Kentuckiana, East and West, to address each community’s particular needs.

The medical group works in partnership with Baptist Health Community Care, the system’s population health department, to incorporate new strategies and best practices. Among these are value-based care, care advising/coordination and the patient-centered medical home.

Baptist Community Health Services (BCHS) d/b/a BaptistWorx (BWrx), Baptist Express Care (BEC), Baptist Occupational Medicine and Baptist Urgent Care (BUC), Louisville, KY

Baptist Health Community Health Services includes Baptist Health Occupational Medicine, Baptist Health Urgent Care and Baptist Express Care. With 14 locations across Kentucky, Baptist Health Occupational Medicine not only treats workplace injuries, but provides complete occupational health, wellness and educational programs to employers. Baptist Express Care and Baptist Health Urgent Care clinics are located conveniently throughout Kentucky to treat minor illnesses and injuries, providing an alternative to visiting the emergency room.
Baptist Health Home Care (BHHC), 2701 Eastpoint Pkwy, Louisville, KY

Baptist Health Home Care offers in-home medical care for those who are recovering from surgery or an illness, or living with a chronic disease, such as congestive heart failure, COPD, diabetes or high blood pressure. BHHC services include:

- Nursing care for chronic-disease management;
- Physical, occupational and speech therapy; and
- Medical social services.
- Home Infusion therapy
- Hospice Care

BHHC currently serves patients in 45 counties throughout Kentucky and Illinois. And, with the addition of Floyd Memorial, BHHC now provides service to patients in six Southern Indiana counties as well including Floyd, Clark, Harrison, Crawford, Washington and Scott counties.
Accreditation & Membership

Baptist Health is accredited by the following:

- The Joint Commission on Accreditation of Healthcare Organizations (TJC) or the Healthcare Facilities Accreditation Program (HFAP)
- The American Hospital Association
- The American Protestant Hospital Association
- The Baptist Hospital Association
- Southeastern Hospital Conference
- Healthcare Facilities Accreditation
- Baptist Health is the only hospital system in the world to receive a combination of national Magnet® or Pathway to Excellence® designations at all of our locations from the American Nurses Credentialing Center.
The following policy guidelines provide you with an overview of the policies applicable to your employment with Baptist Health. Many of these are summaries of the actual policies, which are available to you through our intranet site, the Baptist Employee Network (known as “BEN”). To consult the most recent and complete policy, please search for and access the most recent policies through BEN.
Employment At-Will

Baptist Health adheres to the "Employment at Will" doctrine recognized by Indiana and Kentucky courts. Under this doctrine, both you and Baptist Health are free to terminate our employment relationship any time for any reason. For this reason, this Introductory Guide is merely that, a guide, and is not a contract of employment for any definite duration nor construed to alter your employment-at-will relationship with Baptist Health. Only the CEO of Baptist Health or other duly authorized officer of Baptist Health may enter into an agreement modifying your at-will employment status. Nothing in this handbook creates an employment agreement, express or implied, or any other agreement between any employee and Baptist Health.

Equal Employment Opportunity

Baptist Health complies with all applicable federal, state, and local laws prohibiting discrimination, harassment or retaliation in employment, including Title VII of the Civil Rights Act of 1964, the Equal Pay Act, the Age Discrimination of Employment Act, Section 504 of the Rehabilitation Act, American with Disabilities Act, Genetic Information Non-discrimination Act, Family and Medical Leave Act, the Indiana Civil Rights Law (IC 22-9) and the Kentucky Civil Rights Act (KRS Chapter 344), as amended by the Kentucky Pregnant Worker Act. It is the policy of Baptist Health to hire, train, discipline and promote employees based on their ability and job performance. Employment decisions, and all terms and conditions of employment, are made and administered without discrimination based upon race, religion, color, national origin, pregnancy or pregnancy-related conditions, sex, sexual orientation, gender, age, disability, genetic information, military or
veteran status, political affiliations or beliefs or any other protected trait or characteristic. When necessary, Baptist Health will provide reasonable accommodations to assist employees with a qualified disability to perform the essential functions of his or her job, including pregnancy-related disabilities. Employees are encouraged to request such assistance and participate in the interactive process with Baptist Health to explore potential accommodation options when needed.

**Workplace Harassment**

Baptist Health is committed to providing you with a work environment where all employees are treated with courtesy, respect and dignity consistent with our Core Values and the above EEO statement. Therefore, Baptist Health does not condone — and will not tolerate — any sexual or other workplace harassment of any employee by anyone, including other employees, supervisors, physicians, patients, vendors, or visitors.

Any employee who engages in unlawful harassment will be subject to corrective and/or disciplinary action, up to and including possible termination. Baptist Health will promptly investigate all complaints of harassment and, if substantiated, seek to remedy in an appropriate manner.

Sexual harassment includes, but is not limited to, sexual advances, request for sexual favors, sexual-oriented teasing, jokes of a sexual nature, obscene or other inappropriate language, gestures, printed or visual material, inappropriate physical contact (such as patting, pinching or brushing against another’s body), attempts by supervisory personnel (or others in a position of power, e.g., providers) seeking to date or have a sexual/romantic relationship with a subordinate employee, and any other forms of verbal, written or physical conduct of a sexual nature, including same-sex situations, where such conduct:

- Is made an implicit or explicit condition of employment;
• Is used as a basis for employment decisions;
• Reasonably interferes with and employee’s work performance; or
• Creates a work environment perceived as intimidating, hostile or offensive.

Supervisors do not have authority to grant or deny promotions or force any change in an employee’s job status based on the provision or denial of sexual favors by employee.

Other workplace harassment includes conduct based on race, color, national origin, religion, gender, age, disability or other protected characteristic or trait which:

• Creates a work environment that is intimidating, hostile or offensive;
• Reasonably interferes with employee’s work performance; or
• Adversely affects employee’s employment opportunities.

Examples of “other workplace harassment” include, but are not limited to, use of ethnic or racial slurs, nicknames or remarks, display or distribution of materials that may be offensive to members of a certain gender, race, religion or disability, and actions, words and jokes based on any legally protected category.

If you believe that you (or any other employee) have been subjected to inappropriate harassment by anyone during the course of employment, you should immediately report your concern to management as soon as possible. The very nature of harassment often makes such conduct difficult to detect unless it is reported. Baptist Health will not tolerate any retaliation or otherwise subjecting individuals to reprimand for having made a complaint in good faith. If such action occurs, you should report this immediately.
Baptist Health has established the following procedures for reporting sexual or other workplace harassment:

1. You should immediately report suspected sexual or other harassment, including claims of retaliation, to your supervisor, a human resources representative, your department manager, any administrative vice president, or chief executive officer.

2. Baptist Health will promptly investigate all complaints of harassment with as much confidentiality as possible and, if substantiated, take appropriate corrective and/or disciplinary action.

3. Baptist Health will notify affected employee(s) of the results once the investigation is completed.

4. If any employee is dissatisfied with the investigation and corrective and/or disciplinary action taken, then he/she may pursue the grievance procedure established at each facility.

Click here to access Baptist Health’s policy on Sexual & Other Workplace Harassment.

**Workplace Bullying**

Baptist Health considers workplace bullying unacceptable and will not tolerate it under any circumstances.

Workplace bullying can be carried out by an individual or a group of individuals and includes any behavior that harms, intimidates, offends, degrades or humiliates an employee, possibly in front of other employees or patients. Examples of bullying include verbal, non-verbal and physical acts and may include behavior such as name-calling, using the person as a butt of jokes, teasing, spreading of rumors, deliberate exclusion from normal work interactions as well as other unacceptable behavior that may fall short or rise to the level of violating other existing policies prohibiting harassment or workplace violence.
Workplace bullying may cause the loss of trained and talented employees, reduce productivity and morale and create legal risks.

Baptist believes all employees should be able to work in an environment free of bullying. Managers and supervisors must ensure employees are not bullied.

There are grievance and investigation procedures to deal with workplace bullying. Any reports of workplace bullying will be treated seriously and investigated promptly, confidentially and impartially.

Baptist encourages all employees to report workplace bullying. Knowledge of suspected or actual bullying should be reported immediately to your supervisor, human resources representative, department manager, administrative vice president, or chief executive officer.

Disciplinary action will be taken against anyone who bullies a coworker. Discipline may involve a warning, transfer, counseling, demotion or dismissal, depending on the circumstances.

Other Standards of Conduct

Baptist Health expects each person to act in a mature and responsible way at all times. To avoid any possible confusion, some of the more obvious unacceptable activities are listed below. You are expected to avoid engaging in any of these or other similar activities. Any questions regarding the unacceptable activities listed below may be discussed with your supervisor.

Engaging in any of the following activities will serve as possible grounds for disciplinary action, up to and including termination:

- Willful violation of any Baptist Health policy or practice; any deliberate action that is extreme in nature and is

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1 Employees of Baptist Health Floyd are also expected to follow, and will be recognized based on, the existing Baptist Health Floyd C.A.R.E standards.
detrimental to our efforts to operate profitably.

- Willful violation of security or safety rules or failure to observe safety rules or practices; failure to wear required safety equipment; tampering with equipment or safety equipment.

- Negligence or any careless action that endangers the life or safety of another person.

- Engaging in criminal conduct or acts of violence or making threats of violence toward anyone on Baptist Health premises; fighting or provoking a fight on facility premises, or negligent damage of property.

- Engaging in an act of sabotage; willful or gross negligence causing destruction or damage of facility property, or the property of fellow employees, patients, physicians, or visitors in any manner.

- Theft of Baptist Health intellectual or physical property or property of fellow employees; unauthorized possession or removal of Baptist Health property including data, and documents, from the premises without prior permission from management; unauthorized use of Baptist Health equipment or property for personal reasons or profit.

- Dishonesty, willful falsification or misrepresentation on employee’s application or work records; alteration of clinical or practice records or other similar documents.

- Giving confidential or proprietary information to competitors, other organizations or unauthorized Baptist Health employees; breach of confidentiality of personnel or patient information.

- Unsatisfactory or careless work; failure to meet production or quality standards as explained to employee by his/her supervisor.

- Failing to immediately report damage to or an accident involving Baptist Health equipment.

- Leaving work before the end of the workday or not being
ready to work at the start of a workday without prior supervisor’s approval; stopping work before the time specified for such purposes.

• Insubordination or refusal to properly obey lawful supervisory instructions pertaining to employee’s work; refusal to assist in a special assignment.

• Failing to properly use Baptist’s time & attendance system (i.e., “Baptist Health | My Time” (API)), alteration of employee’s own time records or attendance documents, altering another employee’s records, or causing someone to alter your time records.

• Any other item listed under “Termination” in this Introductory Guide or other applicable Baptist Health policy.

Confidentiality Policy

As a Baptist Health employee, you may have access to confidential and proprietary information including, but not limited to, financial information about Baptist Health, patient information protected by HIPAA and other privacy laws, and proprietary Policies & Procedures related to patient care. Should you have access to such information, you are required to keep such information confidential and are not to copy, disclose or otherwise share any such information with any person unless specifically authorized to do so by management.

Always remember patients have certain rights of privacy. Careless talk or repetition of unfounded rumors regarding patients may result in serious harm to the patients, and possible legal action against employees or Baptist Health. Do not discuss personal matters relating to patients' health, diagnosis, or conduct any time except to those directly responsible or with a legitimate need to know.

Any unauthorized discussion or disclosure of the above-described confidential information, especially protected health information (“PHI”), may result in discipline up to and including immediate
termination of employment. Upon termination, you must return to Baptist Health any company property or documents in your possession.

**Conflicts of Interest**

You should not use your position or any knowledge gained from your employment with Baptist Health in any manner for personal gain, or in such a manner such that a conflict of interest might arise between you and the interests of Baptist Health.

You should not accept gifts or favors that may influence, or be interpreted as potentially influencing, your decision making or other actions. This includes participation in market research at the hospital or the evaluation of products and services for use within the hospital for which an employee may be offered money.

You should not accept outside employment or engage in business activities which create a direct or apparent conflict of interest with your employment status at Baptist Health or which may hinder your ability to perform job assignments with Baptist Health. Further, outside employment or business activities which may be adverse to interests of Baptist Health or healthcare industry generally should be avoided, particularly if such employment or activities present a risk of disclosure of confidential or proprietary business information, such as patient care policies and practices. This includes engagement or retention of Baptist Health employees as “expert” witnesses in matters involving any healthcare provider, including Baptist Health and any of its hospitals. Also prohibited is engagement or employment of Baptist Health employees by attorneys to review patient medical records. Baptist Health management employees are required to notify their supervisor and Human Resources Department of any work being performed outside Baptist Health.

These restrictions do not apply to any tips customarily received by individuals employed in a traditional “tipped” position, such as a valet, a waiter or a waitress.
For additional information, please review Baptist Health’s Conflict of Interest policy.
OUR ORIENTATION & PERFORMANCE GUIDELINES

General Orientation

In order for you to adjust more quickly to your job and to feel you are part of Baptist Health, you will be required to attend a New Hire Orientation program upon hire. New employees will be advised by their hiring managers, regional manager or Human Resources when and where to attend.

Introductory Period

Your first ninety (90) days of employment (180 days for managers) are considered the initial orientation period. This orientation period will be time allotted for getting to know your fellow employees, supervisor, and the tasks involved in the job, as well as becoming familiar with our services. Supervisors will work closely to help each employee understand the needs and process of his/her job.

This orientation period is a “try-out” time for both you and Baptist Health and does not alter your at-will employment status. At any time during this orientation period, you may resign without detriment to your employment record. If, during this period, your work habits, attitude and/or performance do not measure up to Baptist Health standards, Baptist Health may release you. At the end of the orientation period, your supervisor will discuss your job performance with you as well as opportunities for continued improvement and growth. This review will be much the same as the annual employee review. During this discussion, you are encouraged to ask questions, provide feedback and offer other comments.

Please understand that completion of the introductory period does not guarantee you continued employment for any specific period of time thereafter nor alter our at-will employment relationship. Any
former employee rehired after separation from Baptist Health of more than six (6) months is considered an introductory employee and will be asked to complete another orientation period. Employees rehired within six (6) months and meeting certain criteria may be eligible for bridging of seniority for purposes of certain benefits. See Rehire Eligibility Policy.

Orientation and Training Period

In addition to providing an introductory period for all new employees, you are provided a similar opportunity for learning and adjustment to your new job should you be transferred into a new position. The orientation and training period will normally be ninety (90) days (or 180 days for managers). During this time, you will be expected to demonstrate interest in the job and the ability to perform the functions of the position. During this trial period, your supervisor will evaluate your performance and will discuss this evaluation with you. Consistent with the at-will employment provision, employees may be released without notice or may resign without notice during this orientation period. Further, completion of the orientation and training period does not guarantee you continued employment for any specific period of time thereafter nor alter our at-will employment relationship.

Performance Evaluations

Employee performance evaluations, also known as development reviews, are normally conducted annually and no later than every eighteen months. Generally, Baptist Health seeks to have staff development reviews conducted in March/April and leadership development reviews conducted in October/November. These discussions will be based on your performance in your current job and used to identify areas for professional development and improvement. Your supervisor will lead the discussion but this discussion should be a collaborative discussion based on partnership between you and your supervisor and serves as a two-way communication loop where
feedback and ideas can be shared and discussed. These discussions will be confidential sessions, and should be used for frank and honest discussions between you and your supervisor. You will be asked to acknowledge the discussion as part of your official employment record.

**Promotions & Transfers**

Whenever possible, Baptist Health will promote capable employees to more responsible positions within the System but is committed to hiring the best qualified candidate for open positions. In order to be eligible for promotion or transfer, you generally must be employed in your current position for at least six (6) months. A job posting policy has been established to give all employees an opportunity to apply for positions that fit their interests and qualifications. This policy ensures that Baptist Health employees are notified regarding available positions as announcements are made to the public.

Available positions, including positions at the management level (but excluding senior executive level positions), will be posted online. Open positions will be posted for a minimum of five (5) calendar days. Employees are responsible for monitoring job postings and applying online before the specified deadline.

You should notify your supervisor when submitting applications for posted positions. Employees will be considered for promotion or transfer on the basis of qualifications, previous performance, and the requirements for the available positions. All applicants will be contacted regarding the status of their candidacy within a reasonable time period. Baptist Health will seek to hire the most qualified candidates for available positions regardless of whether they are internal or external applicants.
Progressive Disciplinary Practices

Employees may receive coaching and/or disciplinary actions for poor work performance, improper conduct, or violation of policy or generally accepted practices. Baptist Health generally follows progressive discipline and administers the level of discipline that it believes best fits the individual facts and circumstances, including the severity of the infraction, the employee’s past work history and any mitigating circumstances following Baptist Health’s Just Culture philosophy.

Through progressive discipline, employees are given appropriate and/or increasing levels of discipline as needed to help encourage them to modify their behavior accordingly to conform to Baptist expectations and standards. Baptist Health reserves the right to decide what level of discipline should be used and to skip to any level, including termination if deemed warranted. Disciplinary actions will be retained in employee's personnel file.

The following types of actions may be given independent of the others:

- **Verbal reprimand:** This serves as documented acknowledgement of verbal notice given by a supervisor directly to employee.

- **Written reprimand:** This is a formal documented notice given to employee by a supervisor.

- **Suspension:** This is a temporary interruption of employment, without pay, for a specified number of days, generally not to exceed five working days. Note, suspensions are used less frequently and often individuals move straight to Final Warning. When used, suspensions are also often combined with a Final Warning.

- **Final Warning:** This generally takes the form of a Last Chance Agreement or Final Written Warning and serves as
the final disciplinary warning issued to an employee prior to termination.

Any combination of three or more disciplinary actions at any level and for any reason (even if unrelated) received in a three (3) year period will generally result in progressive discipline being issued at the next level of disciplinary. As noted, Baptist Health reserves the right to administer discipline at the level it deems most appropriate.
OUR GENERAL GUIDELINES

Attendance

Unless on approved leave, you are expected to be ready for work at the start of your scheduled shift and to be present for the entirety of their shift. When considering your availability and readiness, the following definitions apply:

**Tardy/ Leave Early** includes any situation when an employee clocks in past their scheduled start time or clocks out before their scheduled shift end time. The issuance of attendance occurrences for having clocked in late (i.e., tardy) or clocked out early (i.e., leave early) will vary by location. Please consult your local attendance policy for information on how such tardies or leave earlies are tracked for attendance and potential disciplinary purposes.

The following information is for **pay purposes only**:

- You may clock in either side of your start time up to seven (7) minutes and your pay will be rolled to the nearest quarter of an hour. However, please note that you will be considered “late” when clocking in anytime past your scheduled start time and, depending on your local attendance policy, you may be issued a tardy occurrence.

- Similarly, you may clock out up to seven (7) minutes before or after your scheduled shift end time and your pay will roll to the nearest quarter of an hour. However, please note that you will be considered a “leave early” when clocking out any time before your scheduled end time without prior supervisory approval and, depending on your local attendance policy, you may be issued a tardy occurrence for leaving early.

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To the extent inconsistent with the above, employees are encouraged to consult their local policies and pay practices.

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• Supervisors must approve any clock-ins prior to seven minutes before or clock-outs greater than seven minutes after your scheduled shift.

• You may not clock out before your scheduled shift ends without your supervisor’s approval.

**Absence** is defined as not being present to work a scheduled shift.

• You are to call your supervisor at least two (2) hours ahead of your scheduled start time if you will be absent for any reason or as may be set by your department or local guidelines and attendance policies.

• If you do not call in as required, you will be subject to discipline according to local practice.

• If you are sick for three (3) or more days, you may be required to provide a doctor’s note upon returning to work.

• You **must** also complete the applicable FMLA process pursuant to your local Human Resources protocol on the fourth day. For most employees, they should contact Baptist Health’s third-party FMLA administrator, Matrix Absence Management, Inc., to request FMLA Leave by calling 1-877-202-0055 or by going to [www.matrixabsence.com](http://www.matrixabsence.com).

  o Employees, who have worked at least 1,250 hours in the previous twelve (12) months are eligible to apply for FMLA and must complete paperwork.

  o At this time, it will be determined if the “occurrence” meets FMLA guidelines.

• ATO/PTO time must be used for all call-ins if available.

• Supervisors reserve the right to request a physician’s note on any absence due to illness not already covered by an approved FMLA absence.
• Employees may take up to two (2) hours of PTO to attend physician appointments. Appointment times must be approved by your supervisor in advance.

Supervisors may take disciplinary action for patterns of clocking in after scheduled start time, clocking out prior to scheduled end time, actual or claimed forgetfulness to clock in or out on time and/or any other unusual clocking pattern or pattern of absences (i.e., frequent call-ins on Mondays and/or Fridays).

**Break Areas & Dining Facilities**

All facilities provide areas for employee breaks. All hospital facilities and some other locations may also provide dining facilities or refreshment areas for your convenience. Food should be eaten only in those areas, and generally should not be taken to your workstation or work area.

**Building & Grounds Security (Package Inspection)**

Security guards are responsible for the safety and security of Baptist Health buildings and property. You are expected to follow applicable security procedures and cooperate with security personnel. Because security guards are responsible for protecting Baptist Health property, each guard is authorized to inspect hand-carried items at any time he or she deems advisable. To expedite removal of packages from a facility, you are encouraged to ask your supervisor to authorize, in advance and in writing, the removal of packages from the premises.

**Bulletin Boards**

Bulletin boards are placed in strategic areas throughout each facility and include required federal and state regulations postings. Department bulletins are posted in the immediate work area. Bulletin boards present a broad scope of information of interest to employees. You are encouraged to occasionally scan these notices as they can prove to be of value. Special bulletin boards are provided for employee
postings (e.g., posting items for sale). Employees wanting to place advertisements or notices on bulletin boards should seek prior approval from administration before notices are posted.

**Chapel**

Should you work at one of our hospital locations or other locations having a chapel, you are welcome to visit it at any hour of the day or night subject to your work commitments. Times for chapel services are posted. Services marking special religious occasions are announced through hospital communications media.

**Company Property**

During the course of their employment, employees will have access to use various company property and resources to assist in the performance of their duties. Such items includes access to confidential company information (business plans, financial statements, etc.), equipment (e.g., computers, phones, vehicles, etc.), supplies (paper, pens, etc.) and resources (e.g., keys, copiers, printers, healthcare services through a back channel, etc.). Willful or intentional misuse of such property will be grounds for discipline, up to and including immediate discharge. Upon termination, employees must return any company property in their possession or control to their supervisor or other designated individual. Baptist Health reserves the right to deduct from the employee’s accrued but unused Paid Time Off balance (e.g., prior to payout of any PTO at termination) the value of any such property that is abused, lost and/or not returned within seven (7) days from the date of termination.

**Computer Access**

Most employees will have access to Baptist Health’s computer network and systems. To access the internet or intranet, you must have a valid account and privilege. Employees must use appropriate
passwords for the protection of Baptist Health and should not share these with others or store them in such a manner to enable misuse or misappropriation. While logged on, be aware of your surroundings and protect confidential and patient information from being viewed by those not authorized to do so. You should always log off your computer before leaving it unattended. Laptops, flash-drives and other portable devices should be stored in secure areas to minimize theft and unauthorized access.

**Cyber Security**

As an employee of Baptist Health, you serve as an important role in maintaining our cyber security and defending against outside actors who may seek to compromise our computer and electronic systems. You can help protect our systems by following some basic steps:

- Do not share your log-in information and/or passwords with anyone.
- Do not attempt to download or install any programs on any Baptist Health machine without first seeking permission from IT.
- Do not click on any embedded links and/or open any suspicious attachments, especially from any email originating from outside of Baptist Health.
- Do report any suspicious email to Phish@bhsi.com.
- Do stay vigilant against potential fraud and/or phishing schemes by electronic mail, including asking for any proprietary information, especially from outside email addresses.

**Electronic Communications (Email)**

Baptist Health’s electronic network (i.e., Outlook email system) enables you to communicate electronically with other employees as
well as with vendors, providers, and individuals who are not employed by Baptist (e.g., through email and other means). You are responsible for limiting your usage to business-appropriate and business-related topics. Please note that you should not use Baptist Health’s electronic network for personal/private communication and that any messages sent may be subject to monitoring for various reasons. Please note that passwords are for the protection of Baptist Health and are not intended to ensure employee’s privacy. **As such, employee should not have any expectation of privacy when using such systems.** Avoid opening attachments or clicking on links from unknown sources. When in doubt, call the help desk and/or forward the message to phish@bhsi.com. Please note that you should refrain from conducting personal business on hospital equipment. Employees are discouraged from using email to send notices to “All Outlook Users” and are encouraged instead to use one of the other electronic means for communicating system-wide/facility-wide information of a business or system-supported charitable campaign.

**Electronic Devices (Cell Phones)**

You should refrain from the use of personal electronic devices, specifically including smart phones and digital cameras, during work time and in work areas. Use of such devices may compromise patient privacy and creates the perception that you are not focused on the needs of the business/patient. Should there be a legitimate business purposes for using any such device, it must be used outside of patient areas or the purpose for so using in such areas must be fully disclosed to the patient (e.g., to access online information regarding certain medications). As a general rule, cell phone usage should be considered prohibited except for legitimate business purposes or while you are on break outside of patient / work areas.
Firearms and other Weapons

Baptist Health does not permit carrying or storage of firearms or other weapons within any Baptist Health facility unless the individual is authorized to do so by the Chief People & Culture Officer.

Identification Badge

All employees are required to wear identification badges while on duty to ensure campus security, compliance with regulatory guidelines, and to clearly identify staff to patients and visitors. Name badges must be worn on clothing on the right or left upper chest or pocket of sport or dress jacket/shirt (e.g., displacing badge at waist level is not acceptable). Use of lanyards may be approved based on position and work environment and are generally not approved for use in departments providing direct patient care. If the name badge is worn on an approved lanyard, the badge must be worn at sternum level. The name badge must face forward at all times. The facility issues identification badges upon employment. Replacement badge may be requested at employee’s expense.

Need for Third Parties (Position Regarding Unions)

Baptist Health does not believe having a union serves anyone’s best interest — neither yours, that of your co-workers nor our patients. Rather, we firmly believe that our best interest is best served by working together and directly with each other without the interference or complication of having a third party involved. We simply do not believe that labor unions contribute to welfare and benefit of our employees or patients. Thus, the board and administration of Baptist Health believe the best interest of our patients, community, and employees is ultimately served by operating Baptist Health on a non-union basis and resolving difference through our existing channels, given due consideration to the mission of Baptist Health to serve the community and patient, as well as fulfill legitimate needs of employees.
No Solicitation, No Distribution Rule

No solicitations of any kind, including solicitations for membership or subscriptions, will be permitted by employees or non-employees at any time, in any area primarily devoted to immediate patient care. For purposes of this policy, immediate patient care areas are defined as patient rooms, operating and treatment rooms, corridors or hallways immediately adjacent to these areas, sitting rooms on patient floors, and elevators or stairways used to transport patients. Employees who violate this rule will be subject to discipline, including possible termination. General solicitations for auxiliary-sponsored and/or hospital-endorsed purposes (e.g., support the Baptist Health Foundation, the American Heart Association, the American Cancer Society, American Diabetes Association, etc.) may be permitted with prior approval of the Human Resources Department.

In those areas of our facilities not primarily devoted to patient care, no solicitation of any kind, including solicitations for membership, will be permitted at any time by employees who are supposed to be working, or in such a way as to interfere with the work of other employees who are working. Anyone who does so and thereby neglects his or her work or interferes with the work of others will be subject to discipline, including possible termination.

No distributions of any kind, including circulars or other printed materials, will be permitted in any work area of any Baptist Health facility at any time. Distribution in non-work areas, including areas adjacent to Baptist Health facility entrances, is also prohibited should such distribution directly affect patient care by disturbing patients or disrupting healthcare services.

Off Duty Access to Patient Care & Other Work Areas

Employees are expected not visit patient care or other work areas while off duty or not otherwise performing duties within the scope of their position. This policy is not meant to restrict off duty access for

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the purposes of visiting a patient or family member nor is it intended to restrict employees from being on premise to attend other work-related activities outside their normal scope of duties as directed or requested by management (e.g., training). This off-duty access policy does not apply to the following areas: parking lots; public entrances to facilities (specifically excluding entrances considered to be a work area inasmuch as they are used primary for patient access, e.g., such as the entrance to our emergency department); and other outside non-working areas. Similarly, it is expected that during working time, employees will not visit areas other than those where they work, unless with the specific approval of management.

**Open Door Philosophy (Escalation of Complaints)**

Baptist Health promotes an open door philosophy whereby employees are encouraged to openly ask questions and share their concerns with their supervisor. In support of this philosophy, Baptist Health has also established a complaint escalation process to help assure good employee relations through open communication and understanding. Baptist Health wants to resolve any concerns and grievances you may have and encourages you to bring any such concerns to our attention so that it can be discussed, investigated and resolved. Good communication is a two-way process.

If you have a concern, you are encouraged to take the following steps:

1. Discuss problem first with your immediate supervisor.
2. If you are not satisfied after talking with your supervisor, you should discuss the matter with your supervisor or department head.
3. If you continue to be dissatisfied, then you should discuss the matter with your human resources representative.
4. If you remain dissatisfied after discussion with a human resources representative, you may put the matter in writing and
send it to appropriate area vice president for consideration.

5. Finally, if you remain dissatisfied, you may request to discuss the matter with your hospital president, business unit president or with the Baptist Health CEO (if the employee is a Support Services Center employee).

NOTE: Your facility may have additional steps and/or requirements. However, the hospital or business unit president will have the final authority on any grievance action. At any time during or after any of these steps, you may discuss the matter with a human resources representative and solicit their input and assistance. Baptist Health respects employee rights, dignity, and privacy and will investigate and respond promptly to any concern or grievance. If the grievance is related to harassment, see the section entitled, Workplace Harassment. Employees terminated for cause may write a letter to the appropriate Vice President, but will not utilize the grievance procedure.

Package Delivery

Employees should not use their work address and company resources for shipping and/or receiving personal packages / items. Receiving personal packages at work puts an unnecessary strain on supply chain / mailroom resources by increasing their workload and potentially causing delay in processing work-related packages.

Personal Appearance

Personal neatness and appropriate attire enhance the professional appearance of employees, and inspire confidence in their abilities. Employees must carefully attend to personal hygiene and keep their apparel neat and clean. All employees must dress modestly in attire appropriate to the healthcare field, and in compliance with department and/or facility-specific dress code policies. Generally, colognes and perfumes should be avoided or used sparingly and must not be offense to patients, co-workers, and customers; hairstyles must be neat and clean; and unconventional hairstyles and ornamentation should be
avoided as should other dress styles and trendy apparel that would not be reasonably accepted within cultural norms for a healthcare environment or might be considered offensive to the customers and patients served. Please consult your local dress code policy and/or human resources for additional details or questions.

Personnel Records

An employee’s personnel file is the property of Baptist Health and shall remain under the control of management. Contents of personnel records are considered confidential. Access to them is restricted to active employees on a “need to know” basis. Personnel files represent the “official” employment record of employees and includes, but is not limit to, items such as: applications, references, correspondence, position assignments, transfers, evaluations, wage changes, and tax-deduction statements. Baptist Health will maintain such records either in a physical file or electronically as part of Baptist Health’s HRIS system (e.g., Workday). Current employees may request permission to review the contents of their file in person by contacting Human Resources. Specifically, you can review your performance evaluations, documentation relating to disciplinary or grievance actions, and any other documentation relating to your employment, work assignments, and pay progression by making an appropriate request to do so.

Current employee information (such as number of dependents, home address, home and/or cellular telephone number, personal email, marital status, and name changes) is essential for communications. Please make use of employee self-service and/or report any changes promptly to your department and to Human Resources. Change of home and/or mailing address, home telephone number, and emergency contact information can be made by utilizing Workday’s Employee Self-Service function.
Pride in Our Premises

The upkeep of Baptist Health facilities is a major task. Pride in the appearance and neatness of the premises, both internal and external, is vital. Should you notice any neglect or abuse, please report this promptly to your supervisor or building engineering so that corrective action may be taken.

Protected Concerted Activity

Nothing contained in this Introductory Guide is intended to interfere with, restrain or otherwise alter your right to engage in legally protected concerted activity as permitted by Section 7 of the National Labor Relations Act, including your right to communicate regarding wages, hours or other terms and conditions of employment.

Smoking & Tobacco Use

Because Baptist Health recognizes its responsibility to provide a healthy environment for employees, visitors and patients, smoking and tobacco use is prohibited in all Baptist Health facilities, including the use of smokeless tobacco as well as e-cigarettes. All Baptist facilities have designated their entire campus as "Tobacco/Smoke Free Environments." As such, smoking or other tobacco use by employees, visitors and patients is not permitted at any time anywhere on campus grounds.

Social Media

You should be cautious in using social media to discuss or share information that is work-related. Even though attempts may be made to prevent information from being improperly disclosed (e.g., removing names), there is still risk that such postings may violate Baptist Health’s policies regarding confidentiality and patient privacy. Further, when using social media, it is important not to represent yourself as speaking or taking a position on behalf of Baptist Health.
Telephone Messages

Thousands of calls come through our telephone system daily. Employees are requested to refrain from making personal calls to the maximum extent possible. It is not possible to call employees to the telephone during working hours except for Baptist Health business or in the event of an emergency. Please advise your friends and relatives not to call during working hours. (See also, e.g., Electronic Devices).

Use of Company & Personal Vehicles

If your job duties require you or makes you eligible to drive a company or personal vehicle, you must have a valid driver’s license and proper insurance. Where available, you are encouraged to use a company vehicle or rental vehicle when needed for business travel. While driving, you are expected to refrain from texting or otherwise using a cell phone or other personal device that may cause distracted driving. Should you need to make a call, you are expected to pull off the road or use a hands-free option.

Workplace Search

Lockers, desks, offices, email accounts, computer equipment and workstations are the property of Baptist Health and are provided to employees to carry out their work activities and for their convenience. Baptist Health reserves the right to conduct reasonable searches, at random or for cause, at any time. Similarly, items brought on to Baptist Health property (e.g., boxes, backpacks, purses, vehicles, etc.) may also be subject to search. A search, in and of itself, does not imply or constitute an accusation of wrongdoing. Baptist Health may elect to conduct searches to protect the loss of company property, to ensure the efficient and proper operation of facilities and for other security reasons, including concerns that the employee may be in the position of items considered that may be illegal or otherwise violate company policy.
OUR HEALTH & SAFETY GUIDELINES

Safety & Accident Prevention

Baptist Health wants to provide a safe, healthy and productive work environment where safety and well-being of its employees, patients, families, and visitors are assured. However, safety is everyone’s responsibility.

Accordingly, you are encouraged and expected to familiarize yourself with our safety programs as well as the safety precautions required for your position. Orientation will include, but is not limited to, understanding the use of required/available Safety Equipment as well as Personal Protective Equipment (“PPE”), your right to know about hazardous materials and where to find information contained in applicable safety data sheets (“SDS”) (formerly known as “MSDS”). Workplace safety regulations are posted throughout the facility in compliance with the Federal Occupational Safety and Health Act of 1970.

It is your responsibility to immediately report to management any unfavorable conditions, such as wet or slippery floors, equipment left in halls or on walks, tripping hazards, and defective or broken equipment. You are also expected to immediately report to your supervisor and/or employee health any near miss or injury (no matter how slight) you may suffer in the course of performing your duties (see, e.g., On-The-Job Injuries) as well as anything that needs repair or is a safety hazard. Safety concerns can be raised without fear of retaliation.

Safety is everyone’s job. Careless handling of equipment and/or use of combustible materials near open flames is dangerous. All defective equipment, electric outlets and lamps should be reported immediately. You should know where to find applicable SDS sheets, which are located online on the home page of BEN (in addition, each
Baptist Health facility has a normal backup process when computers are inactive).

Employees who fail to follow established safety procedures and/or fail to use or wear assigned safety equipment when required will be subject to disciplinary action. Supervisors are responsible for enforcing safety policies and procedures within their department.

**General Safety Rules**

Safety is to be given primary importance in every aspect of planning and performing any activities. We want to protect you against injury and illness. Below are some general safety rules:

- Keep your work area clean and sanitary.
- Keep cabinet doors and file and desk drawers closed when not in use.
- Ask for assistance when lifting or moving heavy objects.
- Wear or use appropriate safety equipment (such as patient lifts), as required.
- Wear appropriate personal protective equipment (“PPE”) as stated in your OSHA Exposure Control Plan.
- Avoid overloading electrical outlets with too many appliances or machines.
- Use flammable items, such as cleaning fluids, with caution.
- Report to management if you or a co-worker becomes ill or injured.
- Report to management any perceived safety risks.
- Follow good hand hygiene protocols
- Follow universal precautions to eliminate or minimize exposure to blood borne pathogens in the workplace.
Substance Abuse

Baptist Health has no tolerance of drug and alcohol abuse, and conducts various programs of prevention, education, and rehabilitation to ensure our system maintains a drug and alcohol-free environment. Baptist Health considers substance and alcohol abuse to be a medical problem and, as with other illnesses, our objective is to assist in rehabilitative processes. An Employee Assistance Program has been established to help employees and their families address problems related to drug/alcohol abuse.

Employee Fitness-for-Duty

Employees must be capable at all times of functioning with adequate reason and judgment in duties and responsibilities to which he or she has been assigned. A supervisor shall relieve an employee of his or her responsibilities if, in the supervisor's judgment, an employee's reported or observed ability to function might interfere with the employee’s competent and safe performance of his or her responsibilities.

If an employee is relieved of his or her responsibilities, the supervisor in consultation with employee health and/or human resources will determine whether employee will be required to submit to medical evaluation (i.e., Fitness for Duty) before resuming his or her responsibilities. Where a supervisor has determined a medical evaluation is necessary, failure of employee to submit to such medical evaluation will result in disciplinary action up to and including possible termination.

Following a leave of absence for personal health reason, including worker compensation leave or FMLA, an employee may be asked to submit to a fitness for duty examination to ensure his or her ability to safely return and perform the essential duties and responsibilities of his or her position.
On-The-Job Injuries & Employee Incidents

If you believe that you have been injured on the job, suffered a work-related illness or suffered an employee incident that may or may not require medical intervention or treatment (i.e., a report only incident), the following procedure should be followed:

1. Immediately notify your supervisor, house supervisor and/or house manager. You will also be expected to call the Baptist Health 24/7 Employee Incident Call Center (administered by CorVel) at 1-877-764-3574 to report your injury, illness or incident and receive direction on medical care.

2. If required, you will be directed to seek medical treatment through available means, including Employee Health, BaptistWorx, Baptist Urgent Care or an Emergency Department at a Baptist facility (depending on the nature and time of the injury).

3. You will be asked to assist in the completion of an Incident Report and an employer’s First Report of Injury (which is done by calling the Baptist Health 24/7 Employee Incident Call Center).

4. You will be asked to sign a consent form to release medical records to our Workers Compensation claims administrator.

Please note that failure to timely report your injury and/or refusal of treatment may result in a loss of the Workers Compensation benefit. You are expected to cooperate with Baptist Health to seek out the appropriate level of care based on the injury and/or extenuating circumstances (e.g., treatment via the emergency department is generally the most expensive option and is not needed for most injuries).

In the event that you are injured on the job and become eligible to seek workers compensation benefits, please note that you have certain rights and responsibilities related to workers compensation policies. If
an injury does occur, you will be given a detailed listing of those rights and responsibilities.

Examples of those rights and responsibilities are listed below but are not limited to:

**Employee Rights**

- To have work-related medical expenses paid by Baptist Health;
- To choose a provider from a group of approved managed care physicians/providers;
- To not be harassed, coerced, discharged or discriminated against for filing a lawful workers compensation claim; and
- To be granted excused leave of absence if off work due to a work related injury.
- Family Medical Leave and Workers Comp run concurrently

**Employee Responsibilities**

- Notify supervisor immediately and call the Baptist Health 24/7 Employee Incident Call Center (administered by CorVel) at 1-877-764-3574 as soon as possible following an injury;
- Follow-up with your designated worker compensation coordinator, as needed/instructed, if treatment is sought;
- Select provider from the approved Work Comp Network (listing of network providers is available from your worker compensation coordinator);
- Attend all scheduled appointments, and follow the medical advice & treatment plan per instructions of provider; and
- Maintain regular contact with your supervisor, designated Human Resources representative, and managed care case manager as appropriate.

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3 **NOTE:** In Indiana, the employer chooses the managed care physicians/providers.
Fire Prevention & Training

The importance of fire prevention cannot be overemphasized. Carelessness and thoughtlessness are the two main reasons for fire disasters. Baptist Health has set up fire prevention plans to protect employees, patients, other personnel, and property. You will receive training on fire prevention and equipment during your initial orientation and annually thereafter. Your supervisor will discuss the fire drill procedures pertaining to your area in greater detail. Annual fire safety in-services are held. Baptist Health will conduct both scheduled and unscheduled drills to ensure employees are properly trained in emergency procedures.

Disaster Programs

In the event of a disaster, Baptist Health hospitals are responsible for rendering assistance to victims in the communities we serve. Each department should have a disaster plan. From this detailed instruction manual, employees are required to learn their particular duties in disaster situations. Supervisors will discuss the disaster procedures pertaining to employees’ workstations in detail. Employees are expected to understand their duties and comply with them completely. Regular disaster drills are conducted in each facility. All employees, whether on or off duty, are required to participate in any major disaster drill, if held. Annual disaster in-service training will be required of all employees.

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Disasters include fire, severe weather related, hazardous spills, and other natural or man-made disasters.
Employee Classifications

Employees are grouped into the following classifications:

*Regular Full-time:* These persons are employed for an indefinite period of time and are regularly scheduled to work a minimum of 64 hours in a two-week pay period (e.g., a minimum of 32 hours per week or classified as a .8 or an 80% or greater Full-Time Equivalent) and are eligible for full-time employee benefits.

*Regular Part-time:* These persons are employed for an indefinite period of time and are regularly scheduled less than 64 hours in a two-week pay period (e.g., less than 32 hours per week or classified as less than a .8 or an 80% Full-Time Equivalent).

For purposes of benefits, Regular Part-time employees are classified into two categories, e.g., (i) those who are regularly scheduled to work a minimum of 48 hours but less than 64 hours per pay period (e.g., regularly scheduled to work between a minimum of 24 hours and 32 hours per week or those classified as a 60% (.6 FTE) up to an 80% (.8 FTE) Full-Time Equivalent) who are eligible for all part-time benefits and (ii) those who are regularly scheduled to work less than 48 hours per pay period (e.g., less than 24 hours per week or classified as less than a 60% (.6 FTE) Full-Time Equivalent) who are only eligible for

**NOTE:** For purposes of the terms used in this section of the Introductory Guide, as well as for purpose of similar terms used in any policy and/or benefit plan, Baptist Health defines “regularly scheduled” as being equivalent to an individual’s *assigned* Full-Time Equivalent (FTE) rating regardless of the actual hours worked or paid. Employees who would like to have their FTE status adjusted/reviewed or believe that their FTE rating should be adjusted based on hours regularly worked must discuss this with their supervisor and/or designated HR representative.
Preventative Care health benefits unless they work more than 1,000 hours in a retirement plan year, in which case they may participate in a Baptist Health sponsored retirement plan.

*Temporary full time/part time:* These persons are employed with the understanding their employment will last a defined length of time, generally not to exceed six (6) months in length. Temporary employees do not participate in any employee benefits unless they work more than 1,000 hours in a retirement plan year, in which case they may participate in a Baptist Health sponsored retirement plan. They do not receive any other benefits through Baptist Health. Employees who begin in a “Temporary” classification and later change to a “Regular” classification will begin accruing benefits from the official date of change to “Regular” classification.

*PRN (per diem) Employees:* These persons are employed on an “as needed” basis. Usually, they have no regularly scheduled hours and do not participate in the employee benefits package unless they work more than 1,000 hours (with the exception that they are eligible to make personal contributions to the Baptist Health 403(b) Thrift Savings Plan without a company match unless initially meeting applicable minimum hour requirements (see, e.g., Retirement Programs) and are also eligible for the Preventive Care Health Plan). Upon a change of status either to or from PRN, the employee’s service date (benefit accrual date) is to coincide with the effective date of change. It is the employee’s responsibility to contact Human Resources to determine what changes in benefits eligibility have occurred.

**Exempt Status & Overtime Pay**

Overtime pay for Baptist Health employees is subject to the overtime provisions of the Fair Labor Standards Act. Whether you are eligible for overtime compensation is determined by the kind of work you perform. Employees not eligible for overtime are described as Exempt from OT pay. The determination of your pay status is not made
by your job title or location; it is made by evaluating your primary duties and the kind of work you perform.

Employees subject to the overtime provisions of FLSA and eligible for OT pay are described as Non-Exempt. Most of Baptist Health’s employees are classified as Non-Exempt and, therefore, are eligible for overtime pay. Non-exempt employees will be paid one and one-half (1.5) times their “regular rate” (as calculated pursuant to FLSA standards) for approved overtime hours worked in excess of forty (40) hours per week. Normally, your hourly rate is the same as your regular rate but there may be reasons for variations such as the inclusion of premium pay. If you have questions regarding your pay, please consult Human Resources.

If you are a non-exempt employee, you will be paid for all of the hours you work according to the state and the federal wage and hour laws. Thus, before you start to work early, work remotely or work beyond the normal workday, you must get advance permission and authorization of your supervisor because overtime pay represents an expense to the company. Unless specifically instructed, employees are not expected to perform work beyond regularly scheduled hours or perform work from home.

If you are a non-exempt employee, your hours of work must be recorded. **It is required by law.** The record of hours worked is used to calculate your paycheck. Please be accurate in recording your time. In the event there is an error in properly recording your time, it is important that you notify your supervisor right away. An incorrect time record may cause you to be paid incorrectly. If you believe that you have been paid incorrectly, please notify the payroll department immediately so it can be reviewed and corrected if needed.

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6 Please note that only compensation for actual hours worked is included. Hours paid for PTO, Bereavement Absence, Jury Duty, and applicable Leaves are not included in the calculation of overtime.
If you are an exempt employee, you are generally paid a fixed salary for performing a scope of work. Exempt employees are generally not paid by the hour, and are not subject to the overtime provisions of the Fair Labor Standards Act. Exempt employees are expected to work until the job is finished.

**Premium Pay**

**Holiday Pay:** Employees will be paid a special holiday rate when, with the authorization of senior management, employees are scheduled and required by business needs to work on one of the following holidays:

- New Year's Day;
- Memorial Day;
- Independence Day;
- Labor Day;
- Thanksgiving Day; or
- Christmas Day.

The special holiday pay rate is one and one-half times your base rate. Exempt employees are not eligible for special holiday pay.

**Shift Differential:** Some employees may be eligible for a shift differential to compensate for their willingness to commit to work evenings or nights as part of their regular schedule in order to meet patient needs. Such pay is generally determined by each facility or business entity to match competitive rates being paid in the local market. Such pay will be included in the calculation of employee’s “regular rate” for purposes of overtime pay calculations.

**On-Call, Call Back Pay and Other Premium Pay:** Based on business and patient needs, Baptist Health may offer some employees other forms of premium pay to compensate for their willingness to be “on-call” or be “call-back” to meet patient needs. Your supervisor will be able to explain the availability and clocking of such premium pay.
Such pay will be included in the calculation of employee’s “regular rate” for purposes of overtime pay calculations.

**Working Hours**

The hours an employee works will depend on their classification and assignment. Because Baptist Health hospitals and some clinics must be open for patient care 24 hours a day, 7 days a week, every day of the year, some employees will have to work at night, on weekends, and during holidays. The needs of Baptist Health’s patients make overtime, shift work, a rotating work schedule, or a work schedule other than a standard schedule a necessary condition of employment.

The determination of the daily and weekly work schedule is the responsibility of your supervisor. It is your responsibility to know and follow the schedule as set forth by your supervisor. If you have any questions concerning your schedule, please discuss with your supervisor. When you are unable to report for duty (no matter what the cause), you must notify your supervisor in advance as far as possible.

Employees may not leave the premises during regular working hours without the express permission of their supervisor, and must clock out upon leaving and clock in upon return.

**Meal & Rest Periods**

Meal periods are thirty (30) minutes in duration and are unpaid. Baptist Health’s time system will generally deducted the meal break from your time automatically based on the hours worked. Employees who leave campus for their meal break are expected to clock in and out. Should you miss a meal break, please let your supervisor know immediately so that we can adjust your time accordingly. Meal periods may not be combined with rest breaks in order to extend the length of the meal period. Meal periods will be scheduled by the immediate
supervisor. It is our expectation that you will take the provided meal break and perform no work during that 30-minute period.

Employees are also entitled to one 10-minute paid rest period for every four (4) hours worked. As paid time, employees do not need to clock in and out for their rest period. Your supervisor will generally schedule your rest periods, which are not to be cumulative nor added to the meal period. Upon request and in coordination with your supervisor, a reasonable amount of additional unpaid break time may also be provided to nursing mothers in order to express breast milk.

**Missed Rest and Meal Periods**

Baptist Health is committed to ensuring its compliance with both state and federal wage and hour laws. Consistent with that commitment, Baptist Health does not permit, and hourly-paid employees are prohibited from, engaging in “off-the-clock” work. Rest and meal breaks are generally required by state law and, even if not required, are part of Baptist Health’s practice to ensure that employees have the opportunity to rest and eat while working. Consequently, if a meal break is not taken (and properly recorded as not taken), it may result in a form of prohibited “off-the-clock” work to the extent many of the payroll systems are set up to automatically deduct the thirty-minute meal break.

If you are a non-exempt employee who is required to work through a rest or meal break due to unexpected demands of the workplace, you **must notify your supervisor** at the time the break is missed, if practical, but in no event later than the end of your scheduled workday. Failure to notify your supervisor is considered a falsification of time records and may result in appropriate disciplinary action. In addition to properly entering any necessary no-lunch clocking so as to override the automatic deduction, missed meal breaks must also be reported as required by your local HR and/or payroll Department.
Supervisors receiving notice of a missed break should verify that the report is accurate, and take necessary steps to attempt to rectify the situation immediately and/or notify appropriate personnel to ensure proper payment to the employee. Supervisor may not encourage any employee to withdraw a missed break report, or to suggest any form of retaliation against an employee who makes such a report. Should a supervisor question the accuracy of a missed break report, the matter is to be referred to Human Resources for further investigation and action.

Any non-exempt employee who is requested or otherwise encouraged to engage in off-the-clock work, including working through Baptist Health-provided breaks without compensation, should bring the matter to the attention of the appropriate manager or Human Resources representative.

Pay Periods and Receipt of Wages

Employees are paid bi-weekly, at least 26 times a year. Baptist Health’s workweek begins at 12:01 a.m. Sunday and ends on the following Saturday at 12:00 a.m. Payday is every other Friday, and the payment received represents the time submitted that was approved. It takes time to process payroll data. Direct deposit of wages will be received about five (5) days after each pay period ends. Please address any questions concerning your pay with your supervisor, who may consult the payroll department for assistance or clarification.

Pay Records

The electronic time keeping system is the basic source of information for payroll. All non-exempt employees shall record their work hours through an electronic time keeping system. Exempt employees shall record exceptions to their regular biweekly schedule. The working day will normally include a 30-minute period for meals that is not counted as working time.
Electronic time keeping system entries should reflect the actual hours worked and should mirror your actual work schedule (e.g., do not “clock” in and out at hours in variance with your daily work schedule). You must clock in/out electronically when reporting for duty, upon leaving the premises and upon returning to duty, and upon completion of duty. Your supervisor must approve all hours in advance. If an employee fails to “clock” in or out, the approval and correction of time by management is required before being paid for that day.

Employees are not to clock in “early” before the start of their scheduled shift without your supervisor’s approval. For most locations, clocking in more than seven (7) minutes before their scheduled start time is considered early and is prohibited. Similarly, clocking in after the scheduled start time is considered “late” and may result in a tardy occurrence being assessed plus potential discipline based on the number of occurrences accumulated (please consult local rules for any applicable clocking-in grace periods). Clocking out any time before the scheduled quitting time is unauthorized without your supervisor’s approval. Employees have up to seven (7) minutes after their scheduled quitting time to “clock” out. Any time after seven minutes may be considered overtime and requires approval of your supervisor.

Where available, the electronic time keeping system is to be checked by employees to ensure accuracy of the hours to be paid. Changes or alterations are not to be made except with approval of the supervisor (or designee). If changes are necessary, it is the responsibility of employees to obtain the approval prior to the submission of the time for compilation of pay.

Do not “clock” another employee in or out. “Clocking” for another employee or falsifying any time record will result in disciplinary action for both employees involved, up to potential termination.
Authorized Payroll Deductions

It is the policy of Baptist Health to make only proper and authorized deductions from your pay. This may include deductions initiated by you for purchases made through auxiliary and uniform sales, the cafeteria and/or the gift shop. Sometimes, however, through mistake or error, an improper deduction may occur. If you believe that your pay has been reduced because of an improper or unauthorized deduction, please notify Human Resources immediately. If it is determined that an improper or unauthorized deduction has occurred, the amount deducted will be promptly reimbursed.

Baptist Health will withhold certain deductions from your paycheck. Federal, state, county, and/or city governments require some of these deductions, while others are voluntary deductions per your request. Earnings statements will indicate each deduction withheld. Should you wish to change a voluntary deduction, please contact a member of your Human Resources department.

**Exempt Employee Wage Deductions:** Baptist Health is committed to compensating its employees in compliance with the Fair Labor Standards Act (“FLSA”). Because exempt employees are generally paid on a fixed salary basis, they will receive their full salary unless specifically authorized by law. Except for normal taxes, benefits and voluntary contributions, deductions may be made only when an exempt employee is:

- Absent from work for one or more full days for personal reasons, other than sickness or disability;
- Absent from work for one or more full days as a result of sickness or disability (including work related accidents) if the deduction is made in accordance with a plan, policy or practice of providing compensation for loss of salary caused by such sickness or disability (e.g., Baptist Health | My PTO Time);
Called for jury duty, attendance as a witness, or temporary military leave to the extent that the employee is compensated for such time away from work (i.e., to offset amounts employees receive as jury or witness fees, or for military pay);

- Suspended without pay for one or more full days for violation of a safety rule of major significance;
- Suspended without pay for one or more full days for violation of a written workplace conduct rule; or
- Partial salary payments made in the initial or terminal week of employment (proportionate to the number of days not worked in such week).

Wage Assignments and Garnishments

We hope that you will manage your financial affairs so that we will not be obligated to execute any court-ordered wage assignment or garnishment against your wages. However, in the event that Baptist Health receives an assignment or garnishment, we will notify you and ask that you make immediate arrangements for settlement on the account in question. If you continue to receive garnishments on more than one underlying debt and do not attempt to rectify the situation, you may be subject to disciplinary action.

Wage Scales

All Baptist Health positions are classified according to relative job skills, technical requirements, and responsibility. Maximum and minimum salary rates are established for all positions. Each geographical market and/or facility location generally maintains its own salary/wage plan designed to meet the competitive needs and demands of the local labor markets. All salary information is regarded as strictly confidential by Baptist Health. Baptist Health will not release information about any employee’s salary to anyone without his/her
written permission or a legally binding request or other legal obligation to do so.

**Pay Increases & Pay Rates**

Baptist Health may provide pay increases based on a general increase, merit and/or competency, as demonstrated by employees’ performances on the job, or due to the need to meet market parity to maintain a competitive wage. Generally, pay increases will coincide with the start of the fiscal year. However, **these increases and the time of these increases are not automatic**. Pay increases are available at up to the maximum rate established for each position.
Health Insurance

Health Plan coverage needs are unique for each employee. As a result, Baptist Health offers eligible employees a variety of plan options and the flexibility to choose the coverage that is best for them. You can choose to cover yourself at the “Employee only” level, or cover one or more of your dependents by choosing (i) Employee plus spouse, (ii) Employee plus child(ren) or (iii) Family coverage. Depending on the plan selected, Baptist Health seeks to cover approximately 80%-85% of the cost of care for employee only coverage and approximately 70% for levels covering the employee and their dependents. Employee premiums are deducted on a pre-tax basis. See the annual benefit guide for additional information on plan options and coverage.

Retirement Program

To assist you to set aside money for retirement, Baptist Health sponsors a 403(b) thrift savings plan for eligible employees and in which Baptist Health matches a portion of savings for Regular employees. Baptist Health automatically enrolls all Regular Employees with a preset election of 3%. Please note that you can change this election or opt out at any time by calling Fidelity Investments or logging into your personal account at www.fidelity.com/atwork. Generally, you may not withdraw any funds from your retirement plan unless and until you terminate your employment or retire. For complete information on the retirement programs, including the loan provision on the thrift savings

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7 The following are summaries of the benefits provided. Employees are encouraged to consult the actual plan documents for more information. Where there is a conflict, plan documents will govern.
plan and withdraw options, please contact Fidelity Investments at 1-800-343-0860, or go online to http://www.Fidelity.com/atwork.

**Short-term / Long-term Disability**

While medical insurance may cover most medical bills, daily living expenses such as rent or mortgage, car payments and utilities continue during periods of disability. Accordingly, Baptist Health offers disability insurance to help provide partial income replacement should you be unable to work due to a qualifying illness or non-occupational injury. Employees pay the cost of the Short-Term Disability (“STD”) Plan through post-tax payroll deductions. Short-term disability benefits can run concurrently with EIB benefits. In contrast, Baptist Health fully funds the Long-Term Disability (“LTD”) Plan. However, other sources of income, such as Social Security and workers’ compensation, offset LTD benefits. Benefits are reduced upon reaching normal retirement age. Please consult the most recent Benefit Guide for more information. To make a claim, or if you need additional information, please call our third-party vendor, Reliance Standard, at 1-877-202-0055.

**Social Security Retirement & Disability Benefits**

Employees of Baptist Health participate in the Social Security program through the payment of taxes per the Federal Insurance Contribution Act (“FICA”). Baptist Health pays half of the cost of this program and the other portion is deducted automatically from employees’ pay according to government regulations.

**Life Insurance**

Baptist Health provides eligible employees with basic life and accidental death & dismemberment Insurance coverage. In addition, you may purchase supplement life (subject to certain limits and caps) as well as group life insurance for your spouse and children. Please
consult the most recent Benefit Guide to learn more about your
coverage and ability to purchase additional life insurance for yourself
and your family.

Other Insurance Coverage

Baptist Health is committed to being the leader in health and
wellness. Baptist Health offers a variety of comprehensive voluntary
benefits, including Dental, Vision, Cancer, Critical Care and Accident
Insurance to eligible employees and their families.

Flexible Spending / Health Savings Accounts

For those employees participating in one of Baptist Health’s
Preferred Provider Organization (“PPO”) health plans, you will have the
opportunity to set money aside on a pre-tax basis in a Flexible Spending
Account that you can use to pay for eligible health care and/or
dependent day-care expenses. For those employees participating in
our high-deductible health plan (“HDHP”), you can participate in a
Limited Flexible Spending Account to set aside money for dental and
vision related expense only. In addition, those participating in the
HDHP will also be provided with a Health Savings Account (“HSA”) in
which both Baptist Health and the employee, if they so choose, can set
aside pre-tax money to help offset the costs of covering healthcare
expenses falling within their high deductible plan.

Summer Hours

Baptist Health provides employees the opportunity during the
summer months to participate in an altered and/or reduced summer
hour schedule for those locations and departments that are able to
accommodate such requests. Note, not all locations and departments
are able to participate in the summer hours program due to business,
customer and/or patient needs. For those able, the program generally
runs from Memorial Day to Labor Day. For more information, please consult the Baptist Health Summer Hours Program FAQs.

**Tuition Assistance Program**

Baptist Health believes employees should have every opportunity to increase their knowledge and skills for both personal growth as well as help to prepare them to take on new and expanded roles within Baptist. Therefore, as part of our employee education program, you may be eligible to have certain educational expenses reimbursed.

Tuition assistance is available to all Regular employees completing six (6) months of continuous employment prior to the date on which an approved course begins. Full-time employees (e.g., .9 FTE or greater) will have access to the full amount of tuition assistance provided. Tuition assistance to part-time employees will be prorated based on their standard FTE (i.e., scheduled biweekly work hours) at the time of enrollment.

Tuition assistance is limited to a maximum amount per fiscal year for full-time employees and prorated for part-time employees in exchange for commitment to remain employed with Baptist Health for a fixed period as defined in the policy (if applicable). Employees are eligible for reimbursement for courses taken related to employees’ work or courses designed to prepare employees for increased opportunities within the system (i.e., most healthcare occupations), and taken at any accredited school, college, or university that is approved by the Educational Assistance Committee.

Employees must apply for educational assistance by submitting an "Educational Assistance Program" application to their immediate supervisors no later than two weeks after the start of a class. Applications must be obtained online.
Employee Assistance Program

Baptist Health sponsors an Employee Assistance Program that provides confidential help in coping with problems such as marital and family conflicts, depression, work-related stress, grief and loss, chemical dependency, or legal/financial difficulties. Our partner, Magellan Healthcare, currently administers these services. For complete information, visit http://www.mgln.us/bhs-EAP or call 1-800-327-7354. If you have questions, please contact Human Resources.

Workers' Compensation Benefits

In compliance with applicable state Workers' Compensation laws, Baptist Health provides coverage for medical care and compensation for lost wages should you suffer a work-related injury or illness. All employees are eligible for this benefit immediately upon employment.

**Incident Reporting:** State law requires immediate and formal reporting of incidents on the job. Therefore, should you be involved in accident or other work-related incident, and even if it does not result in an injury (e.g., a “near miss”), you must report that incident immediately to your supervisor and complete an incident report before the end of your shift unless your injury somehow prevented you from so doing (See, e.g., On-The-Job Injuries). An “incident” is any happening that is not consistent with routine operation of a facility or routine performance of a job, such as an accident that results in bodily injury.

**Injury Treatment:** Treatment should be provided at the most appropriate level. For most employees, they should call Baptist Health’s 24/7 Employee Injury Call Center (administered by CorVel) at 1-877-764-3574 to report an injury and receive direction regarding medical care. If emergency care is necessary, employees should seek care at a Baptist Health Urgent Care or, if necessary, may be seen in the Emergency Department. Non-emergency care must be coordinated.
through CorVel, Employee Health and/or Human Resources (See, e.g., *On-The-Job Injuries*).

**Leaves of Absence:** If it is necessary for you to be off work to recover from a work-related injury or illness, you will be provided with an appropriate leave of absence without pay (compensation may be available via workers’ compensation). This leave will run concurrently with FMLA leave (See, e.g., *Family and Medical Leave of Absence*). Benefits will not accrue during any such leave(s) of absence. However, employee will continue to eligible for health benefits (premiums will go into arrears and will be “caught up” upon employee’s return to work).

**Compensation:** Depending on the underlying cause of the injury and the length of the absence resulting from a work-related injury or illness, some employees will be eligible to be paid through the Baptist Health Workers’ Compensation Trust (please contact your local Worker Compensation coordinator for more information). Such compensation is generally paid out at 2/3’s of the employee’s average weekly wage (subject to certain caps). Employees on leave for a work-related incident are not eligible to draw ATO, PTO or EIB time. However, upon returning to work, employees may request to be paid any applicable accrued and unused time off (i.e., ATO, PTO and/or EIB) to make up the difference between the amount of compensation received through workers’ compensation and the employee’s normal compensation.

**Job Protection:** During any period of time when the employee is on a concurrent work-related leave of absence and FMLA, their position with Baptist Health will be held open and they will be guaranteed the ability to return to that position upon release. Thereafter, for as long thereafter as employee has accrued time in his or her applicable leave bank (subject to applicable limits), Baptist Health will continue to protect employee’s position for an additional period of time based on the amount of any accrued but unused time in his or her applicable leave bank (less the initial WC/FMLA leave period). Upon expiration of this time, employee will be permitted to remain on
a leave but without any guarantee that his or her position will be available at the conclusion of the leave of absence.

**Return to Work:** As soon as an employee (i) reaches maximum medical improvement, (ii) is released to return to work by a physician (with or without restrictions), or (iii) receives permanent restrictions from a physician, the injured employee should meet with Employee Health and/or Human Resources to assess their ability to return to work, including their ability to return to full duty in their former position (if guaranteed / open) and/or return to work to perform modified duties. Upon return to work, benefit accruals will resume based on the employee's most recent date of hire and arrangements will be made to pay for the healthcare benefits placed in arrears. Employment will be terminated for any employee who does not return to work as soon as possible once one of the above conditions have been met.

**Other Employee Services**

**Cafeteria**

Each Baptist Health hospital maintains a cafeteria for employees and visitors. The food service department prepares delicious, well-balanced meals and lunch items at a reduced cost for employees. Meals and lunches are not to be eaten in patient areas. Cafeteria hours are posted at each facility.

**Parking Facilities**

Baptist Health provides parking to you at no cost. Employees must use the facilities or areas designated for “Employee Parking” and are prohibited from parking areas designated for patients or otherwise restricted (e.g., physician parking).
Baptist Health | My PTO Time

Baptist Health’s Paid Time Off ("PTO") program blends personal time with accrued vacation, holiday time and sick time to give you more flexibility in scheduling and using these benefits. Under the Baptist Health | My PTO Time program, paid time off for vacations, holidays, personal days and time needed to care for personal or family illnesses accrue into a consolidated “Paid Time Off Bank.” In addition, up to two (2) hours of PTO time may be used to cover time missed from work for physician, dental, and eye care appointments for you or for an immediate family member. The use of PTO for this reason requires advance approval from your supervisor.

With limited exception (e.g., ATO providers and Executives), all Regular Employees are eligible for PTO. Temporary and PRN employees, however, are not eligible for PTO. PTO hours accrue biweekly for eligible employees who are actively employed. Newly-hired and eligible rehired employees (see details below) will be eligible to have up to forty (40) hours of PTO “front-loaded” into their PTO bank (prorated based on their standard Full-Time Equivalent, i.e., FTE) to help cover upcoming holidays or vacations already scheduled prior to (re)joining the Baptist Health family.

Please note that actual PTO accruals are determined by actual hours worked plus credited hours for the following paid absences: PTO, bereavement, jury duty, and up to two weeks of military reserve duty. Thus, actual PTO accruals will vary according to hours worked for employees who work less than 80 hours each pay period. With the exception of unpaid time off taken pursuant to an Excused Absence/Staff Directed Time-off (i.e., “SDT” code), any days without
pay (e.g., unpaid PTO, unpaid leave of absence, etc.) will not count toward the accumulation of PTO.

If you work 40 hours each week, your PTO will accrue as shown below based on your credited years of service with Baptist Health:

<table>
<thead>
<tr>
<th>Years of Service</th>
<th>Total PTO Days (Accrued per year based on 8 hour day)</th>
<th>Total PTO Hours (Accrued per year based on 1.0 FTE)</th>
<th>Bi-Weekly PTO Accrual (Accrued per Pay Period based on 1.0 FTE)</th>
<th>PTO Maximum Accrual (2 Years Max)</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Hire</td>
<td>24 Days</td>
<td>192 Hours</td>
<td>40 hrs (front loaded) + .731 days (5.846 hours) per pay period</td>
<td>384 Hours</td>
</tr>
<tr>
<td>1 Year up to 5 Years</td>
<td>26 Days</td>
<td>208 Hours</td>
<td>1.000 days (8.000 hours) per pay period</td>
<td>416 Hours</td>
</tr>
<tr>
<td>5 Years up to 11 Years</td>
<td>31 Days</td>
<td>248 Hours</td>
<td>1.192 days (9.538 hours) per pay period</td>
<td>496 Hours</td>
</tr>
<tr>
<td>11 Years up to 12 Years</td>
<td>32 Days</td>
<td>256 Hours</td>
<td>1.231 days (9.846 hours) per pay period</td>
<td>512 Hours</td>
</tr>
<tr>
<td>12 Years up to 13 Years</td>
<td>33 Days</td>
<td>264 Hours</td>
<td>1.269 days (10.154 hours) per pay period</td>
<td>528 Hours</td>
</tr>
<tr>
<td>13 Years up to 14 Years</td>
<td>34 Days</td>
<td>272 Hours</td>
<td>1.308 days (10.462 hours) per pay period</td>
<td>544 Hours</td>
</tr>
<tr>
<td>14 Years up to 15 Years</td>
<td>35 Days</td>
<td>280 Hours</td>
<td>1.346 days (10.769 hours) per pay period</td>
<td>560 Hours</td>
</tr>
<tr>
<td>15 Years up to 20 Years</td>
<td>36 Days</td>
<td>288 Hours</td>
<td>1.385 days (11.077 hours) per pay period</td>
<td>576 Hours</td>
</tr>
<tr>
<td>20 Years and up</td>
<td>37 Days</td>
<td>296 Hours</td>
<td>1.423 days (11.385 hours) per pay period</td>
<td>592 Hours</td>
</tr>
</tbody>
</table>

Employees who increase their FTE status during their first year of hire (or rehire) will be eligible for a prorated adjustment to their front-loaded PTO (e.g., if an employee who was initially hired as a 50% full-time equivalent (or a .5 FTE) regularly scheduled to work 20 hours per
week and, thus, received 20 hours of prorated front-loaded PTO, subsequently increases their regularly scheduled hours to become a 100% Full-time employee (i.e., a 1.0 FTE), they will be eligible for an additional 20 hours prorated for the remaining time until they reach their 1-year anniversary (e.g., an additional 5 hours if there are three months remaining until his/her anniversary).

Similarly, employees who convert from PRN status to Regular Full-time or Regular Part-time status will be eligible for front-loaded PTO (prorated based on their FTE) but any employee who bounces from Regular Full-time or Regular Part-time to PRN status and then back to Regular Full-time or Part-time employment within twenty-four (24) months of having changed their status from Full-time/Part-time to PRN will not be eligible for front-loading. Rehired employees who take advantage of the one-time bridging of service policy are not eligible for front-loading and will accrue PTO at the applicable accrual level based on their reinstated benefit seniority date.

Rehired employees’ PTO accruals will be calculated using the most current date of hire (i.e., most recent rehire date) unless the employee is eligible for and elects to take advantage of the one-time bridging of service opportunity as provided (see Rehire Eligibility Policy). Employees who change status from Regular to PRN and back to Regular will accrue PTO hours based on the effective date of this change (unless they elect to take advantage of the above one-time bridging of service opportunity). Bridging of service eligibility notwithstanding, any displaced employee and/or any employee terminated following exhaustion of benefits provided under the Family and Medical Leave of Absence Policy, and who are rehired within six (6) months of their termination date, will accrue PTO hours calculated based on their previous date of hire.

**Allowed Time Off (ATO):** Baptist Health provides Allowed Time Off (“ATO”) to senior executives, physicians and certain other
eligible providers in lieu of traditional PTO. The ATO program is to be used for scheduled and unscheduled time away from the office or practice during regularly scheduled hours and includes hours taken for purposes such as holidays, vacations, personal or family illness, personal business, personal or family emergencies, and continued training or education.

Baptist Health will determine the amount of an employee’s annual ATO based on the executive’s seniority and/or as reflected in the physician’s contract. Executives and physicians with contracts or employment beginning after January 1, or with contracts scheduled to renew/terminate mid-year, will receive a pro-rated portion of their allotted ATO based on the applicable start date or contract renewal date. Physicians may carry over a maximum of twenty (20) ATO days from one calendar year to the next.

**Using Your ATO or PTO Bank:** Employees must schedule ATO/PTO in advance and within the guidelines established by each facility and/or each department. These may vary at each facility, so check with your immediate supervisor regarding specific scheduling guidelines. When leadership decides to close an office or practice for the holidays, non-exempt employees may elect to take PTO or take the day off unpaid. Employees must make this election in advance. Failure to elect will result in the use of available PTO to cover the holiday. Exempt staff will still be required to utilize PTO or ATO.

ATO must be used in full-day increments. Similarly, salary exempt employees must take PTO in full day increments. However, employees may take partial ATO/PTO days for absences qualifying as approved intermittent leave falling under the Family Medical Leave Act (“FMLA”). Non-exempt / hourly employees may use PTO in quarter-hour increments. If requested and approved, accrued PTO may be used to pay for time off taken pursuant to an Excused Absence/Staff Directed Time-off (i.e., “SDT” code).
It is expected that ATO/PTO will be used when employees request time off from their regular work schedule. Advances of ATO/PTO time will not be made prior to the pay period in which it is earned or awarded. Negative PTO balances are not permitted.

ATO executives and physicians shall be responsible for managing, requesting and accurately reporting the use of approved ATO, including making sure to save sufficient days to cover holidays when the office may be closed. Requests for approved ATO for physicians should be made in advance through the applicable regional manager responsible for providing support to the physician’s practice. Scheduling of ATO should be coordinated with the regional manager as well as other physicians in the practice at least thirty (30) days in advance to allow for appropriate staff and patient care. When thirty (30) days’ notice is not possible due to unforeseen circumstances, ATO physicians should still attempt to provide as much notice as possible and work to ensure adequate coverage and coordination with other providers in the practice. Failure to timely request ATO in advance may result in the denial of the request. No more than ten (10) consecutive work days of ATO may be taken at any one time without prior approval from the Chief People & Culture Officer and/or the applicable BHMG Vice President. Similarly, the PTO program allows employees to take up to two weeks of PTO at one time. With special approval, the amount of PTO taken at one time may be increased if work schedules permit. When PTO is used, it is not included in calculating overtime.

**Sell-Back Option for Paid Time Off:** You will have the option to sell back any accrued but unused PTO at 75¢ on the dollar on the pay dates that occur during the first month of each calendar quarter (i.e., January, April, July and October). In order to be eligible to participate in the sell-back, you must have / maintain a minimum balance of 40 hours in your PTO bank. The minimum sell-back is eight (8) hours and the maximum sell-back is limited to thirty (30) PTO hours per quarter or one-half (½) of your balance over 40 hours (whichever is
less). If you are interested in this option, please contact the payroll department before the 1st day of the calendar year quarter. Please note that ATO and EIB hours do not have any cash value and, thus, cannot be sold back or “cashed out” at any time, and are forfeited at termination.

**Two-Year Limit on Accumulation:** There is a two-year limit on the number of days that may accumulate in the Paid Time Off Bank. The table below provides the maximum amount of PTO you may accumulate based on your years of service:

<table>
<thead>
<tr>
<th>Years of Service</th>
<th>Maximum PTO Accrual (2 Years Max)</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Hire</td>
<td>48 Days (384 Hours)</td>
</tr>
<tr>
<td>Less than 5 Years</td>
<td>52 Days (416 Hours)</td>
</tr>
<tr>
<td>5 Yrs up to 11 Years</td>
<td>62 Days (496 Hours)</td>
</tr>
<tr>
<td>11 Yrs up to 12 Years</td>
<td>64 Days (512 Hours)</td>
</tr>
<tr>
<td>12 Yrs up to 13 Years</td>
<td>66 Days (528 Hours)</td>
</tr>
<tr>
<td>13 Yrs up to 14 Years</td>
<td>68 Days (544 Hours)</td>
</tr>
<tr>
<td>14 Yrs up to 15 Years</td>
<td>70 Days (560 Hours)</td>
</tr>
<tr>
<td>15 Yrs up to 20 Years</td>
<td>72 Days (576 Hours)</td>
</tr>
<tr>
<td>20 Years and up</td>
<td>74 Days (592 Hours)</td>
</tr>
</tbody>
</table>

Please note that any excess PTO over the maximum will automatically roll over into your Extended Illness Bank (“EIB”) up to the maximum of 560 hours. Any excess PTO hours above this EIB cap (or your initial converted balance, if applicable) will be forfeited.

**Payout of PTO at Termination or Change in Status:** Accrued but unused PTO will be paid out at the employee’s then current base rate of pay to (i) departing employees (less the value of any abused, lost and/or unreturned company property) as well as (ii) employees changing from Regular to PRN status on the next regularly scheduled payroll following the effective date such termination (including retirement) or change in status as follows:
Notwithstanding the above, Baptist Health will pay out 100% of the accrued but unused PTO to employees separated as part of either:

(i) A normal retirement (requires a minimum of 10 years of service plus be at least 55 years of age in order to be eligible for early retirement); or

(ii) A voluntary separation program or an involuntary reduction in force due to job elimination provided they sign the Company’s standard separation agreement.

Except as provided above and unless explicitly provided otherwise in writing signed by a duly-authorized officer of Baptist Health, ATO and any other forms of accrued time off benefits (including EIB benefits) have no cash value and are forfeited upon termination.

**Compassionate Leave Sharing (PTO Donations):** Baptist Health recognizes that, on rare occasions, some employees may need additional time off in excess of their available PTO bank (e.g., due to an unexpected medical emergency or major disaster). We also recognize that many co-workers, due to their compassionate and caring nature, may be willing to assist by donating some of their accrued PTO time to the co-worker affected by this tragedy. As such, Baptist Health has implemented a *Compassionate Leave Sharing/PTO Donation Program* that allows affected employees to request and receive up to 480 hours of PTO time, hour for hour, to help cover the time needed for such situations. Employees in need of (or interested in donating PTO) should consult with their local HR representative. For more information,
please consult the Compassionate Leave Sharing / PTO Donation Program information provided on BEN under the HR Portal.

Extended Illness Bank (EIB)

The Extended Illness Bank (“EIB”) serves as an additional vehicle for you to accumulate time off benefits (in addition to or in lieu of short-term disability (“STD”) benefits) that can be used to cover an extended illness or other approved absence without having to tap into your PTO bank. EIB benefits can be used to cover leaves typically falling under the Family and Medical Leave Act (“FMLA”) and other qualifying illnesses that extend beyond an individual’s standard Full-Time Equivalent (“FTE”) hours. The maximum balance you can maintain in your EIB is 560 hours (or the amount initially converted from your sick bank to your EIB based on the one-time conversion). Any hours accrued in excess of this amount will be forfeited and additional hours cannot be accumulated until your balance falls below 560 hours.

Using Your Extended Illness Bank Hours: Available PTO hours must be used to cover all short-term absences, including intermittent FMLA leaves, as well as the initial waiting period for any long term absence before EIB benefits become available regardless of the underlying reason (e.g., the EIB waiting period includes immediate hospitalization) based on your budgeted FTE. For example, for full-time employees scheduled to work 40 hours per week, the applicable EIB waiting period is 40 hours (which generally equals five (5) consecutive working days, seven (7) consecutive calendar days or forty (40) hours of regularly schedule time, whichever comes first). For part-time employees, the EIB waiting time is prorated to match their budgeted FTE (e.g., a 60% full-time equivalent (or .6 FTE) regularly scheduled to work 24 hours per week would have an EIB waiting period of 24 consecutive hours which, depending on the employee’s normal schedule, may be equal two (2) 12-hour shifts, three (3) 8-hour shifts, four (4) 6-hour shifts, etc.).
EIB benefits can be used after the initial EIB waiting period has been exhausted for any approved long term leave lasting longer than an employee’s regularly scheduled work week, including leaves approved under the Family & Medical Leave Act ("FMLA") and/or Baptist Health’s Personal Illness Leave Absence ("PILA") policy, due to the employee’s own personal injury or illnesses, or to care for a spouse, parent and/or "eligible child" as defined by the FMLA (e.g., any biological, adopted, or foster child, a stepchild, a legal ward, or a child of a person standing in loco parentis, who is either under age 18, or age 18 or older and “incapable of self-care because of a mental or physical disability”).

The maximum hours available to be used for any one EIB leave event is 560 hours or 14 weeks, whichever comes first. If the employee is unable to return to work following this period of time, their employment will be terminated due to their inactive status. (Note, 560 hours provides employees twelve (12) weeks of protected leave under the FMLA, if eligible, plus an additional two (2) weeks thereafter for making arrangements to return to work, with or without restriction and reasonable accommodation, and/or to find alternative employment with Baptist Health). Failure to return to work following EIB will result in termination and employees will forfeit any remaining EIB benefits.

EIB hours are paid at your current base rate of pay based on your scheduled work hours and require proof of medical services in order to be paid EIB benefits. EIB benefits can run concurrent with any available STD benefits but cannot be used when the employee is on leave for a work-related injury for which they are receiving worker compensation benefits. Applicable attendance rules still apply (e.g., calculation and determination of occurrences) for any extended leave for which an employee seeks to use EIB benefits (e.g., unless on an approved FMLA leave, you may still accumulate attendance points).

Please note that EIB hours do not have any cash value and, thus, cannot be sold back or “cashed out” at any time. Employees will forfeit any accumulated but unused EIB hours at termination.
My FlexTime (Unpaid Personal Days)

My FlexTime provides employees the opportunity to take up to five (5) unpaid personal days per calendar year (i.e., up to 40 hours off per calendar year prorated based on FTE) without first having to use their accrued paid time off (PTO) for personal reason other than sickness or disability. Such time is subject to the discretion and approval of the employee’s manager based on the underlying basis for the employee’s request and the existing business, customer and patient needs. Those electing to take FlexTime can request time off for PTO (which means it must be required and approved in advance), only using “UPTOA” to code their time and “fill in” their regularly scheduled hours (i.e., instead of “PTO” or “PTOX”). Employees must request FlexTime in a minimum of half-day increments for hourly employees and full-day increments for salaried, exempt employees.

Should employee and manager be unable to reach agreement, employees should consult with HR. Employees may request to take such unpaid personal days as individual days and/or consecutive days depending on the underlying need. Managers are responsible for tracking the use of such days and employees are responsible for properly managing their available PTO time.

For additional information, please consult the My FlexTime Program FAQs located on BEN under the HR Portal.

Bereavement Leave

Regular employees may be absent up to three (3) scheduled workdays for bereavement leave in the event of death of their immediate family (defined to include parents, spouse, domestic partners, children, sisters, brothers, grandparents, grandchild, other permanent members of the employee’s household and in-laws of the above). During such bereavement leave, Baptist will provide up to a maximum of 24 hours of paid time off as bereavement pay (to be determined based on your scheduled work days falling on the three (3)
consecutive days used for bereavement leave). If requested, employees may use PTO to cover any scheduled but unpaid work time (e.g., for someone scheduled to work three 12-hour shifts but only receiving 24 hours of bereavement pay). Upon request, with management approval, up to three (3) days of bereavement leave may also be provided for other relatives (e.g., aunts, uncles, cousins, etc.). Such time, however, is not eligible for bereavement pay and employees must use accrued ATO/PTO to cover any scheduled workdays falling during this time.

Bereavement Leave is intended to provide time for grieving, to make funeral arrangements and includes any necessary travel time and, thus, must be taken between the date of death and the day following burial, both inclusive. Regularly scheduled "off" days are not to be changed if the death or funeral falls on such "off" days. Bereavement leave shall be arranged with and approved by your supervisor and regularly scheduled "off" days within this period will not be eligible for bereavement pay.

Additional bereavement leave (e.g., time beyond the initial three (3) days of bereavement leave) may be provided upon request based on a clearly demonstrated need. Such additional bereavement leave, however, is not eligible for bereavement pay and employees must use accrued ATO/PTO to cover any scheduled workdays falling within such additional time off or go unpaid if no PTO (or ATO) hours are available.

Employees may be required to present proof of death and relationship of the deceased to qualify for bereavement leave pay. When bereavement leave is paid based on scheduled work days, it does not include any anticipated or scheduled overtime.

**Jury Duty Leave**

Should you be called for jury duty, Baptist Health will pay your regular wage for up to a maximum of eight (8) hours per day for the entire period of assignment. **These hours paid are not included in**
calculating overtime. Temporary and PRN employees are also eligible to receive jury duty pay for any hours for which they were called to serve on a jury and had been previously scheduled to work prior to being called to serve.

**Family and Medical Leave of Absence (FMLA)**

Employees who have at least twelve (12) months of credited service and who have completed at least 1,250 of credited hours during the 12-month period preceding commencement of a requested leave are eligible for FMLA. FMLA can be taken as unpaid leave, or paid leave if accrued benefit hours are available (e.g., PTO and/or EIB). FMLA provides employees up to twelve (12) weeks of protected leave in a rolling twelve (12) month period for one or more of the following reasons:

- For the birth and/or care for your child if the leave is commenced within twelve (12) months of the birth of child;
- To accept placement of a child for adoption or foster care;
- To care for your own serious health condition that prohibits you from performing essential functions of your position;
- To care for spouse, child (if under 18 years of age) or parent of employee whose serious medical condition requires your absence from work; or
- Due to a qualifying exigency arising from short notice deployment, the call to active duty or notice of impending call to duty or other qualifying exigencies related to military service of your covered military service member.

If eligible, you may also be entitled to take FMLA leave of up to twenty-six (26) weeks in a 12-month period to care for an eligible military service member with a qualifying serious injury or illness who is your spouse, child, parent or next of kin. This leave runs concurrently...
with FMLA taken for the above qualifying reasons taken during the same 12-month period. Under certain circumstances, leave may be taken on an intermittent basis rather than all at once, or the employee may work on a part-time basis.

Advance notice of a minimum of thirty (30) days is required for a foreseeable FMLA. In all other situations, you must give as much advance notice as is possible. You must give at least verbal notice within two (2) business days of when the need for the leave becomes known in situations where thirty (30) days’ advance notice is not practicable. Failure to give proper advance notice for a foreseeable leave or failure to produce requested medical or legal certification within fifteen (15) days of the date requested may result in a denial of your FLMA until such date that the required notice or certification is given or produced.

Medical certification is required to support a claim for a leave for your own serious health condition or to care for a seriously ill child, spouse or parent. For your own medical leave, the certification must include a statement that you are unable to perform the essential functions of your position. For leave to care for a seriously ill child, spouse, or parent, the certification must include an estimate of the amount of time away from work you are needed to provide such care.

If granted FMLA leave, you will be required to use any available accrued time off (e.g., ATO/PTO) for the initial EIB waiting period as described above (see Using Your Extended Illness Bank Hours) and thereafter will be required to use any available EIB benefits and/or ATO/PTO (once your EIB bank is exhausted) to be applied toward such leave unless you are receiving workmen's compensation (see, e.g., Work-related Injury Compensation).

During an approved FMLA, you will continue to be treated as an active employee for purposes of all benefit plans (e.g. health, dental, vision, life, STD/LTD and flexible spending). You may elect for the coverage to continue (and will be responsible for working with the
human resources department to make premium payments) or elect to cancel your coverage. If you elect to continue, you will be responsible for any applicable premiums. Upon request, premiums for health insurance may be held in arrears for payment upon your return. During any period of time that you are on unpaid FMLA, time off accruals (i.e., PTO) will be suspended.

FMLA will expire upon the completion of the twelve (12) weeks (or 26 weeks to care for qualified military service member) within a rolling 12-month period. While on FMLA, you will be required to report periodically on your leave status and intention to return to work. When returning to work as scheduled from an authorized FMLA, you will be reinstated to your former job or a position that is equivalent in benefits and pay to the one you held before going out on the FMLA. Should you fail to promptly return to work from an FMLA as scheduled, this will be deemed a voluntary termination of employment unless your leave is continued under any other applicable approved leave of absence.

Please contact Baptist Health’s third-party FMLA administrator, Reliance Standard, or your Human Resources department as soon as possible once you foresee a need to request leave under the FMLA. For most employees, they should contact Matrix Absence Management, Inc., our third-party FMLA administrator, by calling 1-877-202-0055 or by going online to www.matrixabsence.com. Employees should contact the Department of Labor at 1-866-487-9243 (TTY: 1-877-889-5627) or via the web at www.dol.gov/whd for additional information, to file a complaint or to seek answers to any questions regarding your rights and obligations. For additional information, please review the Baptist Health’s Family and Medical Leave of Absence (FMLA) policy.

Company Paid Maternity / Paternity Leave

Baptist Health provides Eligible Employees up to four (4) weeks of concurrent company-paid leave per event as part of an approved and contiguous maternity / paternity leave for the adoption, birth or
placement of a child. To be eligible, employees must be a full-time or part-time employee and must qualify for and be approved in advance to take such maternity or paternity leave under the Family and Medical Leave Act (FMLA) consistent with Baptist Health’s existing policies and administration of FMLA benefits. Such benefits run concurrent with the employee’s FMLA leave (i.e., such leave will be included in and will count against an employee allotted FMLA leave). Such benefits will be paid based on the employee’s base wage multiplied times their standard FTE as reflected in the company’s HRIS system (i.e., Workday) at the time of the leave (exclusive of any shift differential, overtime, premium pay or other additional pay). Agency, contingent, PRN and temporary staff are not eligible.

Military Leave

Employees on Military Leave are covered by the Uniformed Services Employment and Reemployment Rights Act ("USERRA") of 1994 and are eligible for leave and reinstatement in accordance with the various provision of USERRA provided employees comply with its notice requirements. Please contact Human Resources for more information.

Voting Leave

Subject to business needs, and in accordance with applicable law, Baptist will provide employees with reasonable time off without pay to allow them to vote and/or serve as an election officer. Employee must make this request known in advance and must coordinate such time off consistent with the needs of the business.

Other Leaves of Absence

Regular employees with three (3) months or more of service may request an approved Leave of Absence ("LOA"), with or without pay, for a limited period of time for the following reasons:
• Personal Illness Leave of Absence (“PILA”) for up to eight (8) weeks (i.e., for those who are ineligible for FMLA due to lack of sufficient service);
• Emergency Leave of Absence for up to thirty (30) days (e.g., for employees who suffer a personal tragedy such as a fire and need time away from work to attend to such personal matters);
• Education Leave of Absence for up to twelve (12) months to attend accredited vocational school, college, or university.

Employees are required to submit a request-for-leave form for approval. All leaves are subject to approval of the management and Human Resources. Employees requesting Educational, Personal Illness, or Emergency Leaves will generally retain their job classification for the duration of such leaves. However, positions may be filled or abolished while employees are on an LOA. Baptist Health does not guarantee that a position will be available at the conclusion of the LOA. Employee’s tenure of service will not be interrupted if he or she is reinstated immediately upon the conclusion of LOA provided such leave is less than six (6) months and will not be considered an exercise of the one-time bridging of service opportunity. Employee who are not immediately reinstated upon the conclusion of their approved LOA will be considered terminated. Employees must contact their supervisors in writing two weeks prior to returning from LOA. Overstaying an approved LOA without proper notification and approval constitutes an automatic resignation. Employee benefits do not accrue during unpaid LOA. Please contact Human Resources should you have questions.
Voluntary Termination

1. Resignation – Baptist Health requests staff employees to give at least two (2) weeks written notice of their intention to resign, and requests managers and other professionals to give four (4) weeks written notice. Failure to provide proper notice may result in employee being marked “Not Eligible for Rehire.”

2. Retirement - Normal retirement age is 65 or the adjusted Social Security Full Retirement Age. However, for the purpose of certain benefits, Baptist Health will deem employees to have retired from Baptist Health if they are at least 55 years of age and have a minimum of 5 years of services.

Involuntary Termination

1. Reduction of staff – If it becomes necessary to reduce the number of employees in a facility, employees may expect to receive paid notice of two (2) weeks, pay in lieu of notice and/or displacement pay that may continue pay and benefits for an extended period of time. Such compensation is awarded at the discretion of facility leadership. Administration reserves the right to retain personnel with special skills and training for key positions.

2. Dismissal – Cause for dismissal without notice include, but are not limited to, the following:

   a. Misuse of benefits. Fraudulent misuse of employee benefits may be reason for dismissal and/or loss of benefits.
b. Theft or removal from premises without proper authorization of any facility property or property of another employee or patient.

c. Unauthorized use of narcotics or other controlled substances.

d. No Call/No Show: Failure to report to work for a scheduled shift after having received discipline for having violated the no call/no show rule previously or after having failed to report to work for more than two (2) consecutively scheduled work days without proper notice as required by local practice.

e. Absence without notice or leave. An employee who is absent from work for more than two (2) consecutive workdays or in violation of facility's attendance policy who has not appropriately contacted his or her supervisor to explain these absences, will be considered to have voluntarily resigned without notice or reason, and the employee's personnel record will so indicate.

f. Chronic absenteeism or tardiness. A pattern of absenteeism or tardiness while managing to avoid termination under local attendance policies and/or other pattern (e.g., consistently missing day after a holiday, beginning or end of workweek, etc.).

g. Destruction or intentional loss or misuse of company property.

h. Insubordination, refusal, or intentional failure to perform work assigned.

i. Use of profanity.

j. Loud, inappropriate verbal altercations.

k. Neglect of duty and/or blatant disregard for policies or procedures, including generally accepted procedures for safety (“GAPS”).

l. Sleeping on the job.
m. Working under influence of alcohol or drugs (or any substance), alcoholic breath, or bringing alcoholic beverages on facility property.

n. Use or possession of alcoholic beverages of any kind is forbidden on the premises of the facility.

o. Soliciting tips or accepting them from patients.

p. Engaging in horseplay, running, scuffling, and throwing things.

q. Threatening, intimidating, coercing, or interfering with fellow employees on facility property.

r. Violating safety rules or practices.

s. Verbal or physical abuse of patients.

t. Falsification of records, including, but not limited to, facility documents, records and/or time records.

The above listing does not limit the right of Baptist Health to terminate employment at any time for any reason (See, e.g., Employment at Will).
EMPLOYEE ACKNOWLEDGEMENT

By my electronic signature, I hereby acknowledge that:

☐ I have access to the electronic version of this Introductory Guide, as revised, and that I will familiarize myself with the information contained herein with the understanding that it outlines my privileges and obligations as an employee of this organization. I understand that I may request to receive a printed copy of the most current version of this handbook from my HR representative.

☐ I understand that the contents of this Introductory Guide do not constitute an employment contract between the organization and me. Further, I understand that this Introductory Guide or any statement by an employee or representative of Baptist Health shall not alter my employment-at-will relationship with Baptist Health.

☐ I understand that there are additional policies that govern my employment, which are available to me on the Baptist Employee Network (BEN). I understand that Baptist Health may post any changes to this Introductory Guide or other organizational policies on BEN, with or without notice, which may in turn modify, supersede, or eliminate the provisions within this Guide.

☐ I agree to personally support a Culture of Safety, to help identify safety concerns and to support Baptist Health’s Just Culture.

☐ I hereby agree that I have read the above confidentiality guideline and will seek to abide by it in both its language and spirit, including my obligation to abide by the Baptist Health HIPAA Privacy and Security Policies and associated procedures.

☐ I agree that I am personally obligated to protect confidential patient information to ensure the privacy of our patients and that I will not accessed and/or disclosed such information unless specifically authorized to do so. Finally, I understand that an unauthorized disclosure of any confidential information, specifically including protected health information (PHI), may result in my immediate termination.