



# **Employee Manual**

**Date: 07/01/15**

**California Transplant Services, Inc.**

**5845 Owens Avenue**

**Carlsbad, California 92008**

**760-804-6890**

## Table of Contents

<b>Policy</b>	<b>Effective Date:</b>	<b>Revision Date:</b>
INTRODUCTION		
010 Title Page	5/5/2003	
020 Employee Welcome Message	5/5/2003	
030 Organization Description	5/23/2003	
040 Introductory Statement	5/5/2003	
051 Employee Acknowledgement Form	5/5/2003	
EMPLOYMENT		
101 Nature of Employment	5/8/2003	
102 Employee Relations	6/1/2003	6/1/2003
103 Equal Employment Opportunity	6/1/2003	6/1/2003
104 Business Ethics and Conduct	6/1/2003	6/1/2003
105 Hiring of Relatives	6/1/2003	6/1/2003
106 Employee Medical Examinations	5/8/2003	
107 Immigration Law Compliance	5/8/2003	
108 Conflicts of Interest	5/8/2003	6/1/2003
110 Outside Employment	5/8/2003	6/1/2003
112 Non-Disclosure	5/8/2003	
114 Disability Accommodation	5/8/2003	
116 Job Posting and Employee Referrals	5/8/2003	
EMPLOYMENT STATUS & RECORDS		
201 Employment Categories	5/8/2003	6/1/2003
202 Access to Personnel Files	5/9/2003	6/1/2003

## California Transplant Services, Inc. Employee Manual effective July 1, 2015

203	Employment Reference Checks	5/9/2003	6/1/2003
204	Personnel Data Changes	6/1/2003	6/1/2003
205	Introductory Period	5/9/2003	
208	Employment Applications	6/1/2003	6/1/2003
209	Performance Evaluation	6/1/2003	6/1/2003

### EMPLOYEE BENEFIT PROGRAMS

301	Employee Benefits	6/1/2003	6/1/2003
303	Vacation Benefits	5/9/2003	07/01/2015
304	Sick Leave	07/01/2015	07/01/2015
305	Holidays	5/9/2003	07/01/2015
306	Workers' Compensation Insurance	5/9/2003	
308	Time Off to Vote	5/9/2003	
309	Bereavement Leave	5/9/2003	
311	Jury Duty	5/9/2003	
312	Witness Duty	5/9/2003	
313	Benefits Continuation (COBRA)	5/9/2003	
316	Health Insurance	5/12/2003	

### TIMEKEEPING/PAYROLL

401	Timekeeping	5/15/2003	
403	Paydays	5/12/2003	01/01/2006
405	Employment Terminations	5/12/2003	01/01/2006
408	Pay Advances	5/12/2003	
409	Administrative Pay Corrections	5/12/2003	
410	Pay Deductions and Setoffs	5/12/2003	

### WORK CONDITIONS & HOURS

501	Safety	5/12/2003	
-----	--------	-----------	--

## California Transplant Services, Inc. Employee Manual effective July 1, 2015

502	Work Schedules	5/12/2003	
504	Use of Phone and Mail Systems	5/12/2003	
505	Smoking	5/12/2003	01/01/2006
506	Rest and Meal Periods	5/12/2003	
507	Overtime	5/5/2003	
508	Use of Equipment and Vehicles	5/5/2003	
510	Emergency Closings	5/5/2003	
512	Business Travel Expenses	5/5/2003	
514	Visitors in the Workplace	5/5/2003	
516	Computer and E-mail Usage	5/5/2003	
518	Workplace Monitoring	5/5/2003	
520	Telecommuting	5/5/2003	
522	Workplace Violence Prevention	5/5/2003	

### LEAVES OF ABSENCE

601	Medical Leave	5/5/2003	
602	Family Leave	5/13/2003	
603	Personal Leave	5/13/2003	
604	Educational Leave	5/13/2003	
605	Military Leave	5/13/2003	
607	Pregnancy-Related Absences	5/13/2003	

### EMPLOYEE CONDUCT & DISCIPLINARY ACTION

701	Employee Conduct and Work Rules	5/13/2003	
702	Drug and Alcohol Use	5/13/2003	
703	Sexual and Other Unlawful Harassment	5/13/2003	
704	Attendance and Punctuality	5/13/2003	
705	Personal Appearance	5/13/2003	

## California Transplant Services, Inc. Employee Manual effective July 1, 2015

706	Return of Property	5/13/2003	
708	Resignation	5/13/2003	
710	Security Inspections	5/12/2003	
712	Solicitation	5/12/2003	01/01/2006
714	Drug Testing	5/15/2003	
716	Progressive Discipline	5/15/2003	
718	Problem Resolution	5/12/2003	
789	Personal Business	5/8/2003	
MISCELLANEOUS			
800	Life-Threatening Illnesses in the Workplace	5/12/2003	
802	Recycling	5/12/2003	
804	Employee Commute Options	5/12/2003	
806	Suggestion Program	5/12/2003	

## Index

### (Policy number shown in brackets)

ACCESS TO PERSONNEL FILES [202]

ACKNOWLEDGEMENT FORM

see Employee Acknowledgement Form [051]

ACTIVE MILITARY DUTY

see Military Leave [605]

ADA

see Disability Accommodation [114]

see Equal Employment Opportunity [103]

ADMINISTRATIVE PAY CORRECTIONS [409]

ADVANCES

see Pay Advances [408]

AFFIRMATIVE ACTION

see Equal Employment Opportunity [103]

AIDS

see Life-Threatening Illnesses in the Workplace [800]

ALCOHOL ABUSE

see Drug and Alcohol Use [702]

APPLICATIONS FOR EMPLOYMENT

see Employment Applications [208]

ATTENDANCE AND PUNCTUALITY [704]

AUTOMOBILES

see Use of Equipment and Vehicles [508]

BENEFITS CONTINUATION (COBRA) [313]

BENEFITS

## California Transplant Services, Inc. Employee Manual effective July 1, 2015

see Employee Benefits [301]

BEREAVEMENT LEAVE [309]

BREAKS

see Rest and Meal Periods [506]

BRIBES

see Conflicts of Interest [108]

BUSINESS ETHICS AND CONDUCT [104]

BUSINESS MOVES

see Relocation Benefits [310]

BUSINESS TRAVEL EXPENSES [512]

CANCER

see Life-Threatening Illnesses in the Workplace [800]

CARPOOLING

see Employee Commute Options [804]

CARS

see Use of Equipment and Vehicles [508]

CASUAL EMPLOYEES

see Employment Categories [201]

CHECK DISTRIBUTION

see Paydays [403]

CLOSING, EMERGENCY

see Emergency Closings [510]

COBRA

see Benefits Continuation (COBRA) [313]

COLLECTIVE BARGAINING AGENT

see Employee Relations [102]

COMMUTE ALTERNATIVES

see Employee Commute Options [804]

COMPANY PROPERTY

see Return of Property [706]

see Use of Equipment and Vehicles [508]

see Use of Phone and Mail Systems [504]

COMPLAINT PROCEDURES

see Problem Resolution [718]

COMPUTER AND E-MAIL USAGE [516]

COMPUTERS

see Computer and E-mail Usage [516]

CONDUCT

see Business Ethics and Conduct [104]

CONFIDENTIALITY

see Non-Disclosure [112]

CONFLICTS OF INTEREST [108]

CONSERVATION

see Recycling [802]

CONTINUATION OF BENEFITS

see Benefits Continuation (COBRA) [313]

COPYRIGHT LAW

see Computer and E-mail Usage [516]

COURT APPEARANCE

see Jury Duty [311]

see Witness Duty [312]

DEATH IN THE FAMILY



## California Transplant Services, Inc. Employee Manual effective July 1, 2015

see Bereavement Leave [309]

### DEDUCTIONS FROM PAY

see Pay Deductions and Setoffs [410]

### DESK INSPECTIONS

see Security Inspections [710]

### DINNER BREAKS

see Rest and Meal Periods [506]

### DISABILITY ACCOMMODATION [114]

### DISASTERS

see Emergency Closings [510]

### DISCHARGE OF EMPLOYEE

see Employment Termination [405]

### DISCIPLINE

see Employee Conduct and Work Rules [701]

### DISCRIMINATION

see Equal Employment Opportunity [103]

see Sexual and Other Unlawful Harassment [703]

### DISEASES

see Life-Threatening Illnesses in the Workplace [800]

### DISPUTE RESOLUTION

see Problem Resolution [718]

### DRUG AND ALCOHOL USE [702]

### DRUG TESTING [714]

### E-MAIL

see Computer and E-mail Usage [516]

### EEO

## California Transplant Services, Inc. Employee Manual effective July 1, 2015

see Equal Employment Opportunity [103]

### ELECTIONS

see Time Off to Vote [308]

### EMERGENCY CLOSINGS [510]

### EMPLOYEE ACKNOWLEDGEMENT FORM [051]

### EMPLOYEE BENEFITS [301]

### EMPLOYEE COMMUTE OPTIONS [804]

### EMPLOYEE CONDUCT AND WORK RULES [701]

### EMPLOYEE FILES

see Access to Personnel Files [202]

### EMPLOYEE INFORMATION

see Personnel Data Changes [204]

### EMPLOYEE MEDICAL EXAMINATIONS [106]

### EMPLOYEE RELATIONS [102]

### EMPLOYEE RELOCATIONS

see Relocation Benefits [310]

### EMPLOYEE REPRESENTATIVES

see Employee Relations [102]

### EMPLOYEE TRAVEL

see Business Travel Expenses [512]

### EMPLOYEE WELCOME MESSAGE [020]

### EMPLOYMENT APPLICATIONS [208]

### EMPLOYMENT CATEGORIES [201]

### EMPLOYMENT REFERENCE CHECKS [203]

### EMPLOYMENT TERMINATION [405]

### EMPLOYMENT-AT-WILL

## California Transplant Services, Inc. Employee Manual effective July 1, 2015

see Employee Acknowledgement Form [051]

see Employee Conduct and Work Rules [701]

see Employment Categories [201]

see Employment Termination [405]

see Introductory Period [205]

see Introductory Statement [040]

see Nature of Employment [101]

### ENVIRONMENTAL AWARENESS

see Recycling [802]

### ENVIRONMENTAL HEALTH AND SAFETY

see Safety [501]

### EQUAL EMPLOYMENT OPPORTUNITY [103]

### EQUIPMENT

see Use of Equipment and Vehicles [508]

### ETHICS

see Business Ethics and Conduct [104]

### EVALUATION

see Performance Evaluation [209]

### EXEMPT EMPLOYEES

see Employment Categories [201]

### EXPENSE REPORTS

see Business Travel Expenses [512]

### EXPENSES, BUSINESS TRAVEL

see Business Travel Expenses [512]

### EXPENSES, EDUCATIONAL

see Educational Assistance [314]

FAMILY LEAVE [602]

FMLA

see Medical Leave [601]

FULL-TIME EMPLOYEES

see Employment Categories [201]

FUNERAL LEAVE

see Bereavement Leave [309]

GRIEVANCE PROCEDURES

see Problem Resolution [718]

HARASSMENT

see Sexual and Other Unlawful Harassment [703]

HEALTH AND SAFETY

see Safety [501]

HEALTH INSURANCE [316]

HIRING OF RELATIVES [105]

HIV

see Life-Threatening Illnesses in the Workplace [800]

HOLIDAYS [305]

ILLNESS

see Medical Leave [601]

ILLNESSES

see Life-Threatening Illnesses in the Workplace [800]

IMMIGRATION LAW COMPLIANCE [107]

INCLEMENT WEATHER CLOSING

see Emergency Closings [510]

INITIAL EMPLOYMENT PERIOD

## California Transplant Services, Inc. Employee Manual effective July 1, 2015

see Introductory Period [205]

### INSPECTIONS, WORK AREA

see Security Inspections [710]

### INSURANCE, HEALTH

see Health Insurance [316]

### INSURANCE, WORKERS' COMP

see Workers' Compensation Insurance [306]

### INTRODUCTORY PERIOD [205]

### INTRODUCTORY STATEMENT [040]

### INVOLUNTARY TERMINATION

see Employment Termination [405]

### IRCA

see Immigration Law Compliance [107]

### JOB APPLICATIONS

see Employment Applications [208]

### JOB POSTING AND EMPLOYEE REFERRALS [116]

### JOB REFERENCES

see Employment Reference Checks [203]

### JURY DUTY [311]

### KICKBACKS

see Conflicts of Interest [108]

### LAYOFF

see Employment Termination [405]

### LIFE-THREATENING ILLNESSES IN THE WORKPLACE [800]

### LOCKER INSPECTIONS

see Security Inspections [710]

LONG-TERM ILLNESS

see Medical Leave [601]

LUNCH BREAKS

see Rest and Meal Periods [506]

MAIL, PERSONAL USE OF

see Use of Phone and Mail Systems [504]

MATERNITY LEAVE

see Pregnancy-Related Absences [607]

MEAL PERIODS

see Rest and Meal Periods [506]

MEDICAL EXAMINATIONS

see Employee Medical Examinations [106]

MEDICAL INSURANCE

see Health Insurance [316]

MEDICAL LEAVE [601]

MILITARY LEAVE [605]

MISCONDUCT

see Employee Conduct and Work Rules [701]

MONITORING, COMPUTER

see Computer and E-mail Usage [516]

MONITORING, WORKPLACE

see Workplace Monitoring [518]

MOONLIGHTING

see Outside Employment [110]

MOVES

see Relocation Benefits [310]

## California Transplant Services, Inc. Employee Manual effective July 1, 2015

NATURE OF EMPLOYMENT [101]

NEPOTISM

see Hiring of Relatives [105]

NO SMOKING AREAS

see Smoking [505]

NON-DISCLOSURE [112]

NONEXEMPT EMPLOYEES

see Employment Categories [201]

OFFICE PHONE AND MAIL SYSTEMS

see Use of Phone and Mail Systems [504]

OPEN DOOR POLICY

see Problem Resolution [718]

OPEN POSITIONS

see Job Posting and Employee Referrals [116]

ORGANIZATION DESCRIPTION [030]

ORIENTATION PERIOD

see Introductory Period [205]

OUTSIDE EMPLOYMENT [110]

OVERTIME [507]

PART-TIME EMPLOYEES

see Employment Categories [201]

PAY ADVANCES [408]

PAY CHECK ERRORS

see Administrative Pay Corrections [409]

PAY CHECKS

see Paydays [403]

PAY CORRECTIONS

see Administrative Pay Corrections [409]

PAY DEDUCTIONS AND SETOFFS [410]

PAY PERIODS

see Paydays [403]

PAYDAYS [403]

PER DIEM EMPLOYEES

see Employment Categories [201]

PERFORMANCE EVALUATION [209]

PERFORMANCE REVIEW

see Performance Evaluation [209]

PERSONAL APPEARANCE [705]

PERSONAL BUSINESS [789]

PERSONAL CONDUCT

see Employee Conduct and Work Rules [701]

PERSONAL LEAVE [603]

PERSONAL USE OF OFFICE PHONE AND MAIL

see Use of Phone and Mail Systems [504]

PERSONNEL DATA CHANGES [204]

PERSONNEL RECORDS

see Access to Personnel Files [202]

PHYSICALS

see Employee Medical Examinations [106]

PREGNANCY-RELATED ABSENCES [607]

PREGNANCY

see Medical Leave [601]



## California Transplant Services, Inc. Employee Manual effective July 1, 2015

see Pregnancy-Related Absences [607]

### PRIVACY

see Workplace Monitoring [518]

### PROBATIONARY PERIOD

see Introductory Period [205]

### PROBLEM RESOLUTION [718]

### PROGRESSIVE DISCIPLINE [716]

### PROPERTY

see Return of Property [706]

### PUBLIC TRANSPORTATION

see Employee Commute Options [804]

### RECYCLING [802]

### REFERENCE CHECKS

see Employment Reference Checks [203]

### REFERRALS

see Job Posting and Employee Referrals [116]

### REGULAR EMPLOYEES

see Employment Categories [201]

### REIMBURSEMENTS

see Business Travel Expenses [512]

### RELATIVES

see Hiring of Relatives [105]

### RELOCATION BENEFITS [310]

### RESERVE DUTY

see Military Leave [605]

### RESIGNATION [708]

RESIGNATION

see Employment Termination [405]

REST AND MEAL PERIODS [506]

RETIREMENT

see Employment Termination [405]

RETURN OF PROPERTY [706]

REVIEW, EMPLOYEE PERFORMANCE

see Performance Evaluation [209]

RULES OF CONDUCT

see Employee Conduct and Work Rules [701]

SAFETY [501]

SAFETY

see Workplace Violence Prevention [522]

SCHOOL, RETURN TO

see Educational Leave [604]

SECURITY INSPECTIONS [710]

SECURITY

see Visitors in the Workplace [514]

SEXUAL AND OTHER UNLAWFUL HARASSMENT [703]

SICK LEAVE [304]

SMOKING [505]

SOFTWARE

see Computer and E-mail Usage [516]

SOLICITATION [712]

SOURCE REDUCTION

see Recycling [802]

SUGGESTION PROGRAM [806]

SURVEILLANCE, VIDEO

see Workplace Monitoring [518]

TELECOMMUTING [520]

TELECOMMUTING AGREEMENT

see Telecommuting [520]

TELEPHONE, PERSONAL USE OF

see Use of Phone and Mail Systems [504]

TEMPORARY EMPLOYEES

see Employment Categories [201]

TERMINATION OF EMPLOYMENT

see Employment Termination [405]

see Resignation [708]

TERMINATION PAY

see Severance Pay [407]

THREATS

see Workplace Violence Prevention [522]

TIME OFF TO VOTE [308]

TIMEKEEPING [401]

TITLE PAGE [010]

TRANSFERS

see Job Posting and Employee Referrals [116]

see Relocation Benefits [310]

TRANSPORTATION

see Employee Commute Options [804]

TRAVEL ARRANGEMENTS

## California Transplant Services, Inc. Employee Manual effective July 1, 2015

see Business Travel Expenses [512]

### TRAVEL, BUSINESS

see Business Travel Expenses [512]

### TUITION ASSISTANCE

see Educational Assistance [314]

### TUITION REIMBURSEMENT

see Educational Assistance [314]

### UNAUTHORIZED VISITORS

see Visitors in the Workplace [514]

### USE OF EQUIPMENT AND VEHICLES [508]

### USE OF PHONE AND MAIL SYSTEMS [504]

### USERRA

see Military Leave [605]

### VACATION BENEFITS [303]

### VEHICLES

see Use of Equipment and Vehicles [508]

### VIOLENCE

see Workplace Violence Prevention [522]

### VISITORS IN THE WORKPLACE [514]

### VOLUNTARY RESIGNATION

see Resignation [708]

### VOLUNTARY TERMINATION

see Employment Termination [405]

### WASTE MANAGEMENT

see Recycling [802]

### WEATHER-RELATED CLOSING

## California Transplant Services, Inc. Employee Manual effective July 1, 2015

see Emergency Closings [510]

WITNESS DUTY [312]

WORK AREA INSPECTIONS

see Security Inspections [710]

WORK AT HOME

see Telecommuting [520]

WORK SCHEDULES [502]

WORKERS' COMPENSATION INSURANCE [306]

WORKPLACE MONITORING [518]

WORKPLACE SAFETY

see Safety [501]

WORKPLACE VIOLENCE PREVENTION [522]

## **California Transplant Services, Inc.**

# **California Transplant Employee Policy Handbook**

Issue Date: July 1, 2015

California Transplant Services, Inc.

5845 Owens Avenue

Carlsbad, California 92008

(760) 804-6890

## California Transplant Services, Inc. Employee Manual effective July 1, 2015

Welcome new employee!

On behalf of your colleagues, I welcome you to California Transplant and wish you every success here.

We believe that each employee contributes directly to California Transplant's growth and success, and we hope you will take pride in being a member of our team.

This handbook was developed to describe some of the expectations of our employees and to outline the policies, programs, and benefits available to eligible employees. Employees should familiarize themselves with the contents of the employee handbook as soon as possible, for it will answer many questions about employment with California Transplant.

You are expected to review these emergency plans in your work place and bring to management's attention areas that need to be addressed to make the workplace safer in the event of an emergency.

We hope that your experience here will be challenging, enjoyable, and rewarding. Again, welcome!

Sincerely,

**CALIFORNIA TRANSPLANT SERVICES, Inc.**

## ORGANIZATION DESCRIPTION

Our non-profit full service eye and tissue bank offers physicians worldwide, the highest quality tissue for transplant available. Our 24 hour service center maintains the Cornea Transplant Registry. Most scheduled transplant cases are met with high quality surgical tissue. All surgical tissue is procured, processed and distributed in accordance with standards and regulations established by the US Food and Drug Administration, Eye Bank Association of America, U.S. Public Health Service, American Association of Tissue Banks, and the California Department of Health Services.

Among the tissues we provide are corneas for trauma and cornea blindness repair, bone for orthopedic and reconstructive surgery, skin for burn and trauma surgery, and tendons and ligaments for sports medicine.

**California Transplant Services, Inc.** is a California Non Profit Public Benefit Corporation and operates under a license from the State of California, Department of Health Services as a Human Tissue Preservation Laboratory (#CNC80141).

**Our Mission** is to provide the highest quality tissue available to hospitals, physicians and patients in California and the rest of the nation for transplant research and education.



## INTRODUCTORY STATEMENT

This handbook is designed to acquaint you with California Transplant and provide you with information about working conditions, employee benefits, and some of the policies affecting your employment. You should read, understand, and comply with all provisions of the handbook. It describes many of your responsibilities as an employee and outlines the programs developed by California Transplant to benefit employees. One of our objectives is to provide a work environment that is conducive to both personal and professional growth.

No employee handbook can anticipate every circumstance or question about policy. As California Transplant continues to grow, the need may arise and California Transplant reserves the right to revise, supplement, or rescind any policies or portion of the handbook from time to time as it deems appropriate, in its sole and absolute discretion. The only exception to any changes is our employment-at-will policy permitting you or California Transplant to end our relationship for any reason at any time. Employees will, of course, be notified of such changes to the handbook as they occur.

EMPLOYEE ACKNOWLEDGEMENT FORM

The employee handbook describes important information about California Transplant, and I understand that I should consult the Human Resources Manager regarding any questions not answered in the handbook. I have entered into my employment relationship with California Transplant voluntarily and acknowledge that there is no specified length of employment. Accordingly, either California Transplant or I can terminate the relationship at will, with or without cause, at any time, so long as there is no violation of applicable federal or state law.

Since the information, policies, and benefits described here are necessarily subject to change, I acknowledge that revisions to the handbook may occur, except to California Transplant's policy of employment-at-will. All such changes will be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies. Only the chief executive officer of California Transplant has the ability to adopt any revisions to the policies in this handbook.

Furthermore, I acknowledge that this handbook is neither a contract of employment nor a legal document. I have received the handbook, and I understand that it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it.

EMPLOYEE'S NAME (printed):

\_\_\_\_\_

EMPLOYEE'S SIGNATURE:

\_\_\_\_\_

DATE: \_\_\_\_\_

## **101 Nature of Employment**

Effective Date: 5/8/2003

Employment with California Transplant is voluntarily entered into, and the employee is free to resign at will at any time, with or without cause. Similarly, California Transplant may terminate the employment relationship at will at any time, with or without notice or cause, so long as there is no violation of applicable federal or state law by the company.

Policies set forth in this handbook are not intended to create a contract, nor are they to be construed to constitute contractual obligations of any kind or a contract of employment between California Transplant and any of its employees. The provisions of the handbook have been developed at the discretion of management and, except for its policy of employment-at-will, may be amended or cancelled at any time, at California Transplant's sole discretion.

These provisions supersede all existing policies and practices and may not be amended or added to without the express written approval of the chief executive officer of California Transplant.

## **102 Employee Relations**

Effective Date: 6/1/2003

Revision Date: 6/1/2003

California Transplant believes that the work conditions, wages, and benefits it offers to its employees are competitive with those offered by other employers in this area and in this industry. If employees have concerns about work conditions or compensation, they are strongly encouraged to voice these concerns openly and directly to their supervisors.

Our experience has shown that when employees deal openly and directly with supervisors, the work environment can be excellent, communications can be clear, and attitudes can be positive. We believe that California Transplant amply demonstrates its commitment to employees by responding effectively to employee concerns.

If and when employees examine the option of representation by individuals outside California Transplant, however, we strongly encourage careful consideration of such related issues as regular deductions from paychecks for representation fees, the potential for outside interference with supervisory relationships, and the commitment to comply with directions from third parties.

## **103 Equal Employment Opportunity**

Effective Date: 6/1/2003

Revision Date: 6/1/2003

In order to provide equal employment and advancement opportunities to all individuals, employment

## California Transplant Services, Inc. Employee Manual effective July 1, 2015

decisions at California Transplant will be based on merit, qualifications, and abilities. California Transplant does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, national origin, age, or any other characteristic protected by law.

This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

Any employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of their immediate supervisor or the Executive Director. Employees can raise concerns and make reports without fear of reprisal.

Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

### **104 Business Ethics and Conduct**

Effective Date: 6/1/2003

Revision Date: 6/1/2003

The successful business operation and reputation of California Transplant is built upon the principles of fair dealing and ethical conduct of our employees. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

The continued success of California Transplant is dependent upon our customers' trust and we are dedicated to preserving that trust. Employees owe a duty to California Transplant, its customers, and shareholders to act in a way that will merit the continued trust and confidence of the public.

California Transplant will comply with all applicable laws and regulations and expects its directors, officers, and employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct.

In general, the use of good judgment, based on high ethical principles, will guide you with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with your immediate supervisor and, if necessary, with the Executive Director for advice and consultation.

Compliance with this policy of business ethics and conduct is the responsibility of every California Transplant employee. Disregarding or failing to comply with this standard of business ethics and conduct could lead to disciplinary action, up to and including possible termination of employment.

### **105 Hiring of Relatives**

Effective Date: 6/1/2003

Revision Date: 6/1/2003

The employment of relatives in the same area of an organization may cause serious conflicts and problems with favoritism and employee morale. In addition to claims of partiality in treatment at work, personal conflicts from outside the work environment can be carried into day-to-day working relationships.

Relatives of persons currently employed by California Transplant may be hired only if they will not be working directly for or supervising a relative or will not occupy a position in the same line of authority within the organization. This policy applies to any relative, higher or lower in the organization, who has the authority to review employment decisions. California Transplant employees cannot be transferred into such a reporting relationship. If the relative relationship is established after employment, the individuals concerned will decide who is to be transferred. If that decision is not made within 30 calendar days, management will decide.

In other cases where a conflict or the potential for conflict arises, even if there is no supervisory relationship involved, the parties may be separated by reassignment or terminated from employment.

For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage.

## **106 Employee Medical Examinations**

Effective Date: 5/8/2003

To help ensure that employees are able to perform their duties safely, medical examinations may be required.

After an offer has been made to an applicant entering a designated job category, a medical examination will be performed at California Transplant's expense by a health professional of California Transplant's choice. The offer of employment and assignment to duties is contingent upon satisfactory completion of the exam.

Current employees may be required to take medical examinations to determine fitness for duty. Such examinations will be scheduled at reasonable times and intervals and performed at California Transplant's expense.

Information on an employee's medical condition or history will be kept separate from other employee information and maintained confidentially. Access to this information will be limited to those who have a legitimate need to know.

## **107 Immigration Law Compliance**

Effective Date: 5/8/2003

California Transplant is committed to employing only United States citizens and aliens who are authorized to work in the United States and does not unlawfully discriminate on the basis of citizenship or national origin.

In compliance with the Immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former employees who are rehired must also complete the form if they have not completed an I-9 with California Transplant within the past three years, or if their previous I-9 is no longer retained or valid.

Employees with questions or seeking more information on immigration law issues are encouraged to contact the President and CEO. Employees may raise questions or complaints about immigration law compliance without fear of reprisal.

## **108 Conflicts of Interest**

Effective Date: 5/8/2003

Revision Date: 6/1/2003

Employees have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. This policy establishes only the framework within which California Transplant wishes the business to operate. The purpose of these guidelines is to provide general direction so that employees can seek further clarification on issues related to the subject of acceptable standards of operation. Contact the President and CEO for more information or questions about conflicts of interest.

Transactions with outside firms must be conducted within a framework established and controlled by the executive level of California Transplant. Business dealings with outside firms should not result in unusual gains for those firms. Unusual gain refers to bribes, product bonuses, special fringe benefits, unusual price breaks, and other windfalls designed to ultimately benefit either the employer, the employee, or both. Promotional plans that could be interpreted to involve unusual gain require specific executive-level approval.

An actual or potential conflict of interest occurs when an employee is in a position to influence a decision that may result in a personal gain for that employee or for a relative as a result of California Transplant's business dealings. For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage.

No "presumption of guilt" is created by the mere existence of a relationship with outside firms. However, if employees have any influence on transactions involving purchases, contracts, or leases, it is imperative that they disclose to an officer of California Transplant as soon as possible the existence of any actual or potential conflict of interest so that safeguards can be established to protect all parties.

Personal gain may result not only in cases where an employee or relative has a significant ownership in a firm with which California Transplant does business, but also when an employee or relative receives any kickback, bribe, substantial gift, or special consideration as a result of any transaction or business dealings involving California Transplant.

## **110 Outside Employment**

Effective Date: 5/8/2003

Revision Date: 6/1/2003

Employees may hold outside jobs as long as they meet the performance standards of their job with California Transplant. All employees will be judged by the same performance standards and will be subject to California Transplant's scheduling demands, regardless of any existing outside work requirements.

If California Transplant determines that an employee's outside work interferes with performance or the ability to meet the requirements of California Transplant as they are modified from time to time, the employee may be asked to terminate the outside employment if he or she wishes to remain with California Transplant.

Outside employment that constitutes a conflict of interest is prohibited.

Employees may not receive any income or material gain from individuals outside California Transplant for materials produced or services rendered while performing their jobs.

## **112 Non-Disclosure**

Effective Date: 5/8/2003

The protection of confidential business information and trade secrets is vital to the interests and the success of California Transplant. Such confidential information includes, but is not limited to, the following examples:

- \* compensation data
- \* computer processes
- \* computer programs and codes
- \* customer lists
- \* customer preferences
- \* e-mail transmission or computer copy to magnetic, optical or other media
- \* financial information
- \* labor relations strategies
- \* medical records
- \* marketing strategies

- \* microfilm
- \* new materials research
- \* pending projects and proposals
- \* photographs and or photocopies
- \* proprietary production processes
- \* research and development strategies
- \* scientific data
- \* scientific formulae
- \* scientific prototypes
- \* technological data
- \* technological prototypes

Removal, copying, forwarding, or photographing any of the above listed items shall not be permitted without express written permission of the President and CEO or his designee.

All employees may be required to sign a non-disclosure agreement as a condition of employment. Employees who improperly use or disclose trade secrets or confidential business information will be subject to disciplinary action, up to and including termination of employment and legal action, even if they do not actually benefit from the disclosed information.

## **114 Disability Accommodations**

Effective Date: 5/8/2003

California Transplant is committed to complying fully with the Americans with Disabilities Act (ADA) and ensuring equal opportunity in employment for qualified persons with disabilities. All employment practices and activities are conducted on a non-discriminatory basis.

Hiring procedures have been reviewed and provide persons with disabilities meaningful employment opportunities. Upon request, job applications are available in alternative, accessible formats, as is assistance in completing the application. Pre-employment inquiries are made only regarding an applicant's ability to perform the duties of the position.

Post-offer medical examinations are required only for those positions in which there is a bona fide job-related physical requirement. They are given to all persons entering the position only after conditional job offers. Medical records will be kept separate and confidential.



## California Transplant Services, Inc. Employee Manual effective July 1, 2015

Reasonable accommodation is available to all disabled employees, where their disability affects the performance of job functions. All employment decisions are based on the merits of the situation in accordance with defined criteria, not the disability of the individual.

Qualified individuals with disabilities are entitled to equal pay and other forms of compensation (or changes in compensation) as well as in job assignments, classifications, organizational structures, position descriptions, lines of progression and seniority lists. Leave of all types will be available to all employees on an equal basis.

California Transplant is also committed to not discriminating against any qualified employees or applicants because they are related to or associated with a person with a disability. California Transplant will follow any state or local law that provides individuals with disabilities greater protection than the ADA.

This policy is neither exhaustive nor exclusive. California Transplant is committed to taking all other actions necessary to ensure equal employment opportunity for persons with disabilities in accordance with the ADA and all other applicable federal, state, and local laws.

### **116 Job Posting and Employee Referrals**

Effective Date: 5/8/2003

California Transplant provides employees an opportunity to indicate their interest in open positions and advance within the organization according to their skills and experience. In general, notices of all regular, full-time job openings are posted, although California Transplant reserves its discretionary right to not post a particular opening.

Job openings will be posted on the telephone Voice Response System (VRS) and normally remain open for 14 days. Each job posting notice will include the dates of the posting period, job title, department, location, grade level, job summary, essential duties, and qualifications (required skills and abilities).

To be eligible to apply for a posted job, employees must have performed competently for at least 180 calendar days in their current position. Employees who have a written warning on file, or are on probation or suspension are not eligible to apply for posted jobs. Eligible employees can only apply for those posted jobs for which they possess the required skills, competencies, and qualifications.

To apply for an open position, employees should submit a job posting application to the President and CEO listing job-related skills and accomplishments. It should also describe how their current experience with California Transplant and prior work experience and/or education qualifies them for the position.

California Transplant recognizes the benefit of developmental experiences and encourages employees to talk with their supervisors about their career plans. Supervisors are encouraged to support employees' efforts to gain experience and advance within the organization.

An applicant's supervisor may be contacted to verify performance, skills, and attendance. Any staffing

limitations or other circumstances that might affect a prospective transfer may also be discussed.

Job posting is a way to inform employees of openings and to identify qualified and interested applicants who might not otherwise be known to the hiring manager. Other recruiting sources may also be used to fill open positions in the best interest of the organization.

California Transplant also encourages employees to identify friends or acquaintances who are interested in employment opportunities and refer qualified outside applicants for posted jobs. Employees should obtain permission from the individual before making a referral, share their knowledge of the organization, and not make commitments or oral promises of employment.

An employee should submit the referral's resume and/or completed application form to the President and CEO for a posted job. If the referral is interviewed, the referring employee will be notified of the initial interview and the final selection decision.

## **201 Employment Categories**

Effective Date: 5/8/2003

Revision Date: 6/1/2003

It is the intent of California Transplant to clarify the definitions of employment classifications so that employees understand their employment status and benefit eligibility. These classifications do not guarantee employment for any specified period of time. Accordingly, the right to terminate the employment relationship at will at any time is retained by both the employee and California Transplant.

Each employee is designated as either NONEXEMPT or EXEMPT from federal and state wage and hour laws. NONEXEMPT employees are entitled to overtime pay under the specific provisions of federal and state laws. EXEMPT employees are excluded from specific provisions of federal and state wage and hour laws. An employee's EXEMPT or NONEXEMPT classification may be changed only upon written notification by California Transplant management.

In addition to the above categories, each employee will belong to one other employment category:

**REGULAR FULL-TIME** employees are those who are not in a temporary or introductory status and who are regularly scheduled to work California Transplant's full-time schedule. Generally, they are eligible for California Transplant's benefit package, subject to the terms, conditions, and limitations of each benefit program.

**PART-TIME** employees are those who are not assigned to a temporary or introductory status and who are regularly scheduled to work less than 20 hours per week. **PART-TIME** employees are not prohibited from working up to 40 hours per week on a temporary basis. While they do receive all legally mandated benefits (such as Social Security and workers' compensation insurance), they are ineligible for all of California Transplant's other benefit programs.

**INTRODUCTORY** employees are those whose performance is being evaluated to determine whether

further employment in a specific position or with California Transplant is appropriate. Employees who satisfactorily complete the introductory period will be notified of their new employment classification.

TEMPORARY employees are those who are hired as interim replacements, to temporarily supplement the work force, or to assist in the completion of a specific project. Employment assignments in this category are of a limited duration. Employment beyond any initially stated period does not in any way imply a change in employment status. Temporary employees retain that status unless and until notified of a change. All legally mandated benefits (such as Social Security and workers' compensation insurance) are provided to temporary employees. Some other California Transplant-sponsored benefits may also be available, subject to the terms, conditions, and limitations of each benefit program.

PER DIEM employees are those who routinely work either a full-time or a part-time schedule and who accept additional compensation in lieu of participation in all but legally mandated benefit programs. California Transplant offers this category in limited classifications and to limited numbers of employees. Individuals participating in this program must sign waivers of their rights to participate in the benefit programs applicable to regular employees. Service in this category cannot be credited in any way toward any benefit program, even if the employee is later assigned to a benefit-eligible category. A change to or from this category can be accomplished only with the written consent of California Transplant.

## **202 Access to Personnel Files**

Effective Date: 5/9/2003

Revision Date: 6/1/2003

California Transplant maintains a personnel file on each employee. The personnel file includes such information as the employee's job application, resume, records of training, documentation of performance appraisals and salary increases, and other employment records.

Personnel files are the property of California Transplant, and access to the information they contain is restricted. Generally, only supervisors and management personnel of California Transplant who have a legitimate reason to review information in a file are allowed to do so.

Employees who wish to review their own file should contact the President and CEO. With reasonable advance notice, employees may review their own personnel files in California Transplant's offices and in the presence of an individual appointed by California Transplant to maintain the files. Under no circumstances are employee records to be removed from California Transplant or to be copied.

## **203 Employment Reference Checks**

Effective Date: 5/9/2003

Revision Date: 6/1/2003

To ensure that individuals who join California Transplant are well qualified and have a strong potential to be productive and successful, it is the policy of California Transplant to check the employment references of all applicants.

Authorization for employment reference checks shall be obtained on the employee application.

The President and CEO will respond to all reference check inquiries from other employers. Responses to such inquiries will be limited to factual information that can be substantiated by California Transplant's records.

## **204 Personnel Data Changes**

Effective Date: 6/1/2003

Revision Date: 6/1/2003

It is the responsibility of each employee to promptly notify California Transplant of any changes in personnel data. Personal mailing addresses, telephone numbers, number and names of dependents, individuals to be contacted in the event of an emergency, educational accomplishment, and other such status reports should be accurate and current at all times. If any personnel data has changed, notify the Human Resources Manager.

## **205 Introductory Period**

Effective Date: 5/9/2003

The introductory period is intended to give new employees the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. California Transplant uses this period to evaluate employee capabilities, work habits, and overall performance. Either the employee or California Transplant may end the employment relationship at will at any time during or after the introductory period, with or without cause or advance notice.

All new and rehired employees work on an introductory basis for the first 180 calendar days after their date of hire. Employees who are promoted or transferred within California Transplant must complete a secondary introductory period of the same length with each reassignment to a new position. Any significant absence will automatically extend an introductory period by the length of the absence. If California Transplant determines that the designated introductory period does not allow sufficient time to thoroughly evaluate the employee's performance, the introductory period may be extended for a specified period.

In cases of promotions or transfers within California Transplant, an employee who, in the sole judgment of management, is not successful in the new position can be removed from that position at any time during the secondary introductory period. If this occurs, the employee may be allowed to return to his or her former job or to a comparable job for which the employee is qualified, depending on the availability of such positions and California Transplant's needs.

## California Transplant Services, Inc. Employee Manual effective July 1, 2015

Upon satisfactory completion of the initial introductory period, employees enter the "regular" employment classification.

During the initial introductory period, new employees are eligible for those benefits that are required by law, such as workers' compensation insurance and Social Security. After becoming regular employees, they may also be eligible for other California Transplant-provided benefits, subject to the terms and conditions of each benefits program. Employees should read the information for each specific benefits program for the details on eligibility requirements.

Benefits eligibility and employment status are not changed during the secondary introductory period that results from a promotion or transfer within California Transplant.

### **208 Employment Applications**

Effective Date: 6/1/2003

Revision Date: 6/1/2003

California Transplant relies upon the accuracy of information contained in the employment application, as well as the accuracy of other data presented throughout the hiring process and employment.

Any misrepresentations, falsifications, or material omissions in any of this information or data may result in California Transplant's exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

### **209 Performance Evaluations**

Effective Date: 6/1/2003

Revision Date: 6/1/2003

Supervisors and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis. Formal performance evaluations are conducted at the end of an employee's initial period in any new position. This period, known as the introductory period, allows the supervisor and the employee to discuss the job responsibilities, standards, and performance requirements of the new position. Additional formal performance evaluations are conducted to provide both supervisors and employees the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals.

Performance evaluations are scheduled approximately every 12 months, coinciding generally with the anniversary of the employee's original date of hire.

### **301 Employee Benefits**

Effective Date: 6/1/2003

Revision Date: 6/1/2003

## California Transplant Services, Inc. Employee Manual effective July 1, 2015

Eligible employees at California Transplant are provided a wide range of benefits. A number of the programs (such as Social Security, workers' compensation, state disability, and unemployment insurance) cover all employees in the manner prescribed by law.

Benefits eligibility is dependent upon a variety of factors, including employee classification. Your supervisor can identify the programs for which you are eligible. Details of many of these programs can be found elsewhere in the employee handbook.

The following benefit programs are available to eligible employees:

- \* 403(b) Savings Plan
- \* Auto Mileage
- \* Benefit Conversion at Termination
- \* Dental Insurance
- \* Employee Health Screening Program
- \* Health Insurance
- \* Holidays
- \* Malpractice Insurance
- \* Medical Insurance
- \* Pharmacy (through health insurance plan)
- \* Sick Leave
- \* Travel Per Diem
- \* Vacation Time Off
- \* Vision Care Insurance
- \* Voting Time Off (for primary elections)

Some benefit programs require contributions from the employee, but most are fully paid by California Transplant.

### **303 Vacation Benefits**

Effective Date: 5/9/2003

Revision Date: 07/01/2015

Vacation time off with pay is available to eligible employees to provide opportunities for rest, relaxation,

## California Transplant Services, Inc. Employee Manual effective July 1, 2015

and personal pursuits. Employees in the following employment classifications are eligible to earn and use vacation time as described in this policy:

- \* Exempt full-time employees

- \* Non-exempt full-time employees

Part time employees do not accrue any vacation time off.

The amount of paid vacation time employees receive each year increases with the length of their employment as shown in the following schedule:

- \* Upon completion of 1 year of satisfactory service the employee is entitled to earn 7 vacation days each year, accrued at the rate of 0.2916 days per pay complete period actually worked.

- \* At the completion of 5 years of eligible service all employees are entitled to vacation days, *accrued at the rate of 0.50 days per pay period worked*, with 12 days total accrual for the year.

The length of eligible service is calculated on the basis of a "benefit year." This is the 12-month period that begins when the employee starts to earn vacation time. An employee's benefit year may be extended for any significant leave of absence except military leave of absence. Military leave has no effect on this calculation. (See individual leave of absence policies for more information.)

Once employees complete the first year of employment, they begin to earn paid vacation time according to the schedule. After that time, employees can request use of earned vacation time.

Paid vacation time should be used in minimum increments of one-half day. Vacation time must be requested and approved by the President and CEO by completing a Time Off/Leave Request report. Employees must submit their request with *four weeks* advance notice. Requests will be reviewed and approved based on a number of factors, including business needs and staffing requirements.

Management reserves the right to assign vacation days in advance which will be mandated as vacation time off.

Management reserves the right to restrict vacation during company holidays.

Vacation time off is paid at the employee's base pay rate at the time of vacation. It does not include overtime or any special forms of compensation such as accrual of sick leave and vacation, incentives, commissions, bonuses, or shift differentials.

As stated above, employees are encouraged to use available paid vacation time for rest, relaxation, and personal pursuits. In the event that available vacation is not used by the end of the benefit year, employees may carry unused time forward to the next benefit year. If the total amount of unused vacation time reaches a "cap" of 15 days, further vacation accrual will stop. When the employee uses paid vacation time and brings the available amount below the cap, vacation accrual will begin again.

Management, defined as an officer or director of the company, is exempt from the cap on accrual of

vacation time.

Upon termination of employment, employees will be paid for unused vacation time that has been earned through the last day of work.

### **304 Sick Leave**

All employees who, on or after July 1, 2015, works in California for 30 or more days within a year from the commencement of employment is entitled to paid sick days as specified in this section.

An employee shall accrue paid sick days at the rate of not less than one hour per every 30 hours worked, beginning at the commencement of employment or the operative date of this article, whichever is later.

An employee who is exempt from overtime requirements as an Administrative, executive, or professional employee under a wage order of the Industrial Welfare Commission is deemed to work 40 hours per workweek for the purposes of this section, unless the employee's normal workweek is less than 40 hours, in which case the employee shall accrue paid sick days based upon that normal workweek.

An employee shall be entitled to use accrued paid sick days beginning on the 90th day of employment, after which day the employee may use paid sick days as they are accrued.

Accrued paid sick days shall carry over to the following year of employment. However, an employer may limit an employee's use of paid sick days to 24 hours or three days in each year of employment.

This section shall be satisfied and no accrual or carry over is required if the full amount of leave is received at the beginning of each year, in accordance with state law.

### **305 Holidays**

Effective Date: 07/01/2015

California Transplant will grant holiday time off to all employees on the holidays listed below:

- \* New Year's Day (January 1)
- \* Memorial Day (last Monday in May)
- \* Independence Day (July 4)
- \* Labor Day (first Monday in September)
- \* Thanksgiving (fourth Thursday in November)
- \* Day after Thanksgiving
- \* Half Day Christmas Eve (December 24)
- \* Christmas (December 25)
- \* Your birthday, unless it fall on a normally scheduled day off, then the first scheduled workday



thereafter (effective after January 1, 2016)

California Transplant will grant paid holiday time off to all eligible employees who have completed 90 calendar days of service in an eligible employment classification. Holiday pay will be calculated based on the employee's straight-time pay rate (as of the date of the holiday) times the number of hours the employee would otherwise have worked on that day. Eligible employee classification(s):

\* Regular full-time employees

To be eligible for holiday pay, all employees must work the last scheduled day immediately preceding and the first scheduled day immediately following the holiday.

If a recognized holiday falls during an eligible employee's paid absence (such as vacation or sick leave), holiday pay will be provided instead of the paid time off benefit that would otherwise have applied.

If eligible nonexempt employees work on a recognized holiday, they will receive holiday pay plus wages at their straight-time rate for the hours worked on the holiday.

Paid time off for holidays will not be counted as hours worked for the purposes of determining overtime, vacation or sick leave.

### **306 Workers' Compensation Insurance**

Effective Date: 5/9/2003

California Transplant provides a comprehensive workers' compensation insurance program at no cost to employees. This program covers any injury or illness sustained in the course of employment that requires medical, surgical, or hospital treatment. Subject to applicable legal requirements, workers' compensation insurance provides benefits after a short waiting period or, if the employee is hospitalized, immediately.

Employees who sustain work-related injuries or illnesses should inform their supervisor immediately. No matter how minor an on-the-job injury may appear, it is important that it be reported immediately. This will enable an eligible employee to qualify for coverage as quickly as possible.

Neither California Transplant nor the insurance carrier will be liable for the payment of workers' compensation benefits for injuries that occur during an employee's voluntary participation in any off-duty recreational, social, or athletic activity sponsored by California Transplant.

### **308 Time Off to Vote**

Effective Date: 5/9/2003

California Transplant encourages employees to fulfill their civic responsibilities by participating in elections. Generally, employees are able to find time to vote either before or after their regular work schedule. If employees are *unable to vote* in an election during their nonworking hours, California Transplant will grant up to 2 hours of paid time off to vote.

## California Transplant Services, Inc. Employee Manual effective July 1, 2015

Employees should request time off to vote from their supervisor at least two working days prior to the election day. Advance notice is required so that the necessary time off can be scheduled at the beginning or end of the work shift; whichever provides the least disruption to the normal work schedule.

Employees must submit a voter's receipt on the first working day following the election to qualify for paid time off.

### **309 Bereavement Leave**

Effective Date: 07/01/2015

Employees who wish to take time off due to the death of an immediate family member should notify their supervisor immediately.

Employees may take up to 3 days of paid vacation leave in the following classification(s):

- \* Regular full-time employees

Bereavement leave will normally be granted unless there are unusual business needs or staffing requirements. Employees may, with their supervisors' approval, use any available paid leave for additional time off as necessary. In the event that the employee has no accrued leave time to use the time off will be used as unpaid leave.

California Transplant defines "immediate family" as the employee's spouse, parent, child, sibling; the employee's spouse's parent, child, or sibling.

Bereavement leave must be taken within 6 weeks of the death of an immediate family member, although it is customary to take the leave immediately following the date of death.

### **311 Jury Duty**

Effective Date: 07/01/2015

California Transplant encourages employees to fulfill their civic responsibilities by serving jury duty when required. Employees may request unpaid jury duty leave for the length of absence. If desired, employees may use any available paid time off (for example, vacation and sick leave benefits).

Employees must show the jury duty summons to their supervisor as soon as possible so that the supervisor may make arrangements to accommodate their absence. Of course, employees are expected to report for work whenever the court schedule permits.

Either California Transplant or the employee may request an excuse from jury duty if, in California Transplant's judgment, the employee's absence would create serious operational difficulties.

California Transplant will continue to provide health insurance benefits until the end of the month in which the unpaid jury duty leave begins. At that time, employees will become responsible for the full costs of these benefits if they wish coverage to continue. When the employee returns from jury duty,

## California Transplant Services, Inc. Employee Manual effective July 1, 2015

California Transplant will again provide benefits according to the applicable plans.

Benefit accruals such as vacation, sick leave, or holiday benefits will be suspended during unpaid jury duty leave and will resume upon return to active employment.

### **312 Witness Duty**

Effective Date: 5/9/2003

California Transplant encourages employees to appear in court for witness duty when subpoenaed to do so.

If employees have been subpoenaed or otherwise requested to testify as witnesses by California Transplant, they will receive paid time off for the entire period of witness duty.

Employees will be granted unpaid time off to appear in court as a witness when requested by a party other than California Transplant. Employees are free to use any available paid leave benefit (such as vacation leave) to receive compensation for the period of this absence.

The subpoena should be shown to the employee's supervisor immediately after it is received so that operating requirements can be adjusted, where necessary, to accommodate the employee's absence. The employee is expected to report for work whenever the court schedule permits.

### **313 Benefits Continuation (COBRA)**

Effective Date: 5/9/2003

The federal Consolidated Omnibus Budget Reconciliation Act (COBRA) gives employees and their qualified beneficiaries the opportunity to continue health insurance coverage under California Transplant's health plan when a "qualifying event" would normally result in the loss of eligibility. Some common qualifying events are resignation, termination of employment, or death of an employee; a reduction in an employee's hours or a leave of absence; an employee's divorce or legal separation; and a dependent child no longer meeting eligibility requirements.

Under COBRA, the employee or beneficiary pays the full cost of coverage at California Transplant's group rates plus an administration fee. California Transplant provides each eligible employee with a written notice describing rights granted under COBRA when the employee becomes eligible for coverage under California Transplant's health insurance plan. The notice contains important information about the employee's rights and obligations.

### **316 Health Insurance**

Effective Date: 07/01/2015

California Transplant's health insurance plan provides employees and their dependents access to medical, dental, and vision care insurance benefits. Employees in the following employment classifications are

eligible to participate in the health insurance plan:

- \* Regular full-time employees (Full premium paid by California Transplant)

- \* Regular part-time employees with a minimum of 30 hours per week (One half premium paid by California Transplant and one half premium paid by the employee)

Eligible employees may participate in the health insurance plan subject to all terms and conditions of the agreement between California Transplant and the insurance carrier.

A change in employment classification that would result in loss of eligibility to participate in the health insurance plan may qualify an employee for benefits continuation under the Consolidated Omnibus Budget Reconciliation Act (COBRA). Refer to the Benefits Continuation (COBRA) policy for more information.

Details of the health insurance plan are described in the Summary Plan Description (SPD). An SPD and information on cost of coverage will be provided in advance of enrollment to eligible employees. Contact the President and CEO for more information about health insurance benefits.

An employee's legal dependent may be enrolled at the full expense of the employee.

California Transplant reserves the right to change its' participation for Regular full-time employees to 50% employer and 50% employee at any time.

## **401 Timekeeping**

Effective Date: 5/15/2003

Accurately recording time worked is the responsibility of every nonexempt employee. Federal and state laws require California Transplant to keep an accurate record of time worked in order to calculate employee pay and benefits. Time worked is all the time actually spent on the job performing assigned duties.

Nonexempt employees should accurately record the time they begin and end their work, as well as the beginning and ending time of each meal period. They should also record the beginning and ending time of any split shift or departure from work for personal reasons. Overtime work must always be approved before it is performed.

Generally, overtime will be authorized for the following:

- \* Donor screening, procurement and preservation of the tissue when the time exceeds the 8 hour or 40 hour rule.

- \* Handling and coordination of autologous tissue procurements when the time exceeds the 8 or 40 hour rule.

- \* Emergency after hour's tissue identification and delivery when the time exceeds the 8 hour or 40 hour

rule.

After hours airport pick-ups should be coordinated with time off during the daily 8 hour shifts so as not to exceed the daily 8 hour rule.

Working overtime without prior supervisor authorization or failure to work scheduled overtime will result in disciplinary action up to and including termination.

All non-exempt employees must continue to complete and sign a (daily, weekly or biweekly) time sheet reflecting actual hours worked each day, including overtime. It is the employee's responsibility to have the time sheet, including overtime, verified and initialed by a direct supervisor before submitting it for payroll processing. In addition, if corrections or modifications are made to the time record, both the employee and the supervisor must verify the accuracy of the changes by initialing and dating the time record.

Nonexempt employees should report to work no more than 15 minutes prior to their scheduled starting time nor stay more than 15 minutes after their scheduled stop time without expressed, prior authorization from their supervisor.

Altering, falsifying, tampering with time records, or recording time on another employee's time record may result in disciplinary action, up to and including termination of employment.

### **403 Paydays**

Effective Date: 5/12/2003

Revision Date: 01/01/2006

All employees are paid semimonthly on the 5th and 20th days of the month. Each paycheck will include earnings for all work performed through the end of the previous payroll period. Be advised that if the regular payday falls on a Saturday, Sunday or Monday Holiday then the pay date will advance to the next business day thereafter. Employees are to be aware when using electronic banking that California Transplant Services, Inc. will not be responsible for overdraft charges incurred by employees who have direct deposits of pay on the official pay date which may be other than the 5<sup>th</sup> or 20<sup>th</sup> as weekends may occur.

California Transplant's workweek begins at 0001 hours on Saturday until the following Friday at 2359 for overtime calculations. Any unscheduled hours on Saturday and Sunday shall be scheduled as time off during the week (preferably the following Thursday or Friday) in an attempt to maintain a 40 hour work week.

In the event that a regularly scheduled payday falls on a day off such as a weekend or holiday, employees will receive pay on the last day of work after the regularly scheduled payday.

If a regular payday falls during an employee's vacation, the employee may receive his or her earned wages before departing for vacation if a written request is submitted at least one week prior to departing

for vacation.

Employees may have pay directly deposited into their bank accounts if they provide advance written authorization to California Transplant. Employees will receive an itemized statement of wages when California Transplant makes direct deposits.

## **405 Employment Terminations**

Effective Date: 5/12/2003

Revision Date: 01/01/2006

Termination of employment is an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine. Below are examples of some of the most common circumstances under which employment is terminated:

- \* Resignation - voluntary employment termination initiated by an employee.
- \* Discharge - involuntary employment termination initiated by the organization.
- \* Layoff - involuntary employment termination initiated by the organization for non disciplinary reasons.
- \* Retirement - voluntary employment termination initiated by the employee meeting age, length of service, and any other criteria for retirement from the organization.

California Transplant will generally schedule exit interviews at the time of employment termination. The exit interview will afford an opportunity to discuss such issues as employee benefits, conversion privileges, repayment of outstanding debts to California Transplant, or return of California Transplant-owned property. Suggestions, complaints, and questions can also be voiced.

Since employment with California Transplant is based on mutual consent, both the employee and California Transplant have the right to terminate employment at will, with or without cause, at any time. Employees will receive their final pay in accordance with applicable state law.

Employee benefits will be affected by employment termination in the following manner. All accrued, vested benefits that are due and payable at termination will be paid. Some benefits may be continued at the employee's expense if the employee so chooses. The employee will be notified in writing of the benefits that may be continued and of the terms, conditions, and limitations of such continuance.

## **408 Pay Advances**

Effective Date: 07/01/2015

In the event of a personal emergency, employees may submit a written request for a pay advance to their supervisor or manager, indicating the nature of the emergency involved. The supervisor or manager will evaluate the request and determine whether a pay advance can be granted.

Normally no more than one emergency payroll advance will be made per calendar year.

## **409 Administrative Pay Corrections**

Effective Date: 5/12/2003

California Transplant takes all reasonable steps to ensure that employees receive the correct amount of pay in each paycheck and that employees are paid promptly on the scheduled payday.

In the unlikely event that there is an error in the amount of pay, the employee should promptly bring the discrepancy to the attention of the President and CEO so that corrections can be made as quickly as possible.

## **410 Pay Deductions and Setoffs**

Effective Date: 5/12/2003

The law requires that California Transplant make certain deductions from every employee's compensation. Among these are applicable federal, state, and local income taxes. California Transplant also must deduct Social Security taxes on each employee's earnings up to a specified limit that is called the Social Security "wage base." California Transplant matches the amount of Social Security taxes paid by each employee.

California Transplant offers programs and benefits beyond those required by law. Eligible employees may voluntarily authorize deductions from their paychecks to cover the costs of participation in these programs.

Pay setoffs are pay deductions taken by California Transplant, usually to help pay off a debt or obligation to California Transplant or others.

If you have questions concerning why deductions were made from your paycheck or how they were calculated, your supervisor can assist in having your questions answered.

## **501 Safety**

Effective Date: 5/12/2003

To assist in providing a safe and healthful work environment for employees, customers, and visitors, California Transplant has established a workplace safety program. This program is a top priority for California Transplant. The President and CEO has responsibility for implementing, administering, monitoring, and evaluating the safety program. Its success depends on the alertness and personal commitment of all.

California Transplant provides information to employees about workplace safety and health issues through regular internal communication channels such as supervisor-employee meetings, bulletin board postings, memos, or other written communications.

## California Transplant Services, Inc. Employee Manual effective July 1, 2015

Employees and supervisors receive periodic workplace safety training. The training covers potential safety and health hazards and safe work practices and procedures to eliminate or minimize hazards.

Some of the best safety improvement ideas come from employees. Those with ideas, concerns, or suggestions for improved safety in the workplace are encouraged to raise them with their supervisor, or with another supervisor or manager, or bring them to the attention of the President and CEO. Reports and concerns about workplace safety issues may be made anonymously if the employee wishes. All reports can be made without fear of reprisal.

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

In the case of accidents that result in injury, regardless of how insignificant the injury may appear, employees should immediately notify the President and CEO or the appropriate supervisor. Such reports are necessary to comply with laws and initiate insurance and workers' compensation benefits procedures.

### **502 Work Schedules**

Effective Date: 07/01/2015

The normal work schedule for all employees is 8 hours a day, 5 days a week. Supervisors will advise employees of the times their schedules will normally begin and end. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week.

### **504 Use of Phone and Mail Systems**

Effective Date: 5/12/2003

Personal use of telephones for outgoing calls, including local calls, is not permitted. Employees may be required to reimburse California Transplant for any charges resulting from their personal use of the telephone. Public pay phones are available for personal outgoing calls during breaks, meal periods, or at other times, with the supervisor's permission.

The use of California Transplant paid postage for personal correspondence is not permitted.

To ensure effective telephone communications, employees should always use the approved greeting and speak in a courteous and professional manner. Please confirm information received from the caller, and hang up only after the caller has done so.



## **505 Smoking**

Effective Date: 5/12/2003

Revised Date: 07/01/2015

In keeping with California Transplant's intent to provide a safe and healthful work environment, smoking is prohibited throughout the workplace, and including outside within 250 feet of company property.

This policy applies equally to all employees, customers, and visitors.

## **506 Rest and Meal Periods**

Effective Date: 5/12/2003

Each workday, full-time nonexempt employees are provided with two rest periods. Supervisors will advise employees of the regular rest period length and schedule. To the extent possible, rest periods will be provided in the middle of work periods. Since this time is counted and paid as time worked, employees must not be absent from their workstations beyond the allotted rest period time.

All full-time regular employees are provided with one meal period of 60 minutes in length each workday. Supervisors will schedule meal periods to accommodate operating requirements. Employees will be relieved of all active responsibilities and restrictions during meal periods and will not be compensated for that time.

## **507 Overtime**

Effective Date: 5/5/2003

When operating requirements or other needs cannot be met during regular working hours, employees may be scheduled to work overtime hours. When possible, advance notification of these mandatory assignments will be provided. All overtime work must receive the supervisor's prior authorization.

Overtime assignments will be distributed as equitably as practical to all employees qualified to perform the required work.

Overtime compensation is paid to all nonexempt employees in accordance with federal and state wage and hour restrictions. Overtime pay is based on actual hours worked. Time off on sick leave, vacation leave, or any leave of absence will not be considered hours worked for purposes of performing overtime calculations.

Failure to work scheduled overtime or overtime worked without prior authorization from the supervisor may result in disciplinary action, up to and including possible termination of employment.

\* Refer to Policy 401 for additional information regarding overtime.

## **508 Use of Equipment and Vehicles**

Effective Date: 07/01/2015

Equipment and vehicles essential in accomplishing job duties are expensive and may be difficult to replace. When using property, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines.

Please notify the supervisor if any equipment, machines, tools, or vehicles appear to be damaged, defective, or in need of repair. Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to employees or others. The supervisor can answer any questions about an employee's responsibility for maintenance and care of equipment or vehicles used on the job.

The improper, careless, negligent, destructive, or unsafe use or operation of equipment or vehicles, as well as excessive or avoidable traffic and parking violations, can result in disciplinary action, up to and including termination of employment.

Employees must maintain and provide a copy of a valid unrestricted Class C California Drivers License.

When returning a vehicle if the fuel level is below ½ tank the vehicle shall be refueled with unleaded fuel using the company issued credit card and a copy of the receipt signed and turned in.

## **510 Emergency Closings**

Effective Date: 07/01/2015

At times, emergencies such as severe weather, fires, power failures, or earthquakes, can disrupt company operations. In extreme cases, these circumstances may require the closing of a work facility.

When operations are officially closed due to emergency conditions, the time off from scheduled work will be paid up to one week only.

Employees in essential operations may be asked to work on a day when operations are officially closed. In these circumstances, employees who work will receive regular pay.

In the event of an ordered evacuation, all employees are expected to assist management with the required shutdown for the evacuation.

## **512 Business Travel Expenses**

Effective Date: 5/5/2003

California Transplant will reimburse employees for reasonable business travel expenses incurred while on assignments away from the normal work location. All business travel must be approved in advance by the President and CEO.

## California Transplant Services, Inc. Employee Manual effective July 1, 2015

Employees whose travel plans have been approved should make all travel arrangements through California Transplant's designated travel agency.

When approved, the actual costs of travel, meals, lodging, and other expenses directly related to accomplishing business travel objectives will be reimbursed by California Transplant. Employees are expected to limit expenses to reasonable amounts.

Expenses that generally will be reimbursed include the following:

- \* Airfare or train fare for travel in economy class on international segments.
- \* Airfare or train fare for travel in economy class or the lowest available fare.
- \* Car rental fees, only for compact or mid-sized cars.
- \* Fares for shuttle or airport bus service, where available; costs of public transportation for other ground travel.
- \* Taxi fares, only when there is no less expensive alternative.
- \* Mileage costs for use of personal cars, only when less expensive transportation is not available.
- \* Cost of standard accommodations in low to mid-priced hotels, motels, or similar lodgings.
- \* Cost of meals, no more lavish than would be eaten at the employee's own expense and as per the following chart:

<u>Breakfast</u>	<u>Lunch</u>	<u>Dinner</u>
\$12.00	\$18.00	\$20.00

Receipt totaling each meal period must be itemized on the trip reconciliation form.

- \* Tips not exceeding 15% of the total cost of a meal or 10% of a taxi fare.
- \* Charges for telephone calls, fax, and similar services required for business purposes.
- \* Charges for one personal telephone call each day not to exceed 5 minutes.
- \* Charges for laundry and valet services, only on trips of five or more days. (Personal entertainment and personal care items are not reimbursed.) Employees who are involved in an accident while traveling on business must promptly report the incident to their immediate supervisor. Vehicles owned, leased, or rented by California Transplant may not be used for personal use without prior approval.

Cash advances to cover reasonable anticipated expenses may be made to employees, after travel has been approved. Employees must submit a written request to their supervisor when travel advances are needed

and shall not exceed the anticipated cost of the trip.

With prior approval, employees on business travel may be accompanied by a family member or friend, when the presence of a companion will not interfere with successful completion of business objectives. Generally, employees are also permitted to combine personal travel with business travel, as long as time away from work is approved. Additional expenses arising from such non business travel are the responsibility of the employee.

When travel is completed, employees must submit completed travel expense reports within 30 days. Reports should be accompanied by receipts for all individual expenses.

Employees should contact their supervisor for guidance and assistance on procedures related to travel arrangements, travel advances, expense reports, reimbursement for specific expenses, or any other business travel issues.

Abuse of this business travel expenses policy, including falsifying expense reports to reflect costs not incurred by the employee, can be grounds for disciplinary action, up to and including termination of employment.

## **514 Visitors in the Workplace**

Effective Date: 5/5/2003

To provide for the safety and security of employees and the facilities at California Transplant, only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps maintain safety standards, protects against theft, ensures security of equipment, protects confidential information, safeguards employee welfare, and avoids potential distractions and disturbances.

Because of safety and security reasons, family and friends of employees are discouraged from visiting. In cases of emergency, employees will be called to meet any visitor outside their work area.

All visitors should enter California Transplant at the main entrance. Authorized visitors will receive directions or be escorted to their destination. Employees are responsible for the conduct and safety of their visitors.

If an unauthorized individual is observed on California Transplant's premises, employees should immediately notify their supervisor or, if necessary, direct the individual to the main entrance.

## **516 Computer and E-mail Usage**

Effective Date: 5/5/2003

Computers, computer files, the e-mail system, and software furnished to employees are California Transplant property intended for business use. Employees should not use a password, access a file, or retrieve any stored communication without authorization.

## California Transplant Services, Inc. Employee Manual effective July 1, 2015

To ensure compliance with this policy, computer and e-mail usage may be monitored.

California Transplant strives to maintain a workplace free of harassment and sensitive to the diversity of its employees. Therefore, California Transplant prohibits the use of computers and the e-mail system in ways that are disruptive, offensive to others, or harmful to morale.

For example, the display or transmission of sexually explicit images, messages, and cartoons is not allowed. Other such misuse includes, but is not limited to, ethnic slurs, racial comments, off-color jokes, or anything that may be construed as harassment or showing disrespect for others.

E-mail may not be used to solicit others for commercial ventures, religious or political causes, outside organizations, or other non-business matters.

California Transplant purchases and licenses the use of various computer software for business purposes and does not own the copyright to this software or its related documentation. Unless authorized by the software developer, California Transplant does not have the right to reproduce such software for use on more than one computer.

Employees may only use software on local area networks or on multiple machines according to the software license agreement. California Transplant prohibits the illegal duplication of software and its related documentation.

Employees should notify their immediate supervisor, the President and CEO or any member of management upon learning of violations of this policy. Employees who violate this policy will be subject to disciplinary action, up to and including termination of employment.

### **518 Workplace Monitoring**

Effective Date: 5/5/2003

Workplace monitoring may be conducted by California Transplant to ensure quality control, employee safety, security, and customer satisfaction.

Employees who regularly communicate with customers may have their telephone conversations monitored or recorded. Telephone monitoring is used to identify and correct performance problems through targeted training. Improved job performance enhances our customers' image of California Transplant as well as their satisfaction with our service.

Computers furnished to employees are the property of California Transplant. As such, computer usage and files may be monitored or accessed.

California Transplant may conduct video surveillance of non-private workplace areas. Video monitoring is used to identify safety concerns, maintain quality control, detect theft and misconduct, and discourage or prevent acts of harassment and workplace violence.

Employees can request access to information gathered through workplace monitoring that may impact

employment decisions. Access will be granted unless there is a legitimate business reason to protect confidentiality or an ongoing investigation.

Because California Transplant is sensitive to the legitimate privacy rights of employees, every effort will be made to guarantee that workplace monitoring is done in an ethical and respectful manner.

## **520 Telecommuting**

Effective Date: 5/5/2003

Telecommuting is the practice of working at home or at a site near the home instead of physically traveling to a central workplace. It is a work alternative that California Transplant may offer to some employees when it would benefit both the organization and the employee.

Employees who believe telecommuting can enhance their ability to get the job done should submit a written request to their managers proposing how it will benefit California Transplant and themselves. The request should explain how they will be accountable and responsible, what equipment is necessary, and how communication barriers will be overcome.

The decision to approve a telecommuting arrangement will be based on factors such as position and job duties, performance history, related work skills, and the impact on the organization.

The employee's compensation, benefits, work status, work responsibilities, and the amount of time the employee is expected to work per day or per pay period will not change due to participation in the telecommuting program (unless otherwise agreed upon in writing).

The employee's at-home work hours will conform to a schedule agreed upon by the employee and his or her supervisor. If such a schedule has not been agreed upon, the employee's work hours will be assumed to be the same as they were before the employee began telecommuting. Changes to this schedule must be reviewed and approved in advance by the employee's supervisor.

During working hours, the employee's at-home work space will be considered an extension of California Transplant's work space. Therefore, workers' compensation benefits may be available for job-related accidents that occur in the employee's at-home work space during working hours. All job-related accidents will be investigated immediately.

California Transplant assumes no responsibility for injuries occurring in the employee's at-home work space outside the agreed-upon work hours. The employee agrees to maintain safe conditions in the at-home work space and to practice the same safety habits as those followed on California Transplant's premises.

In the case of an injury while working at home, the employee will immediately report the injury to the President and CEO to get instructions for obtaining medical treatment.

The employee should not undertake to provide primary care for a young child during at-home working hours. If a young child will be home during the employee's at-home working hours, some other individual

should be present to provide primary care. However, if a young child is ill, the employee may, on a temporary basis, provide primary care for that child subject to approval of the employee's supervisor.

While working at home, the employee also should not undertake to provide primary care for an elderly adult, who would otherwise require the care of a nurse.

Telecommuting is an alternative method of meeting the needs of the organization and is not a universal employee benefit. As such, California Transplant has the right to refuse to make telecommuting available to an employee and to terminate a telecommuting arrangement at any time.

## **522 Workplace Violence Prevention**

Effective Date: 5/5/2003

California Transplant is committed to preventing workplace violence and to maintaining a safe work environment. Given the increasing violence in society in general, California Transplant has adopted the following guidelines to deal with intimidation, harassment, or other threats of (or actual) violence that may occur during business hours or on its premises.

All employees, including supervisors and temporary employees, should be treated with courtesy and respect at all times. Employees are expected to refrain from fighting, "horseplay," or other conduct that may be dangerous to others. Employees who are licensed to carry a concealed weapon must first disclose to California Transplant management their intent to carry a concealed weapon before bringing it into the workplace.

Conduct that threatens, intimidates, or coerces another employee, a customer, or a member of the public at any time, including off-duty periods, will not be tolerated. This prohibition includes all acts of harassment, including harassment that is based on an individual's sex, race, age, or any characteristic protected by federal, state, or local law.

All threats of (or actual) violence, both direct and indirect, should be reported as soon as possible to your immediate supervisor or any other member of management. This includes threats by employees, as well as threats by customers, vendors, solicitors, or other members of the public. When reporting a threat of violence, you should be as specific and detailed as possible.

All suspicious individuals or activities should also be reported as soon as possible to a supervisor. Do not place yourself in peril. If you see or hear a commotion or disturbance near your work station, do not try to intercede or see what is happening.

California Transplant will promptly and thoroughly investigate all reports of threats of (or actual) violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as is practical. In order to maintain workplace safety and the integrity of its investigation, California Transplant may suspend employees, either with or without pay, pending investigation.

Anyone determined to be responsible for threats of (or actual) violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action up to and including termination of employment.

California Transplant encourages employees to bring their disputes or differences with other employees to the attention of their supervisors or the President and CEO before the situation escalates into potential violence. California Transplant is eager to assist in the resolution of employee disputes, and will not discipline employees for raising such concerns.

## **601 Medical Leave**

Effective Date: 5/5/2003

California Transplant provides medical leaves of absence without pay to eligible employees who are temporarily unable to work due to a serious health condition or disability. For purposes of this policy, serious health conditions or disabilities include inpatient care in a hospital, hospice, or residential medical care facility; continuing treatment by a health care provider; and temporary disabilities associated with pregnancy, childbirth, and related medical conditions.

Employees in the following employment classifications are eligible to request medical leave as described in this policy:

- \* Regular full-time employees

Eligible employees may request medical leave only after having completed 180 calendar days of service. Exceptions to the service requirement will be considered to accommodate disabilities.

Eligible employees should make requests for medical leave to their supervisors at least 30 days in advance of foreseeable events and as soon as possible for unforeseeable events.

A health care provider's statement must be submitted verifying the need for medical leave and its beginning and expected ending dates. Any changes in this information should be promptly reported to California Transplant. Employees returning from medical leave must submit a health care provider's verification of their fitness to return to work.

Eligible employees are normally granted leave for the period of the disability, up to a maximum of 12 weeks within any 12 month period measured forward from the date the employee's first FMLA leave begins. Any combination of medical leave and family leave may not exceed this maximum limit as leave counts toward both the 12 week Federal FMLA and State CFRA entitlement. Both entitlements run concurrently. If the initial period of approved absence proves insufficient, consideration will be given to a request for an extension. Employees will be required to first use any accrued paid leave time before taking unpaid medical leave.

Employees who sustain work-related injuries are eligible for a medical leave of absence for the period of disability in accordance with all applicable laws covering occupational disabilities.



Subject to the terms, conditions, and limitations of the applicable plans, health insurance benefits will be provided by California Transplant until the end of the first full month of medical leave. At that time, employees will become responsible for the full costs of these benefits if they wish coverage to continue. When the employee returns from medical leave, benefits will again be provided by California Transplant according to the applicable plans.

Benefit accruals, such as vacation, sick leave, or holiday benefits, will be suspended during the leave and will resume upon return to active employment.

So that an employee's return to work can be properly scheduled, an employee on medical leave is requested to provide California Transplant with at least two weeks advance notice of the date the employee intends to return to work. When a medical leave ends, the employee will be reinstated to the same position, if it is available, or to an equivalent position for which the employee is qualified.

If an employee fails to return to work on the agreed upon return date, California Transplant will assume that the employee has resigned.

## **602 Family Leave**

Effective Date: 5/13/2003

California Transplant provides family leaves of absence without pay to eligible employees who wish to take time off from work duties to fulfill family obligations relating directly to childbirth, adoption, or placement of a foster child; or to care for a child, spouse, or parent with a serious health condition. A serious health condition means an illness, injury, impairment, or physical or mental condition that involves inpatient care in a hospital, hospice, or residential medical care facility; or continuing treatment by a health care provider.

Employees in the following employment classifications are eligible to request family leave as described in this policy:

- \* Regular full-time employees

Eligible employees may request family leave only after having completed 180 calendar days of service. Eligible employees must submit signed written requests for family leave to their supervisors in at least 30 days in advance of foreseeable events and as soon as possible for unforeseeable events.

Employees requesting family leave related to the serious health condition of a child, spouse, or parent must submit a health care provider's statement verifying the need for a family leave to provide care, its beginning and expected ending dates, and the estimated time required.

Eligible employees may request up to a maximum of 12 weeks of family leave within a 12 month period measured forward from the date the employee's first FMLA leave begins. Any combination of family leave and medical leave may not exceed the maximum limit as leave counts toward both the 12 week Federal FMLA and State CFRA entitlement. Both entitlements run concurrently. If this initial period of

## California Transplant Services, Inc. Employee Manual effective July 1, 2015

absence proves insufficient, consideration will be given to a signed written request for a single extension of no more than 180 calendar days. Employees will be required to first use any accrued paid leave time before taking unpaid family leave. Married employee couples may be restricted to a combined total of 12 weeks leave within any 12 month period for childbirth, adoption, or placement of a foster child; or to care for a parent with a serious health condition.

Subject to the terms, conditions, and limitations of the applicable plans, health insurance benefits will be provided by California Transplant until the end of the month in which the approved family leave begins. At that time, employees will become responsible for the full costs of these benefits if they wish coverage to continue. When the employee returns from family leave, benefits will again be provided by California Transplant according to the applicable plans.

Benefit accruals, such as vacation, sick leave, or holiday benefits, will be suspended during the leave and will resume upon return to active employment.

So that an employee's return to work can be properly scheduled, an employee on family leave is requested to provide California Transplant with at least two weeks written advance notice of the date the employee intends to return to work. When a family leave ends, the employee will be reinstated to the same position, if it is available, or to an equivalent position for which the employee is qualified.

If an employee fails to return to work on the agreed upon return date, California Transplant will assume that the employee has resigned.

### **603 Personal Leave**

Effective Date: 5/13/2003

California Transplant provides leaves of absence without pay to eligible employees who wish to take time off from work duties to fulfill personal obligations. Employees in the following employment classification(s) are eligible to request personal leave as described in this policy:

- \* Regular full-time employees

Eligible employees may request personal leave only after having completed 365 calendar days of service. As soon as eligible employees become aware of the need for a personal leave of absence, they must submit a written request for a leave to their supervisor.

Personal leave may be granted for a period of up to 30 calendar days every 2 years. If this initial period of absence proves insufficient, consideration will be given to a written request for a single extension of no more than 30 calendar days. With the supervisor's approval, an employee may take any available sick leave or vacation leave as part of the approved period of leave.

Requests for personal leave will be evaluated based on a number of factors, including anticipated work load requirements and staffing considerations during the proposed period of absence.

Subject to the terms, conditions, and limitations of the applicable plans, health insurance benefits will be

provided by California Transplant until the end of the month in which the approved personal leave begins. At that time, employees will become responsible for the full costs of these benefits if they wish coverage to continue. When the employee returns from personal leave, benefits will again be provided by California Transplant according to the applicable plans.

Benefit accruals, such as vacation, sick leave, or holiday benefits, will be suspended during the leave and will resume upon return to active employment.

When a personal leave ends, every reasonable effort will be made to return the employee to the same position, if it is available, or to a similar available position for which the employee is qualified. However, California Transplant cannot guarantee reinstatement in all cases.

If an employee fails to report to work promptly at the expiration of the approved leave period, California Transplant will assume the employee has resigned.

## **604 Educational Leave**

Effective Date: 5/13/2003

California Transplant provides educational leaves of absence without pay to eligible employees who wish to take time off from work duties to pursue course work that is applicable to their job duties with California Transplant. Employees in the following employment classification (s) are eligible to request educational leave as described in this policy:

- \* Regular full-time employees

Eligible employees who have completed 365 calendar days of service may request educational leave for a period of up to 3 months every 3 years. Requests will be evaluated based on a number of factors, including anticipated work load requirements and staffing considerations during the proposed period of absence.

Subject to the terms, conditions, and limitations of the applicable plans, health insurance benefits will be provided by California Transplant until the end of the month in which the approved educational leave begins. At that time, employees will become responsible for the full costs of these benefits if they wish coverage to continue. When the employee returns from educational leave, benefits will again be provided by California Transplant according to the applicable plans.

Benefit accruals, such as vacation, sick leave, or holiday benefits, will be suspended during the leave and will resume upon return to active employment.

When an educational leave ends, every reasonable effort will be made to return the employee to the same position, if it is available, or to a similar available position for which the employee is qualified. However, California Transplant cannot guarantee reinstatement in all cases.

If an employee fails to report to work at the end of the approved leave period, California Transplant will assume that the employee has resigned.

## **605 Military Leave**

Effective Date: 5/13/2003

A military leave of absence will be granted to employees who are absent from work because of service in the U.S. uniformed services in accordance with the Uniformed Services Employment and Reemployment Rights Act (USERRA). Advance notice of military service is required, unless military necessity prevents such notice or it is otherwise impossible or unreasonable.

The leave will be unpaid. However, employees may use any available paid time off, sick leave or accrued vacation time for the absence.

Continuation of health insurance benefits is available as required by USERRA based on the length of the leave and subject to the terms, conditions and limitations of the applicable plans for which the employee is otherwise eligible.

Vacation, sick leave, and holiday benefits will not continue to accrue during a military leave of absence.

Employees on military leave for up to 30 days are required to return to work for the first regularly scheduled shift after the end of service, allowing reasonable travel time. Employees on longer military leave must apply for reinstatement in accordance with USERRA and all applicable state laws.

Employees returning from military leave will be placed in the position they would have attained had they remained continuously employed or a comparable one depending on the length of military service in accordance with USERRA. They will be treated as though they were continuously employed for purposes of determining benefits based on length of service.

Contact the President and CEO for more information or questions about military leave.

## **607 Pregnancy-Related Absences**

Effective Date: 07/15/2015

California Transplant will not discriminate against any employee who requests an excused absence for medical disabilities associated with pregnancy. Such leave requests will be evaluated according to the medical leave policy provisions outlined in this handbook and all applicable federal and state laws.

Requests for time off associated with pregnancy and/or childbirth, such as bonding and child care, not related to medical disabilities for those conditions will be considered in the same manner as other requests for unpaid family or personal leave.

California has paid family leave to cover additional time off, please consult with the California EDD.

## 701 Employee Conduct and Work Rules

Effective Date: 5/13/2003

To ensure orderly operations and provide the best possible work environment, California Transplant expects employees to follow rules of conduct that will protect the interests and safety of all employees and the organization.

It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. The following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of employment:

- \* Theft or inappropriate removal or possession of property
- \* Falsification of timekeeping records
- \* Working under the influence of alcohol or illegal drugs
- \* Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on duty, or while operating employer-owned vehicles or equipment
- \* Fighting or threatening violence in the workplace
- \* Boisterous or disruptive activity in the workplace
- \* Negligence or improper conduct leading to damage of employer-owned or customer-owned property
- \* Insubordination or other disrespectful conduct
- \* Violation of safety or health rules
- \* Smoking in prohibited areas
- \* Sexual or other unlawful or unwelcome harassment
- \* Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace
- \* Excessive absenteeism or any absence without notice
- \* Unauthorized absence from workstation during the workday
- \* Unauthorized use of telephones, mail system, or other employer-owned equipment
- \* Unauthorized disclosure of business "secrets" or confidential information
- \* Violation of personnel policies
- \* Unsatisfactory performance or conduct

Employment with California Transplant is at the mutual consent of California Transplant and the employee, and either party may terminate that relationship at any time, with or without cause, and with or without advance notice.

## **702 Drug and Alcohol Use**

Effective Date: 5/13/2003

It is California Transplant's desire to provide a drug-free, healthful, and safe workplace. To promote this goal, employees are required to report to work in appropriate mental and physical condition to perform their jobs in a satisfactory manner.

While on California Transplant premises and while conducting business-related activities off California Transplant premises, no employee may use, possess, distribute, sell, or be under the influence of alcohol or illegal drugs. The legal use of prescribed drugs is permitted on the job only if it does not impair an employee's ability to perform the essential functions of the job effectively and in a safe manner that does not endanger other individuals in the workplace.

Violations of this policy may lead to disciplinary action, up to and including immediate termination of employment, and/or required participation in a substance abuse rehabilitation or treatment program. Such violations may also have legal consequences.

To inform employees about important provisions of this policy, California Transplant has established a drug-free awareness program. The program provides information on the dangers and effects of substance abuse in the workplace, resources available to employees, and consequences for violations of this policy.

Employees with questions or concerns about substance dependency or abuse are encouraged to discuss these matters with their supervisor or the President and CEO to receive assistance or referrals to appropriate resources in the community.

Employees with drug or alcohol problems that have not resulted in, and are not the immediate subject of, disciplinary action may request approval to take unpaid time off to participate in a rehabilitation or treatment program through California Transplant's health insurance benefit coverage. Leave may be granted if the employee agrees to abstain from use of the problem substance; abides by all California Transplant policies, rules, and prohibitions relating to conduct in the workplace; and if granting the leave will not cause California Transplant any undue hardship.

Under the Drug-Free Workplace Act, an employee who performs work for a government contract or grant must notify California Transplant of a criminal conviction for drug-related activity occurring in the workplace. The report must be made within five days of the conviction.

Employees with questions on this policy or issues related to drug or alcohol use in the workplace should raise their concerns with their supervisor or the President and CEO without fear of reprisal.

## **703 Sexual and Other Unlawful Harassment**

Effective Date: 5/13/2003

California Transplant is committed to providing a work environment that is free of discrimination and unlawful harassment. Actions, words, jokes, or comments based on an individual's sex, race, ethnicity, age, religion, or any other legally protected characteristic will not be tolerated. As an example, sexual harassment (both overt and subtle) is a form of employee misconduct that is demeaning to another person, undermines the integrity of the employment relationship, and is strictly prohibited.

Any employee who wants to report an incident of sexual or other unlawful harassment should promptly report the matter to his or her supervisor. If the supervisor is unavailable or the employee believes it would be inappropriate to contact that person, the employee should immediately contact the President and CEO or any other member of management. Employees can raise concerns and make reports without fear of reprisal.

Any supervisor or manager who becomes aware of possible sexual or other unlawful harassment should promptly advise the President and CEO or any member of management who will handle the matter in a timely and confidential manner.

Anyone engaging in sexual or other unlawful harassment will be subject to disciplinary action, up to and including termination of employment.

## **704 Attendance and Punctuality**

Effective Date: 5/13/2003

To maintain a safe and productive work environment, California Transplant expects employees to be reliable and to be punctual in reporting for scheduled work. Absenteeism and tardiness place a burden on other employees and on California Transplant. In the rare instances when employees cannot avoid being late to work or are unable to work as scheduled, they should notify their supervisor as soon as possible in advance of the anticipated tardiness or absence. All non-exempt employees must notify their supervisor of their estimated time of arrival to work if they are going to be 10 or more minutes late.

Employees are encouraged to establish a set schedule and maintain it, preferably with the same starting time each day. Frequent changes in schedules or highly variable schedules are discouraged as they are disruptive for co-workers and may effect service levels. Schedules must be approved by the employee's manager to ensure proper departmental coverage.

Exceptions to the policy on core hours will be considered on an individual basis and determined on the merits of the exception to the business and co-workers impacted by the change. Exceptions require written approval from the President and CEO.

Poor attendance and excessive tardiness are disruptive. Either may lead to disciplinary action, up to and including termination of employment.

## 705 Personal Appearance

Effective Date: 5/13/2003

Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the business image California Transplant presents to customers and visitors.

We are all responsible to see that our attire, grooming and personal hygiene presents a professional and businesslike image to our customers, the general public and our fellow employees. A standardized dress code establishes a sense of unity and it provides a visible and ongoing reminder that each one of us is part of a larger group or team. For visitors, our clothing symbolizes professionalism, pride, and dedication.

The company primary objective is to have employees project a professional image while taking advantage of business casual and relaxed clothing. Casual dress offers an alternative to the business attire of dresses, suits, ties, and dress shoes.

On the other hand, not all casual clothing is appropriate for the office. Items that may be perfect for working in the yard, going on a picnic or playing sports are not appropriate for the office. Never forget the first word in business casual is 'business'.

Business casual must always include coordinated accessories, footwear in good repair, and clean, styled hair. In general, the following guidelines apply to work at California Transplant Services, Inc. and define Business Casual:

Listed below is a general overview of acceptable business casual wear as well as a listing of some of the more common items that are not appropriate for the office. Neither group is intended to be all-inclusive. Rather, these items should help set the general parameters for proper casual business wear and allow you to make intelligent judgments about items that are not specifically addressed. A good rule of thumb is that if you are not sure if something is acceptable, choose something else or inquire first.

**Slacks** - Cotton slacks are acceptable provided they are clean and wrinkle-free. Inappropriate items include jeans of any color, sweatpants, wind suits, shorts, bib overalls, leggings, spandex or other form-fitting pants.

**Shirts** Dress or casual shirts with collars (no shirts without collars), golf shirt, sweaters and turtlenecks are acceptable. Inappropriate items include tank tops, sweatshirts, hooded sweat jackets, shirts with large lettering, logos (unless they are an approved company logo) or slogans, see-through, mesh or low-cut shirts, halter-tops, tops with bare shoulders, and t-shirts unless worn under another blouse shirt, jacket, or jumper.

**Dresses and Skirts** Casual dresses and skirts, and split skirts at or below the knee are acceptable. Dress and skirt length should be no shorter than four inches above the knee. Mini-skirts and spaghetti-strap dresses shall not be worn to the office.

**Footwear** Loafers, and leather deck shoes are acceptable. Athletic shoes or sneakers are acceptable only



on surgical recovery cases in an operating room environment. Boots, flats, dress sandals, open-toed shoes, clogs, thongs, flip-flops and slippers are not acceptable.

**Jewelry** Should be conservative with no visible body piercing other than pierced ears.

**Tattoos** No visible body tattoos are permitted.

During business hours, employees are expected to present a clean and neat appearance and to dress according to the requirements of their positions. Employees who appear for work inappropriately dressed will be sent home and directed to return to work in proper attire. Under such circumstances, employees will not be compensated for the time away from work. Progressive disciplinary action will be taken for further dress code violations and may result in termination.

## **706 Return of Property**

Effective Date: 07/01/2015

Employees are responsible for items issued to them by California Transplant or in their possession or control, such as the following:

- \* business computer and all related accessories
- \* client lists
- \* credit cards
- \* equipment
- \* identification badges
- \* keys
- \* manuals
- \* security passes
- \* tools
- \* vehicles
- \* written materials

All California Transplant property must be returned by employees on or before their last day of work. Where permitted by applicable laws, California Transplant may withhold from the employee's check or final paycheck the cost of any items that are not returned when required. California Transplant may also take all action deemed appropriate to recover or protect its property.

## **708 Resignation**

Effective Date: 5/13/2003

Resignation is a voluntary act initiated by the employee to terminate employment with California Transplant. Although advance notice is not required, California Transplant requests at least 2 weeks' written resignation notice from all employees.

Prior to an employee's departure, an exit interview will be scheduled to discuss the reasons for resignation and the effect of the resignation on benefits.

If an employee does not provide advance notice as requested, the employee will be considered ineligible for rehire.

## **710 Security Inspections**

Effective Date: 5/12/2003

California Transplant wishes to maintain a work environment that is free of illegal drugs, alcohol, firearms, explosives, or other improper materials. To this end, California Transplant prohibits the possession, transfer, sale, or use of such materials on its premises. California Transplant requires the cooperation of all employees in administering this policy.

Desks, lockers, and other storage devices may be provided for the convenience of employees but remains the sole property of California Transplant. Accordingly, they, as well as any articles found within them, can be inspected by any agent or representative of California Transplant at any time, either with or without prior notice.

California Transplant likewise wishes to discourage theft or unauthorized possession of the property of employees, California Transplant, visitors, and customers. To facilitate enforcement of this policy, California Transplant or its representative may inspect not only desks and lockers but also persons entering and/or leaving the premises and any packages or other belongings. Any employee who wishes to avoid inspection of any articles or materials should not bring such items onto California Transplant's premises.

## **712 Solicitation**

Effective Date: 5/12/2003

Revised Date: 01/01/2006

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

California Transplant recognizes that employees may have interests in events and organizations outside the workplace. However, employees may not solicit or distribute literature concerning these activities

during working time. (Working time does not include lunch periods, work breaks, or any other periods in which employees are not on duty.)

Examples of impermissible forms of solicitation include:

- \* The collection of money, goods, or gifts for religious groups
- \* The collection of money, goods, or gifts for political groups
- \* The sale of goods, services, or subscriptions outside the scope of official organization business
- \* The circulation of petitions
- \* The distribution of literature not approved by the employer
- \* The solicitation of memberships, fees, or dues
- \* Solicitation of personal loans from other employees

In addition, the posting of written solicitations on company bulletin boards is prohibited. Bulletin boards are reserved for official organization communications on such items as:

- \* Employee announcements
- \* Job openings
- \* Organization announcements
- \* Payday notice
- \* Workers' compensation insurance information
- \* State disability insurance/unemployment insurance information

If employees have a message of interest to the workplace, they may submit it to the President and CEO for approval. All approved messages will be posted by the President and CEO.

## **714 Drug Testing**

Effective Date: 5/15/2003

California Transplant is committed to providing a safe, efficient, and productive work environment for all employees. Using or being under the influence of drugs or alcohol on the job may pose serious safety and health risks. To help ensure a safe and healthful working environment, job applicants and employees may be asked to provide body substance samples (such as urine and/or blood) to determine the illicit or illegal use of drugs and alcohol. Refusal to submit to drug testing may result in disciplinary action, up to and including termination of employment.

The Employee Assistance Program (EAP) provides confidential counseling and referral services to

employees for assistance with such problems as drug and/or alcohol abuse or addiction. It is the employee's responsibility to seek assistance from the EAP prior to reaching a point where his or her judgment, performance, or behavior has led to imminent disciplinary action. Participation in the EAP after the disciplinary process has begun may not preclude disciplinary action, up to and including termination of employment.

Copies of the drug testing policy will be provided to all employees. Questions concerning this policy or its administration should be directed to the President and CEO.

## **716 Progressive Discipline**

Effective Date: 5/15/2003

The purpose of this policy is to state California Transplant's position on administering equitable and consistent discipline for unsatisfactory conduct in the workplace. The best disciplinary measure is the one that does not have to be enforced and comes from good leadership and fair supervision at all employment levels.

California Transplant's own best interest lies in ensuring fair treatment of all employees and in making certain that disciplinary actions are prompt, uniform, and impartial. The major purpose of any disciplinary action is to correct the problem, prevent recurrence, and prepare the employee for satisfactory service in the future.

Although employment with California Transplant is based on mutual consent and both the employee and California Transplant have the right to terminate employment at will, with or without cause or advance notice, California Transplant may use progressive discipline at its discretion.

Disciplinary action may call for any of four steps -- verbal warning, written warning, suspension with or without pay, or termination of employment -- depending on the severity of the problem and the number of occurrences. There may be circumstances when one or more steps are bypassed.

Progressive discipline means that, with respect to most disciplinary problems, these steps will normally be followed: a first offense may call for a verbal warning; a next offense may be followed by a written warning; another offense may lead to a suspension; and, still another offense may then lead to termination of employment. If more than 6 months have passed since the last disciplinary action, the process will normally start over.

California Transplant recognizes that there are certain types of employee problems that are serious enough to justify either a suspension, or, in extreme situations, termination of employment, without going through the usual progressive discipline steps.

While it is impossible to list every type of behavior that may be deemed a serious offense, the Employee Conduct and Work Rules policy number 701 includes examples of problems that may result in immediate suspension or termination of employment. However, the problems listed are not all necessarily serious offenses, but may be examples of unsatisfactory conduct that will trigger progressive discipline.

By using progressive discipline, we hope that most employee problems can be corrected at an early stage, benefiting both the employee and California Transplant.

## **718 Problem Resolution**

Effective Date: 5/12/2003

California Transplant is committed to providing the best possible working conditions for its employees. Part of this commitment is encouraging an open and frank atmosphere in which any problem, complaint, suggestion, or question receives a timely response from California Transplant supervisors and management.

California Transplant strives to ensure fair and honest treatment of all employees. Supervisors, managers, and employees are expected to treat each other with mutual respect. Employees are encouraged to offer positive and constructive criticism.

If employees disagree with established rules of conduct, policies, or practices, they can express their concern through the problem resolution procedure. No employee will be penalized, formally or informally, for voicing a complaint with California Transplant in a reasonable, business-like manner, or for using the problem resolution procedure.

If a situation occurs when employees believe that a condition of employment or a decision affecting them is unjust or inequitable, they are encouraged to make use of the following steps. The employee may discontinue the procedure at any step.

1. Employee presents problem to immediate supervisor after incident occurs. If supervisor is unavailable or employee believes it would be inappropriate to contact that person, employee may present problem to President and CEO or any other member of management.
2. Supervisor responds to problem during discussion or after consulting with appropriate management, when necessary. Supervisor documents discussion.
3. Employee presents problem to President and CEO if problem is unresolved.
4. President and CEO counsels and advises employee, assists in putting problem in writing, visits with employee's manager(s), if necessary, and directs employee to President and CEO for review of problem.
5. Employee presents problem to President and CEO in writing.
6. President and CEO reviews and considers problem. President and CEO informs employee of decision and forwards copy of written response to President and CEO for employee's file. The President and CEO has full authority to make any adjustment deemed appropriate to resolve the problem.

Problems, disputes, or claims not resolved through the preceding problem resolution steps are subject to final and binding arbitration. The arbitration proceeding will be conducted under the Employment Dispute Resolution Rules of the American Arbitration Association. The decision or award of the

## California Transplant Services, Inc. Employee Manual effective July 1, 2015

Arbitration made under these rules is exclusive, final, and binding on both parties, their beneficiaries, executors, administrators, successors, and assigns.

Employees who choose to use the arbitration process to resolve a problem will be expected to share the cost of the arbitration proceeding with California Transplant. A complete description of the arbitration procedure is available from the President and CEO for review.

Not every problem can be resolved to everyone's total satisfaction, but only through understanding and discussion of mutual problems can employees and management develop confidence in each other. This confidence is important to the operation of an efficient and harmonious work environment, and helps to ensure everyone's job security.

### **789 Personal Business**

Effective Date: 5/8/2003

Employees will agree to perform only official duties and not to conduct personal business while at worksite including exterior property. Personal business includes, but is not limited to, caring for dependents or contracting for personal work or services such as auto repair or laundry and dry cleaning services unless authorized by the President & CEO or his alternate.

### **800 Life-Threatening Illnesses in the Workplace**

Effective Date: 5/12/2003

Employees with life-threatening illnesses, such as cancer, heart disease, and AIDS, often wish to continue their normal pursuits, including work, to the extent allowed by their condition. California Transplant supports these endeavors as long as employees are able to meet acceptable performance standards. As in the case of other disabilities, California Transplant will make reasonable accommodations in accordance with all legal requirements, to allow qualified employees with life-threatening illnesses to perform the essential functions of their jobs.

Medical information on individual employees is treated confidentially. California Transplant will take reasonable precautions to protect such information from inappropriate disclosure. Managers and other employees have a responsibility to respect and maintain the confidentiality of employee medical information. Anyone inappropriately disclosing such information is subject to disciplinary action, up to and including termination of employment.

Employees with questions or concerns about life-threatening illnesses are encouraged to contact the President and CEO for information and referral to appropriate services and resources.

### **802 Recycling**

Effective Date: 5/12/2003

California Transplant supports environmental awareness by encouraging recycling and waste

## California Transplant Services, Inc. Employee Manual effective July 1, 2015

management in its business practices and operating procedures. This support includes a commitment to the purchase, use, and disposal of products and materials in a manner that will best utilize natural resources and minimize any negative impact on the earth's environment.

Special recycling receptacles have been set up to promote the separation and collection of the following recyclable materials at California Transplant:

- \* white high grade or bond paper
- \* newspaper
- \* aluminum
- \* glass
- \* printer cartridges

The simple act of placing a piece of paper, can, or bottle in a recycling container is the first step in reducing demand on the earth's limited resources. Success of this program depends on active participation by all of us. Employees are encouraged to make a commitment to recycle and be a part of this solution.

California Transplant encourages reducing and, when possible, eliminating the use of disposable products. Source reduction decreases the consumption of valuable resources through such workplace practices as:

- \* two-sided photocopying
- \* computerized business forms
- \* routing slips for reports
- \* minimum packaging
- \* eliminating fax cover sheets
- \* reusing paper clips, folders, and binders
- \* reusing packaging material
- \* turning off lights when not in use

Whenever possible, employees of California Transplant are encouraged to purchase products for the workplace that contain recycled or easily recyclable materials. Buying recycled products supports recycling and increases the markets for recyclable materials.

By recycling, California Transplant is helping to solve trash disposal and control problems facing all of us today. If you have any questions or new ideas and suggestions for the recycling program contact the President and CEO.

## **804 Employee Commute Options**

Effective Date: 5/12/2003

California Transplant recognizes that traffic congestion contributes to air pollution and energy waste. To help reduce congestion and improve air quality, California Transplant encourages employee commute options. Finding alternatives for driving alone to work benefits both employees and the environment.

If at all possible, walking or bicycling to work are the healthiest commute options. These options also have the greatest impact on reducing traffic and the cost of commuting.

Public transportation is a commute option that reduces traffic and air pollution. Transit riders eliminate the stress of driving and may even have time to read, sleep, or write while commuting.

Carpooling is a convenient option that saves money on commute costs, reduces the stress of driving every day in traffic, and encourages communication with co-workers.

A carpool consists of two or more individuals who share a ride to work. The number of riders may vary, the days the carpool operates may change, the drivers may rotate, and riders may share expenses. The ridesharers determine the rules. Conveniently located parking places are reserved for employees who carpool.

California Transplant also provides a guaranteed ride home program for ridesharers in a qualified carpool or employees who use public transportation. Such rides are available in case of an emergency or having to work late.

Contact the President and CEO for more information and assistance with employee commute options.

## **806 Suggestion Program**

Effective Date: 5/12/2003

As employees of California Transplant, you have the opportunity to contribute to our future success and growth by submitting suggestions for practical work-improvement or cost-savings ideas.

All regular employees are eligible to participate in the suggestion program.

A suggestion is an idea that will benefit California Transplant by solving a problem, reducing costs, improving operations or procedures, enhancing customer service, eliminating waste or spoilage, or making California Transplant a better or safer place to work. Statements of problems without accompanying solutions, or recommendations concerning co-workers and management are not appropriate suggestions.

All suggestions should contain a description of the problem or condition to be improved, a detailed explanation of the solution or improvement, and the reasons why it should be implemented. If you have questions or need advice about your idea, contact your supervisor for help.



## California Transplant Services, Inc. Employee Manual effective July 1, 2015

Submit suggestions to the President and CEO and, after review, they will be forwarded to the Suggestion Committee. As soon as possible, you will be notified of the adoption or rejection of your suggestion.

Special recognition and a cash award will be given to employees who submit a suggestion that is implemented. If your suggestion is implemented, the Suggestion Committee will determine the cash award that will be made. Cash awards are based on the subjective judgment of the Committee depending on the measurable value of the suggestion.