



Ralston Veterinary Clinic

EMPLOYEE OWNER POLICY & PROCEDURES MANUAL

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SECTION 1 INTRODUCTION

Welcome to Ralston Veterinary Clinic (RVC)

Welcome to Ralston Veterinary Clinic! We are excited to have you join our team and we know that your contributions, expertise, and attitude will be greatly appreciated and utilized. We are confident that you will find employment with us both challenging and rewarding.

The Employee Handbook is subject to change at any time and is not a contract. Employees are reminded that this employee handbook has been prepared for employee information and understanding of the policies, procedures, and benefits of Ralston Veterinary Clinic, which may also be referred to as “RVC” or “Company” throughout this manual. It is not a contract of continuing employment and nothing in the manual should be regarded as such. Employment with RVC is "at-will" to the extent allowed by law, meaning that either RVC or the employee may terminate the employment relationship at any time, without notice or cause.

Ralston Veterinary Clinic reserves the right to change, revise, or delete the policies, benefits, and procedures described in this manual any time RVC determines such a change is necessary.

Upon completion of your review of this handbook, please sign the form provided by your team manager stating that you understand, acknowledge, and will abide by all policies and procedures in this manual. Please return the original to your team manager. A reproduction of this acknowledgment appears in Appendix 1 for your records.

RVC History

Dr. Jernigan and Dr. Lewis incorporated Ralston Veterinary Clinic in 1968. The practice began as 2 large animal veterinarians working out of a small converted farmhouse. In 1972, the partners purchased property at 84th & Madison and built a state-of-the-art facility which also accommodated servicing small companion animals. Dr. Jernigan became sole owner of RVC in 1983 and focused on growing small companion animal services and products. In May 2002, RVC once again built and moved to its current location (78th and Harrison) to accommodate the magnificent client and patient growth of the previous 20 years. In 2005, Janine Jernigan became the business owner of RVC. Since our humble beginnings, our team has grown tremendously but our commitment to customer service and patient care has remained paramount.

Mission Statement

Ralston Veterinary Clinic’s mission is to provide superior pet healthcare and caring attention to every family member, every time.

Vision Statement

Ralston Veterinary Clinic is highly successful by embracing change, learning, sharing, and the client/pet bond. We strive for open, respectful, and continuous communication. Our team values allow us to be actively engaged, compassionate, trustworthy, positive, caring and dedicated within a dynamic work environment. Our vision is to give excellent care to our clients and patients.

Core Values' Statements

Ralston Veterinary Clinic Health Team is:

Compassionate –by being understanding, friendly, & supportive

Dedicated –by consistently being hardworking, focused & committed

Caring –through loving, respectful, and generous attention

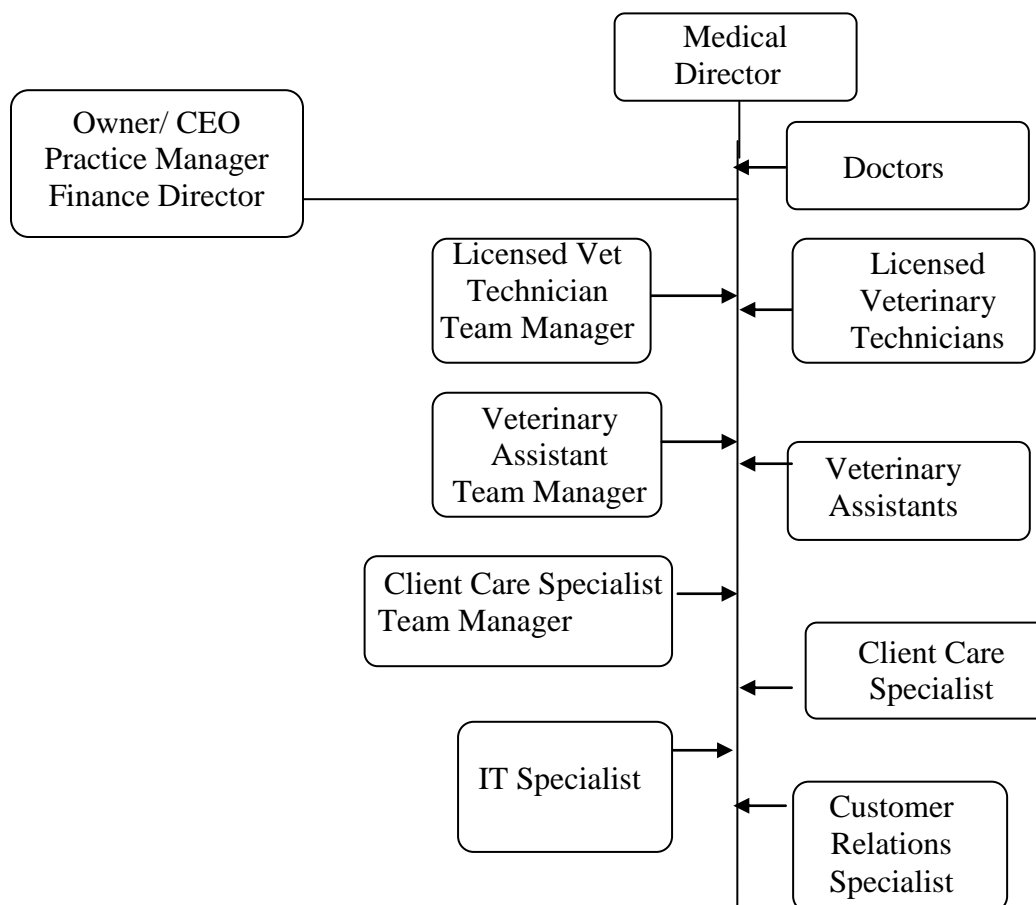
Positive –by being upbeat, encouraging, and motivated

Trustworthy –through a reliable foundation of being genuine and honest

Knowledgeable –through our continued commitment to learning, growing, and sharing

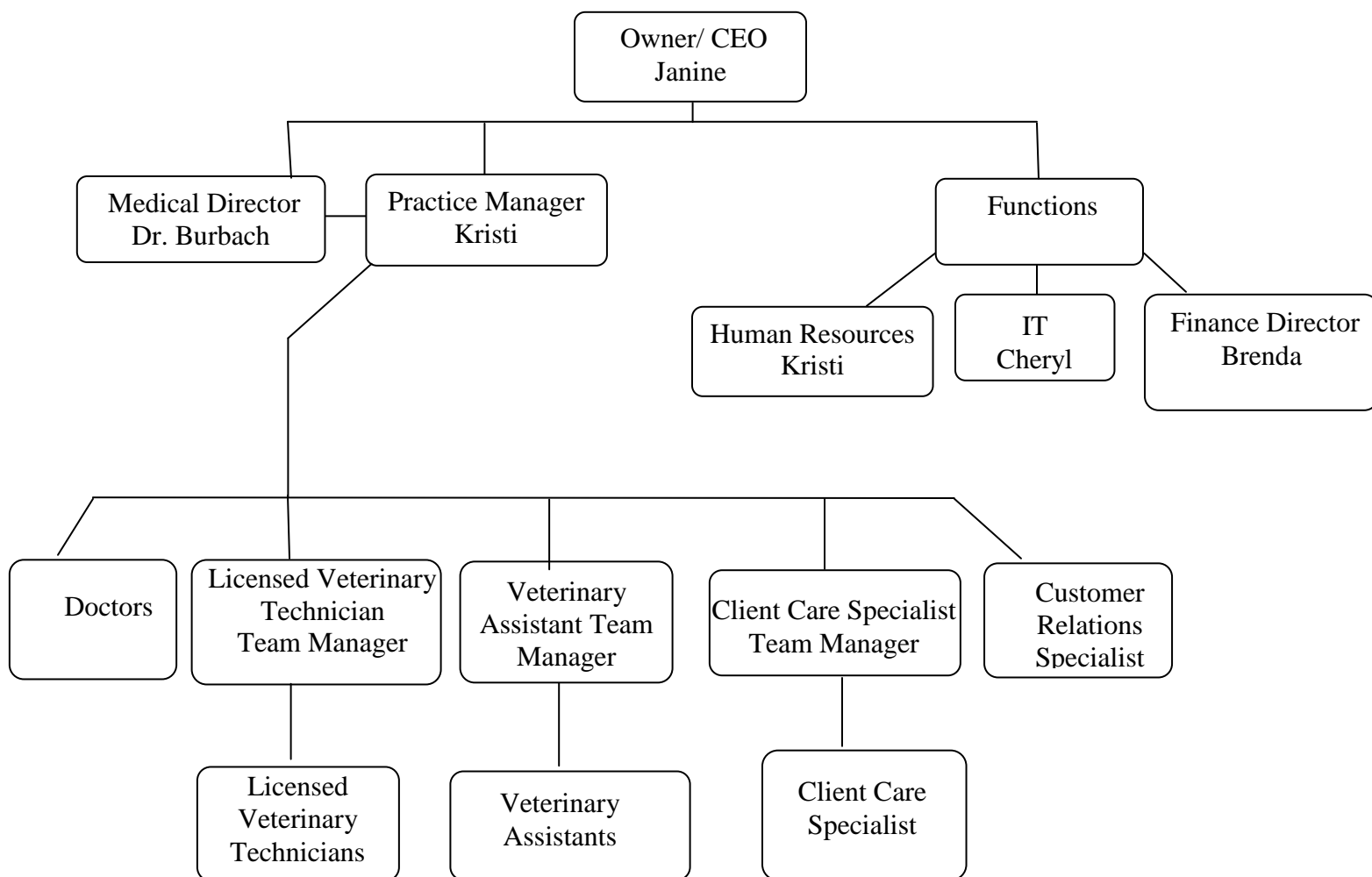
Medical Organizational Chart

Medical Organizational Chart



Business Organizational Chart

Business Organizational Chart



ESOP Strategy Map

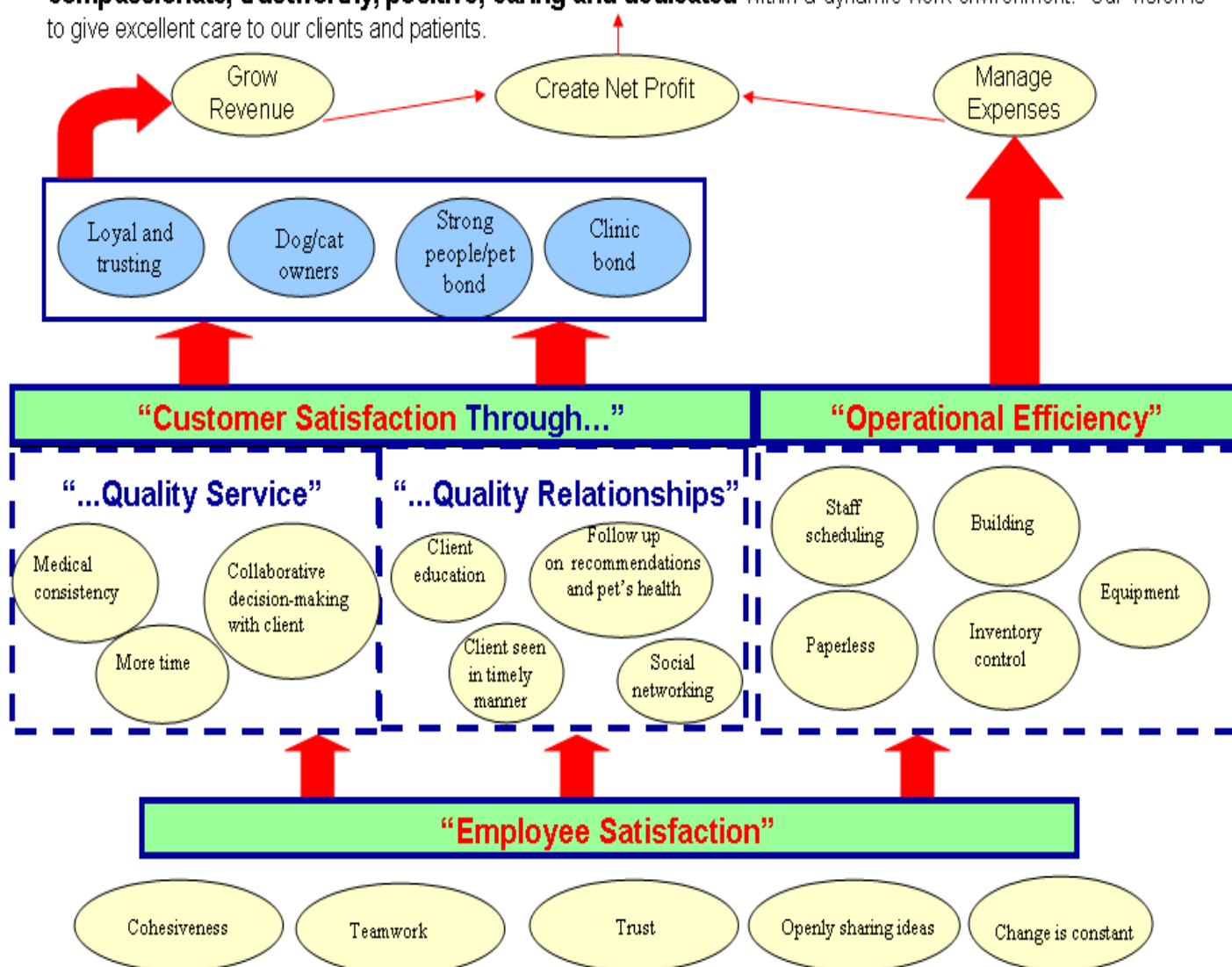
RVC ESOP Strategy Map

**Improve
Employee Owner's Value**

Mission: To provide superior pet health care and caring attention to every family member, every time.

Vision: Ralston Veterinary Clinic is highly successful by embracing change, learning, sharing, and the client/pet bond. We strive for open, respectful, and continuous communication. **Our team values allow us to be actively engaged, compassionate, trustworthy, positive, caring and dedicated** within a dynamic work environment. Our vision is to give excellent care to our clients and patients.

Define & Guide Future
Financial
Customer
Business Process
People and Culture



SECTION 2 EMPLOYMENT

Equal Employment Opportunity

Ralston Veterinary Clinic is committed to providing equal opportunity in all its employment practices and equal opportunity regarding promotions, transfers, training, education, compensation, benefits, and job elimination, termination of employment, social or recreational programs, and other terms and conditions of employment. This applies to all qualified applicants, employees, and treatment of others regardless of basis of race, color, national origin, a disabling condition, veteran status, religion, age, creed, gender, pregnancy, political affiliation, marital status, and any other status protected by law.

Employment Classification

1. STATUS

- a. Regular Full Time: an employee who is hired as a full time employee, who is scheduled and working 35 hours or more per week.
- b. Regular Part Time: an employee who is hired as a part time employee, who is normally scheduled and working less than 35 hours per week.
- c. Seasonal: an employee hired for a designated period of time, usually less than three months.

2. CATEGORIES

- a. Non-Exempt: Persons employed in non-exempt jobs which fall under the Fair Labor Standards Act will be paid overtime wages for hours actually worked in excess of 40 hours at a rate of one and one-half times the regular hourly rate. Overtime work must be pre-approved by the immediate team manager. Non-exempt team members are paid for all hours worked for RVC. "Working off the clock" is prohibited. Compensatory time off, at a rate of hour for hour, may be given in lieu of overtime pay within the same work week, in accordance with the provision of the Act.
- b. Exempt: Persons employed in exempt jobs are expected to work until their job duties are complete and are not paid overtime compensation for working in excess of 40 hours per week. They are salaried employees and are expected to manage their schedules.
- c. Independent Contractor: Persons who undertake a specific assignment on behalf of Ralston Veterinary Clinic on a non-employee contractual basis. Independent Contractors, such as Relief Veterinarians, are required to pay their required payroll taxes, as well as carry their own liability insurance.

Recruitment and Selection

The process of employing qualified applicants is essential to the success of Ralston Veterinary Clinic. Employment procedures are in place to assist managers in accomplishing their employment goals, as well as help employees understand the process in order to accomplish their career goals.

1. RECRUITMENT

If a position becomes available, the hiring manager will arrange for internal and external advertising/posting, change the job description as required, conduct interviews, evaluate the candidates, inform applicants and candidates of their status through status letters, and offer the position to the preferred candidate pending the background check.

2. INTERNAL RECRUITMENT

RVC employees who are in good standing and have been in their current jobs at least six (6) months are eligible to apply. Employees should inform their team manager.

3. INTERVIEWING APPLICANTS

Structured, behaviorally-based interviews are conducted to provide the most objective, performance based information on any given candidate. All candidates will also be required to take an employment test based on the knowledge, skills, and abilities required for the position.

4. BACKGROUND/CHECK REFERENCES

In an attempt to validate information on the application form, the hiring manager may contact employment references. Proof of education achievements (i.e. diplomas and licenses) will be requested if required for the position. The Practice Manager will send information on the background checks and will inform the hiring manager if it's a pass or fail.

5. SELECTING THE CANDIDATE FOR THE JOB OPENING

The hiring manager will offer the job to the candidate who best fits the job opening requirements and qualifications. Start date will be pending the results of background check.

SECTION 3 EMPLOYMENT OPPORTUNITIES

Orientation and Introductory Period

New employees have an introductory period of 90-days. During this time, the employee will have the opportunity to learn his/her job duties, interact with team members and managers in RVC, and be introduced to the available benefits and opportunities. At the conclusion of the introductory period, a performance appraisal is prepared and discussed with the employee by his/her team manager.

Training

It is in the best interest of Ralston Veterinary Clinic and its employees to encourage each employee to realize his/her potential. Training opportunities inside and outside RVC which enhance an employee's abilities are worth the time and money invested as long as the employee can apply what s/he has learned to daily activities.

1. ON THE JOB TRAINING

Employees are given on the job training and counsel, designed to develop job-related skills and abilities. Daily contact between employees and team managers is important in skills training as well as encouraging positive attitudes among employees and maintaining clear communication channels within the department.

2. TRAINING PROGRAM

To aid in acclimating the employee to Ralston Veterinary Clinic's approach to certain procedures and policies, there is an in-house training program which every employee in each respective position must complete. For further detail, see section 11 *Training Program* under *Employee Responsibilities*.

3. IN HOUSE SEMINARS

To increase all employees' knowledge, vendor lunch and learns and other team meetings are provided.

4. CONTINUING EDUCATION SEMINARS

Employees that hold a license are encouraged to increase their knowledge base, enhance their skills and abilities, and maintain industry/business related expertise by attending appropriate seminars and

conferences. Employees are eligible for the continuing education allowance after the completion of one year from anniversary date. Upon completion of the trainings, employees are required to complete the Continuing Education Implementation Form (Appendix 2).

SECTION 4 EMPLOYEE RELATIONS

Access to Files

1. PERSONNEL FILES

Employee files are maintained by the owner/practice manager and are considered confidential. Managers may only have access to personnel file information on a need-to-know basis. Personnel file access by current employees upon request will be permitted within a reasonable time following the request (somewhere between two to five days) for up to one hour. However, employees do not have the right to make copies of anything in their personnel record.

2. PROTECTED HEALTH INFORMATION (PHI)

Any employee protected health information (PHI) covered by the Health Insurance Portability and Accountability Act (HIPAA) will only be disclosed in accordance with HIPAA's applicable privacy regulations. Other employee health information is confidential and should not be disclosed with anyone except on a need-to-know basis.

RVC Activities

Employee committees share the responsibility of planning activities which will help fulfill our Mission and Values or professional development, contributes to a sense of belonging, a sense of caring about one another, open communication, and general happiness and healthiness.

Some RVC Activities may include the following: Holiday Party, National Pet Week Celebration, Open House and Fall Festival.

Resolving Employee Concerns and Issues

It is the intent of RVC to act on employee suggestions for improvement, and to resolve employee concerns as promptly and fairly as possible. An employee who has a concern with a policy and/or how it is being administered is advised to follow the steps outlined below:

1. Discuss the suggestion or concern with his/her team manager. The employee should bring a minimum of two suggestions on how to resolve the issue. The employee and team manager will seek to resolve the issue in consultation to the satisfaction of each party.
2. If an employee has an issue with another employee, s/he should consult with his/her team manager who will advise appropriately. Managers will consult with all parties involved to determine an appropriate course of action. Managers may then choose to sit with all parties involved for a monitored discussion, negotiation, and resolution.
3. If there is a concern about the team manager, the matter should be taken to the next higher level of management.

Corrective Action

The Employee Handbook is subject to change at any time and is not a contract. Employee are reminded that this employee handbook has been prepared for your information and understanding of the policies, procedures, and benefits of Ralston Veterinary Clinic, which may also be referred to as "RVC" or "Company" throughout this manual. It is not a contract of continuing employment and nothing in the manual should be regarded as such. Employment with RVC is "at-will" to the extent allowed by law, meaning that either RVC or the employee may terminate the employment relationship at any time, without notice or cause.

Ralston Veterinary Clinic reserves the right to change, revise, or delete the policies, benefits, and procedures described in this manual any time RVC determines such a change is necessary.

There may be occasions when an employee's performance does not meet Ralston Veterinary Clinic's expectations. In order to keep clear lines of communication open between team manager and employee, the team manager may remind the employee verbally and in writing of the observed behavior and both determine upon the most expedient way to correct it. It is highly desirable that the employee takes responsibility for proposing ways s/he will change his/her own behavior. Warnings may be given so that an employee has the opportunity to improve his/her performance.

****Please note that this process is a recommended guideline only. No prior warning is mandatory before proceeding to any level of discipline, including termination of employment. ****

1. VERBAL RECOMMENDATIONS

The team manager brings to the attention of the employee performance behavior(s) which need to be changed or corrected through verbal recommendation. The verbal recommendation may be documented by the team manager and acknowledged by the employee using an Employee Discussion Form (Appendix 3). Team managers will keep the Employee Discussion Form in their working files rather than being placed in the employee's Personnel File.

****Please note that this process is a recommended guideline only. No prior warning is mandatory before proceeding to any level of discipline, including termination of employment. ****

2. WRITTEN WARNINGS (PROBATION)

An employee on Written Warning (which warning may include probation) status may not be eligible for a salary adjustment, continuing education allowance, or bonuses until the completion of any probationary period. Written warnings will remain in an employee's personnel file for one year from the date issued. Failure to correct the behavior and performance deviations stated in a written warning even after a probationary period may result in an unpaid suspension or involuntary separation.

An Employee Written Warning (Appendix 4) should include the following:

- a. A description of the incident and/or behavior.
- b. Specific action to remedy the behavior.
- c. A reasonable time frame for correction.
- d. Contents of the Warning are discussed and signed by both team manager and employee.

****Please note that this process is a recommended guideline only. No prior warning is mandatory before proceeding to any level of discipline, including termination of employment. ****

3. SUSPENSIONS

An unpaid suspension is a last chance for an employee to turn his/her behavior around from that documented in a previous warning. The unpaid suspension should be documented and signed on a Written Warning form. If unacceptable behavior continues, the employee will likely be terminated.

A suspension with or without pay may be necessary to investigate alleged employee misconduct (e.g....insubordination, harassment, dishonesty, unethical acts, unauthorized disclosures of confidential information, conflict of interest, drug or alcohol abuse on the job, etc...). The employee will be notified of the outcome of the investigation.

****Please note that this process is a recommended guideline only. No prior warning is mandatory before proceeding to any level of discipline, including termination of employment. ****

SECTION 5 SEPARATION FROM EMPLOYMENT

The term "Separations" shall refer to any and all terminations of the relationship between the employee and RVC.

Ralston Veterinary Clinic values each employee personally as well as the contributions s/he makes to the company and makes every attempt to offer a positive work environment for its employees. There are occasions when employees must leave, and RVC wants each departing employee treated respectfully.

Reasons for Separation

1. VOLUNTARY SEPARATION

An employee leaving voluntarily is expected to give reasonable notice, of at least two full calendar weeks, in writing to his/her team manager unless otherwise stated in an employment contract.

2. INVOLUNTARY SEPARATION

An involuntary separation shall include but not be limited to the following:

- Unsatisfactory performance.
- Insubordination in the line of assigned duties.
- Neglect in the care and/or use of RVC's property or funds.
- Excessive unexcused absences and/or repeated tardiness.
- Failure or refusal to observe RVC policies and/or procedures.
- Illegal, dishonest, or unethical conduct.
- Harassment of anyone.
- Abandonment of job.
- Conduct that reflects poorly on RVC.

****Any involuntary separation does not require any prior notice or any prior progressive discipline or disciplinary warnings.****

3. JOB ELIMINATION

An involuntary separation due to job elimination may result because a change in the size of the team, a budgetary realignment, or for other circumstances in RVC's operations. An effort will be made to give affected employees two weeks written notice of such a separation, but Ralston Veterinary Clinic shall not be obligated to give any such notice at any time.

RVC Property

Upon termination, an employee will return all RVC's equipment, materials, records, keys, books, manuals and all other similar material issued to the employee during the period of employment.

Upon termination, an employee will pay any outstanding obligations owed to RVC. Amounts due may be, but are not limited to, such items as employee advances, unpaid personal charges, and the balance on the employee's RVC's pet account. Any expenses not paid by the employee's last day will be deducted from final pay. By signing the Employee Policies and Procedures Compliance Form, the employee agrees to this deduction.

Hospital Confidential Information

Once separated from Ralston Veterinary Clinic, any information relating to RVC concerning pricing, clients, rates of pay, forms used in clinic and other data remains confidential to RVC and is not to be released to any person at any time.

Pay at Time of Separation

Upon termination, an employee will pay any outstanding obligations owed to the company. Amounts due may be, but are not limited to, such items as employee advances, unpaid personal charges and the balance on the employee's RVC's pet account. Any expenses not paid by the employee's last day will be deducted from final pay.

1. PAID TIME OFF PAY

Any used vacation wages that have been paid, but unearned will be reimbursed to the company from the employee's final paycheck. If the final paycheck does not cover the balance of all that is owed to the company by the employee, an amount equal to the final remaining balance will be placed on the employee's RVC pet account and payment due in full at the time of posting to the account. If full amount is not paid within 10 (ten) days, the account may be turned over for collections.

By signing the Employee Policies and Procedures Compliance Form, the employee agrees to this final pay deduction and possible RVC pet account charge. After these deductions and/or charges are accounted for, the employee shall be paid for all remaining monies earned and owed not later than the next regular payday.

2. FINAL PAY

If employees are terminated prior to the 15th of the month, no draw/advancement will be paid. An employee shall be paid for all time worked and vacation that was accrued and not used no later than the next regular payday.

SECTION 6 TIME AWAY FROM WORK

Attendance and Punctuality

Every person in each job plays a very important role in assuring that Ralston Veterinary Clinic carries out its mission and business objectives. For this reason, an employee's attendance and punctuality record is a primary consideration in the overall effectiveness of his/her performance.

1. ATTENDANCE

- a. Clocks in to work when ready to be at designated area.
- b. Arrives at designated work area on time.
- c. Flexible with schedule.
- d. All employees need to write and submit time off requests before planned absence and directly following unplanned absence (appendix 5 Absent Request Form).
- e. Honors lunch breaks.
- f. Arrives to designated area on time after lunch break.

2. ABSENCE

All employees are considered absent from work when not present for the assigned work schedule.

- a. If an employee is not able to come to work or will be late for work, s/he must report to the team manager in advance or within one-half (1/2) hour of the scheduled starting time (i.e. the night before or the beginning of the work day and call not text the team manager at home, if necessary).
- b. If an employee knows of an upcoming absence s/he should request the time off in advance and receive permission from the team manager. The employee may be required to find another employee to cover his/her shifts.
- c. An employee who does not receive prior permission and is absent for more than one consecutive day without contact with his/her team manager will be considered to have abandoned his/her job.
- d. If an employee is ill, the employee must call (not text) in each day of the illness unless otherwise instructed.
- e. When the employee calls (not text) in to inform Ralston Veterinary Clinic of an unexpected absence, they must ask for their direct team manager. If the team manager is not available the employee may leave the information with a team manager-on-duty.
- f. Repeated tardiness may be cause for termination.
- g. All employees need to write and submit a time off request before planned absence and directly following unplanned absence (appendix 5 Absent Request Form).

3. NO SHOW – NO CALL

“No show- no call” absence is an extremely serious infraction of Ralston Veterinary Clinic’s attendance policy. So serious that without a very good reason for the “no show- no call” absence, it will result in termination for the first incident. If there is sufficient reason to believe that it is a miscommunication, the employee’s team manager may give a written warning for the first infraction, and termination for second infraction.

Holidays

All employees that work more than 25 hours per week and completed the introductory period are eligible for holiday pay. If a holiday falls on your normal day off, all efforts will be made for the employee to choose a different day off, however you may be asked to take the extra paid amount. Assistants working weekends are required to work all holiday shifts.

RVC observes the following holidays:

- New Year’s Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

Sick Pay

All employees who work more than 25 hours per week and have been employed longer than 6 months are eligible for sick leave. Sick leave is available for employees, children, spouses and your parents who are ill.

1. ACCRUAL

Sick time is based on the number of hours worked in the previous year and accrues monthly. Sick leave accrual starts from the employee’s anniversary date which can be used after the six month anniversary.

- a. Example: Full-time employees who work 40 hours per week accrue 3.33 hours a month.
- b. Example: Part-time employees who work 25 hours per week accrue 2.08 hours a month.

2. ACCUMULATION

An employee is not offered sick leave during 0-6 months of employment. However, during that time period, sick hours accrue and after month 6, the accrued sick time may be used. Earned sick time will not be added to the following year’s sick hour accrual.

3. CONDITIONS

- a. If sick leave exceeds two consecutive days, a doctor’s excuse will be submitted to excuse the absence.
- b. If a doctor’s excuse is required but not submitted, the absence is unexcused.
- c. No advance payment of sick pay.
- d. After all of the accrued sick hours have been paid for any given month, the employee can choose vacation pay or leave without pay (LWOP) to be used for the remainder number of hours absent.
- e. Sick days accrued, but not used, by the end of the anniversary date are lost.
- f. Employees are responsible for submitting an Absent Request Form (Appendix 5) to your team manager or practice manager immediately upon return to work.

- g. Upon termination of employment, employees will not be paid for unused sick time that has been earned through the last day of work. Conversely, if an employee has been paid more sick time than earned, the unearned portion will be deducted from final pay.

Vacation Pay

All Employees who work more than 25 hours a week and have completed 6 months of employment are eligible for vacation time. The amount of paid vacation time employees receive each year increases with the length of their employment. An employee's "Years of Eligible Service" is based on the number of hours worked each full calendar month of service beginning after your anniversary date.

Years of Eligible Service	Vacation Days Each Year
After 6 months calendar year and through 3 full calendar years	5 days
After 3 full calendar years and through 6 full calendar years	10 days
After 6 full calendar years	15 days

1. ACCRUAL

The accrual of vacation is based on the number of regular hours worked each full calendar month of service beginning after the employee's 6 month anniversary date. The vacation accrual rate is based on the duration of employment. However, part-time and full-time regular employees will be accrued based on the total number of hours worked per year. *Vacation days are earned on a pro rata basis throughout each employment year.*

2. CONDITIONS

- a. Employees are responsible for submitting personal leave requests or vacation pay, on the Absent Request Form (Appendix 5) to his/her team manager for approval at least one (1) month in advance.
- b. In some cases, management may not be able to grant paid time off or unpaid time off based on business necessity, but will try to work out a mutually agreeable alternative. Usually, only one employee per department may be out on a vacation day at any one time.
- c. If any conflicts arise in requests for vacation time, the team manager's decision will decide the dispute.
- d. Employees must take their leave in 1 hour minimum increments.
- e. Ralston Veterinary Clinic will provide all projected vacation hours at the beginning of the employee's anniversary date.
- f. Vacation may be used as an extension of expired sick leave benefits where loss of income would occur.
- g. Vacation days available, but not used, by the end of the anniversary date are lost (except for year 0-1) except in planned extended leave within 6 months of anniversary date (ex: maternity leave).
- h. Employees may not take pay in lieu of unused available vacation time.
- i. If an employee terminates prior to working six months no vacation time will be paid.
- j. Pre-payment of vacation will be granted if the employee is in good standing (not on any probation) after the first year.

- k. Upon termination of employment, employees will be paid for unused vacation time that has been earned through the last day of work. Conversely, if an employee has been paid more vacation than earned, the unearned portion will be deducted from final pay.

Family Medical Leave Act

The Company recognizes the importance of the family structure and is sensitive to situations that affect working families. The Family Medical Leave Act (FMLA) sets forth guidelines for additional unpaid time off for employees covered by the act.

Not all employees of the Company are covered by the Family Medical Leave Act. If employee location has less than 50 employees and is more than 75 miles from an Affiliate of the Company, employees are not covered by the Act.

If employee are covered by the Family Medical Leave Act, and employee have worked at least 1,250 hours during the previous 12 months, employee are eligible for up to 12 weeks of leave within a 12- month calendar year for the following reasons:

1. To care for employee's child after birth, or placement for adoption or foster care.
2. To care for employee's spouse, son, daughter, or parent, who has a serious health condition.
3. For a serious health condition that prevents employee from performing the essential functions of employee's job.
4. Service Member Caregiver Leave for this purpose can be up to 26 weeks (rather than the standard 12 weeks),

A serious health condition is defined as inpatient care at a hospital, hospice, or residential medical care facility, or continuing care by a doctor of medicine or osteopathy. Employee will be required to provide a doctor's certification of the serious health condition.

A physician's certification must include the date on which the serious health condition began, the probable duration of the condition, and a statement that the employee is needed to care for a spouse, parent, or child, or that the employee is unable to perform the essential functions of the job. Certification forms may be obtained from the Practice Manager.

Employees covered by the Act are required to give the employer 30 days written notice in the event of a planned or "foreseeable" event. If an "unforeseen" event or emergency occurs that requires employee to take family medical leave, employee must notify the team manager as soon as possible, either in person or by telephone. The notice may be given by employee's spouse or other family member if employee is unable to do so. Applications for family medical leave are available from the Practice Manager. Family medical leave may be taken intermittently or on a reduced work schedule after the birth or placement of a child for adoption or foster care, only if employee and team manager agree to the arrangement.

Employee may take intermittent leave of a reduced work schedule, if employee or a family member has a serious health condition, if it is determined to be "medically necessary". However, employee must give team manager the proper 30-day advance notification if the leave is "foreseeable" or, if the treatment is in less than 30 days, such notice as is practicable. If employee is undergoing planned medical treatment, employee must make a reasonable effort to schedule the treatment to minimize disruption to the Company's operation. Depending on the circumstances, employee may be transferred temporarily to an alternative job that better accommodates the leave.

Employees eligible for leave under the Family and Medical Leave Act (FMLA) are required to use accrued vacation, and sick time for any part of the 12 weeks to which the employee is entitled under the Act.

All family medical leave for eligible part-time regular employees will be without pay.

Employee will be returned to employee's job or a job with equivalent status and pay at the end of the leave period to the extent required by FMLA. In addition, employee is entitled to receive health benefits while on an unpaid leave under the same terms and conditions as if employee was on the job.

Funeral Leave

- a. In the event of death in an employee's immediate family, a full-time regular employee will be granted a maximum of three (3) days, paid leave without loss of vacation days during the period starting on the date of death ending on the second calendar day after the funeral.
- b. One (1) day of paid funeral leave will be granted in the case of the death of a distant family member.
- c. One (1) day of paid funeral leave per year will be granted in the case of the death of a family pet who resides with employee (to be used within twenty-four hours of passing).
- d. The employee may take up to one full day without pay to attend the funerals of other relatives and friends with the approval from the team manager.
- e. For purposes of this manual immediate family includes spouse, mother, father, child, brother and sister.
- f. For purposes of this manual distant family includes: grandparent, grandchild and in-law family (spouse's mother, father, sibling and grandparent).
- g. Any additional days required must be charged to accrued vacation or taken as excused leave without pay.
- h. An Absent Request Form (Appendix 5) must be submitted to team manager or practice manager for each absence due to death in the family.
- i. An employee may extend the time off without pay with the approval from the team manager.

Jury Duty

The Company encourages employees to fulfill their civic responsibilities by serving jury or witness duty when required. Employees who have been called to serve on jury duty must provide a copy of their official notice to serve. Employees must show the jury or witness duty summons to their manager as soon as possible so that the manager may make arrangements to accommodate the absence. Of course, employees are expected to report for work whenever the court schedule permits.

Employees will be paid for their normally scheduled hours of work less what they were paid for jury service.

If an employee receives a stipend (other than an expense reimbursement) paid by the jury commission, upon return to work, the employee must present a statement from the court to management, showing jury or witness duty dates and earnings as a juror.

Military Duty

Employees performing and returning from military service in the Armed Forces, Military Reserve, or National Guard will receive all compensation, benefits, reinstatement and other rights as provided under federal and state law.

Workers' Compensation

If an employee is injured, no matter how slightly, the injury must be reported immediately to management. If the accident occurs at work outside normal business hours, a voice mail message should be left

immediately after the accident occurs and management should be notified as soon as possible at their home numbers.

Affected employees and/or witnesses are required to complete the Employee Incident Report (Appendix 6) within five (5) hours of injury, unless directed otherwise by management.

If an employee is on a leave of absence due to a work related injury, it is the employee's responsibility to keep management advised of any changes in his/her condition, treatment or expected return to work date.

This insurance is paid entirely by the Company and provides benefits under Nebraska law to employees when personal injury is caused to an employee by accident or occupational disease arising out of and in the course of his/her employment.

For further information on Nebraska's Workman's Compensation Regulations visit <http://www.workerscompensation.com/nebraska.php>.

Leave of Absence and Leave Without Pay (LWOP)

Employees that work more than 25 hours a week who request a leave of absence without pay should request as far in advance as possible. The request will be reviewed on a case-by-case basis by the employee's team manager and RVC. The decision to approve or disapprove is based on the reason for the absence, the length of employment, the performance record of the employee, team needs, and the expectation that the employee will return to work when the leave is over. For extended leave of absence without pay will be considered only after all vacation time has been used.

The employee must notify RVC at least one week prior to returning from an approved leave of absence. RVC cannot guarantee to hold open a particular job at a particular rate of pay during a personal leave of absence. When the employee is ready to return to work, RVC will attempt to reinstate the employee in his or her former position or in one with similar responsibilities. Employees who do not return from a leave of absence on the scheduled date or who have accepted other employment during the leave will be considered to have voluntarily resigned.

Employees that work more than 35 hours per week may have up to 3 days of leave without pay (LWOP) in one calendar year without disciplinary action or affecting your performance review. Employees that work between 25 and 35 hours per week will be permitted 2 days of leave without pay (LWOP) in one calendar year without disciplinary action or affecting your performance review. Employees that work less than 25 hours per week need to make every attempt at finding coverage for their work schedule. In the event you are not able to find coverage, you may have up to the average number of hours you work in a week for leave without pay (LWOP) in one calendar year without disciplinary action or affecting your performance review.

Leave without pay (LWOP) accompanied by a doctor's note will NOT count toward your allotment.

Leave without pay (LWOP) due to business needs will NOT count toward your allotment.

Exceeding allotted amount of leave without pay (LWOP) days in one calendar year will be considered excessive and can lead to disciplinary action up to and including termination.

Weather or Other Emergency

In the event that bad weather or another type of emergency occurs, Ralston Veterinary Clinic will remain open as long as possible. RVC is dedicated to providing care for the patients regardless of external conditions. Therefore, all employees are considered essential and expected to report for work. Employees are strongly encouraged to make preparatory plans when there is an imminent situation (e.g.... snow storm). If employees are not able to make the 7:00 a.m. start time, they need to notify the team manager of

the circumstance and inability to report to work no less than one half hour prior to the start of his/her scheduled. Employees scheduled to work at 10:00 a.m. need to call their team manager(s) at 9:00 a.m. to check the status of business needs.

If an employee is late for a scheduled shift, the team manager may approve the use of vacation time. If the employee is unable to report to work, the inability to report to work will fall under one of two categories:

1. PAID TIME OFF

If the duties of Ralston Veterinary Clinic can be completed without all scheduled employees, management may approve vacation if an employee is unable to report to work. If the employee does not have enough vacation, then the time will be considered leave excused leave without pay.

2. FAILURE TO REPORT

If an employee fails to notify the team manager of his/her inability to report to work, or refuses to report to work when requested, the time will be considered leave without pay. The absence will count as an occurrence under the attendance policy and therefore, disciplinary action may be taken depending on the circumstance of the case.

Lunch Period

Non-exempt employees who work at least six (6) hours per day are permitted 30 minutes for lunch, and those employees working more hours per day are generally permitted between 30 and 60 minutes for lunch. Due to the nature of the healthcare field, management asks that all employees be flexible to the time their lunch occurs.

SECTION 7 SALARY

Time Reporting

Clocking In and Out by Employees

Employees are required to clock in at the start of the workday, and clock out at the end of the workday (also lunches) using Infinitime clock with biometric verification or numerical code, unless authorized by a supervisor.

Employees are expected to arrive and to depart on schedule. An employee is considered tardy when he or she clocks in after his or her starting time. Similarly, an employee leaves early when he or she clocks out prior to the end of the workday without permission from his or her supervisor.

Failure to comply with these requirements shall be grounds for disciplinary action. Other requirements include:

- Employees should not clock in more than 10 minutes before their scheduled starting time unless authorized in advance by a supervisor.
- Employees clocking in 5 or more minutes after their scheduled starting time will be recorded as tardy, unless a supervisor has approved the late arrival.
- Employees clocking out 5 or more minutes before their scheduled ending time shall be recorded as leaving early, unless authorized to do so by a supervisor.
- Employees that have accumulated extra time during their shift need to inform their manager within 24 hours.
- Employees leaving work for any authorized personal reason during the day must clock out when leaving and clock in when they return.

***Note:** Clocking in to Infinitime indicates that an employee is ready to begin his or her workday. It is not permissible for an employee to clock in for the day and then conducting personal business such as eating, smoking or parking one's vehicle. An employee will be documented as tardy when such instances occur.*

Missed Clock Punches

In the event that an employee fails to clock in or out at any time during the workday, he or she must complete and sign a *Missed Punch Form* Appendix 8, and submit it to his or her supervisor for processing. Employees can check their status of being clocked in/out by using the F4 function on the Infinitime clock. Failure to clock in or out as directed more than two times a week or a pattern of failing to clock in and out on a regular basis may result in disciplinary action, up to and including termination.

An employee's time record may not be edited for missed punches at any time without a *Missed Punch Form* Appendix 8, which has been signed by both the employee and the supervisor.

Failure to follow designated missed punch procedures can result in disciplinary action up to and including termination.

Falsification and Tampering

The following are considered serious offenses. Due to the severity of these infractions, all employees involved will be subject to immediate disciplinary action, up to and including termination.

The Supervisor and the Practice Manager will review the specific details of such an infraction and develop an appropriate response.

- Attempting to clock in or out for another employee and/or requesting that someone else clock in or out for you (a.k.a. "buddy punching").
- Interfering with the timekeeping hardware or software.
- Attempting to damage or subvert timekeeping systems.
- Interfering with another employee's use of the time clock.

Basic Work Week

Full-time regular employees are scheduled to work between 35 and 40 hours per week. Part-time regular employees are scheduled less than 35 hours per week. The typical work week consists of Monday through Sunday.

The payroll work week begins at 12:01 a.m. Monday and ends at 12:00 midnight on Sunday.

Holiday Shifts

Assistants who work a holiday shift will be paid a shift differential.

Overtime Policy

On certain occasions, the volume of work makes it necessary to work after regularly scheduled hours, although the general policy is to avoid overtime. Overtime pay will be paid to all eligible employees in accordance with applicable laws, which generally means employees in hourly positions (i.e. non-exempt).

Pay Days

1. Employees are paid for actual time reported in a pay period (27th – 26th). Pay is directly deposited on the first of the month.
2. If the first is on a Saturday, the employee will be paid on the last day of the previous month.
3. If the first is on a Sunday or holiday, the employee will be paid on the next business day.
4. Employees receive their pay directly deposited into an account in a financial institution of their choice.
5. On the first of the month payday, go to the office manager's office to sign time sheet and receive pay statement.

Deductions From Pay

All deductions from an employee's wages shall be in accordance with applicable laws and when required, the employee's consent.

If an employee becomes aware of any incorrect deduction from pay, the employee should notify the payroll manager immediately. The employee will be immediately paid, by check, the amount which was incorrectly deducted.

1. DEDUCTIONS

a. Taxes

Mandatory federal and state income taxes, FICA, and Medicare will be withheld on a per pay period basis. Employees who wish to change the amount of federal or state income taxes being withheld should request a W-4 from the practice manager.

b. Benefits

Employees must consent in writing for group health insurance, flexible spending accounts, and contributions to a retirement plan.

c. Money owed to RVC

All accounts should remain current and not carry any balance over 90 days. If balances get excessive without regular payments, a payment will be deducted from employee's pay and adjusted off his/her RVC pet account. Deductions not taken for any pay period may be carried over to succeeding pay periods and deducted from the wages due to the extent allowed by law. By signing the Employee Policy and Procedure Manual Acknowledgement Form, the employee agrees to this deduction.

d. Garnishments

Employees are notified of deductions due to court orders, such as child support or garnishment, in accordance with such orders.

e. Draw/Employee Advancement

Employees will receive earnings on the 15th of each month that is based on 40% of average hours worked. This will be a flat amount each month, only to be changed if the pay rate changes or if the average number of hours changes. Taxes, other deductions and draw amount will be taken out of the pay period's wages calculated on the first of the month. However, if for any reason work hours do not equal at least 40% of pay period's average hours, then for that pay period the draw amount may change or will not be issued. Employees receive their draw payment directly deposited into an account in a financial institution of their choice. No pay statement is given to the employee for the draw. If employees are terminated prior to the 15th of the month, no draw/advancement will be paid.

SECTION 8 PERFORMANCE MANAGEMENT

The performance management program at Ralston Veterinary Clinic is designed to create an environment in which employees are encouraged to perform at their optimum while furthering the growth of RVC. It facilitates ongoing dialogue between team manager(s) and employee by using a process of written and mutually agreed upon goals at the beginning of the performance time period, a written performance evaluation at the culmination of the performance period, and periodic performance conferences throughout the performance period.

The objectives of the performance management program are to:

- a. Set clear performance expectations with and for employees which will result in the employees and RVC meeting business objectives.
- b. Provide employees and team manager(s) a way to identify the successes and improvements in the employee's performance.
- c. Enable employees and team manager(s) to identify developmental activities the employees may engage in to improve performance, professional skills, and personal growth.
- d. Provide a basis for salary recommendations.

Job Descriptions

Job descriptions serve as the basis for setting performance expectations by defining the role and responsibilities of each job at RVC. Team managers will gather input from employees or define responsibilities and develop a job description for each job at RVC. It will reflect duties, reporting relationships, necessary knowledge, skills, and abilities, qualifications, and attributes desired for each position.

The team manager(s) will review the contents of the job description with an employee at each performance conference or when a new job description is written.

Performance Reviews

The Performance Management process at Ralston Veterinary Clinic is interactive, ongoing, and cyclical. It is the team manager's responsibility to conduct timely performance reviews.

1. INTRODUCTORY PERFORMANCE REVIEWS

Ninety (90) days post hire or promotion; the employee will have a performance assessment. The manager(s) and employee will also review the job description to identify any discrepancies.

2. ANNUAL PERFORMANCE REVIEWS

Annually, from the date of hire or promotion, employees will be reviewed by the team manager(s).

- a. Regular Dialogues
During the performance period, the employee and team manager(s) will re-visit the goals to discuss progress being made toward them, re-prioritize them, or negotiate new goals, or resolve problems, concerns, or blockages in the progress toward goals. Ideally, this will be completed on a quarterly basis.
- b. Performance Appraisals
At the designated time, the team manager may ask for employee feedback about his/her performance in the form of a "self-appraisal." The manager(s) will then complete a written performance appraisal and will set a time with the employee to review.
- c. Performance Conference

The performance conference will give the employee and team manager(s) an opportunity to discuss the various aspects of the employee's career and development. Discussion topics may include the employee's progress toward goals and objectives, career, and professional aspirations, as well as opinions of the employee about RVC and management.

1. Supporting documentation must be provided for any determinations other than "meets expectations" by employee and team manager.

d. Post-Performance Conference & Goal Setting

Team manager will review documentation for any discrepancies from performance conference.

1. Post-performance conference will be held within 10 days after annual performance conference.
2. The employee and team manager(s) set mutually agreed upon goals for the performance period based on the employee's job description, goals and directions of RVC, and professional development desires of the employee.

SECTION 9 COMPENSATION AND BENEFITS

Regular full time employees of RVC are eligible for a number of benefits above and beyond wages. The following is a brief summary of the benefit programs which are sponsored by RVC for eligible employees. This summary is not a formal Summary Plan Description for these programs. Detailed information on these programs is provided in the insurance booklets and formal plan documents for the programs. These materials are available upon request of RVC. **AS WITH ANY BENEFIT PLAN, RVC RESERVES THE RIGHT TO AMEND, MODIFY, OR TERMINATE ANY OF THE BENEFIT PLANS THAT IT SPONSORS.** Information on the current status of any of RVC's benefit plans can be obtained by contacting the team manager(s).

Compensation

Ralston Veterinary Clinic's compensation is designed to recruit and retain the best qualified employees, to encourage growth both on an individual basis and as a participant on a work team, to recognize the importance of high-quality work performance and to reward it accordingly, to encourage career-long commitment to RVC and to drive the business goals. In an attempt to pay its employees fairly and equitably, RVC administers a process of compensatory practices which include job evaluations and classification as well as a study of the market wage, economic factors, and budgetary guidelines for all jobs.

Salary Adjustments

Salary reviews are generally done concurrently with Performance Appraisals, or may be a result of a recent promotion. Salary adjustments are determined based on performance, contribution, experience, appropriate career progression, and budgetary considerations.

Employees who are hired or promoted into a new job will be evaluated yearly from the anniversary date. The final score of the evaluation will equate to a specific percentage range for a salary increase. The highest percent raise on an evaluation is 3%.

Salary increases, if awarded, will be effective the first of the month following an employee's anniversary date.

Social Security

Every payday 4.2% of gross income is withheld and paid to Social Security Administration. At the same time, the Company pays 7.65% in employee's name. As a result, 13.3% of employee wages is set aside as a contribution toward benefits for retirement. A summary of contributions to employee social security account is available from the Social Security Administration.

Unemployment Insurance

The entire cost of unemployment insurance maintained in accordance with State and Federal laws and regulation is paid by the Company without any deductions from employee's wages. This money is deposited with the appropriate regulating authority and is used in the payment of unemployment benefits to which an employee may be entitled. Should an employee be laid off from the Company s/he may be eligible to collect weekly benefits in accordance with State and Federal law until employee find suitable work or until the benefits expire. Employees who resign or who are discharged for good cause may not be eligible for unemployment insurance.

Health Insurance

Employees working at least 30 hours per week for RVC are eligible for insurance benefits. A Certificate Booklet will be given to each employee at the time s/he become eligible for the insurance benefits.

The complete provisions of the Medical Plan are included in the Certificate Booklet. This summary is not a substitute for the Certificate Booklet and, if for any reason, there are conflicts or inconsistencies between the language of this summary and the Certificate Booklet, the Certificate Booklet will in all respect control and govern.

Single - coverage provides benefits to employee.

Spouse – coverage provides benefits to employee and spouse.

Family – coverage provides benefits to employee, spouse, and unmarried dependent children as defined below:

1. Is not married and lives with employee.
2. Receives over half of his/her support from employee and your present or former spouse.
3. 26 years of age, or is either physically or mentally disabled. Stepchildren, legally adopted children, and foster children are considered eligible dependent children.

Participation

Coverage begins the 1st of the month following 60 days of continuous employment.

Premium

The cost of providing medical coverage is shared between both employee and the Company. Your contributions are made on a “per pay period” basis, through payroll deductions, usually on a pre-tax basis. Please see the Flexible Benefit Plan section for more information on pre-tax benefits. The exact dollar amount of your contribution is determined annually and changes as sound business practices indicate.

Benefits Period

The benefit period is a full calendar year. It begins June 1st and ends May 31st each year. The benefit period ends on May 31st, regardless of when the coverage started.

Flexible Benefit Plan

The Company’s Flexible Benefit Plan allows the employee to pay qualifying out-of-pocket medical, dental, and vision care expenses, certain insurance premiums and dependent care expenses with pre-tax dollars.

The primary advantage of the Plan is the tax savings. Since it uses pre-tax dollars for reimbursement of otherwise after-tax expenses, employees reduce their Social Security, Federal, and State income taxes by reducing their salary, thus increasing take-home pay. The more the Plan is used, the lower the taxes and greater the tax savings.

The Flexible Benefit Program is a one-year plan, effective every June 1st. Beginning the first of the month following 60 days of employment, all eligible employees may enroll in the program. The company provides the enrollment forms. The annual limit for dependent care is determined by the IRS.

Upon termination of employment, employees may continue to submit claims for Dependent Care Expense incurred prior to the date of termination through the balance of the Plan Year in which employee’s termination occurred. Any expenses incurred after the date of termination are not eligible for reimbursement. Reimbursement of eligible expenses will be limited to the available account balance at the time of reimbursement. Any remaining contributions for the Un-reimbursed Medical Expense Account will be deducted from the employee’s final pay.

Long-Term Disability Insurance

Beginning on the first of the month following 90 days of continuous employment, all regular full-time and part-time employees are eligible to participate in the Company's long-term disability insurance plan.

The complete provisions of the Long-term Disability Insurance Plan are included in the Certificate Booklet.

This summary is not a substitute for the Certificate Booklet and, if for any reason, there are conflicts or inconsistencies between the language of this summary and the Certificate Booklet, the Certificate Booklet will in all respect control and govern.

Summary Plan Description

For Purposes of meeting certain requirements of the Employee Retirement Income Security Act of 1974 (ERISA) the following information, together with the information booklet, comprises the Summary Plan Description. This summary is not a substitute for the Certificate Booklet and, if for any reason, there are conflicts or inconsistencies between the language of this summary and the Certificate Booklet, the Certificate Booklet will in all respect control and govern.

Name of the Plan:	Ralston Veterinary Clinic
Plan Administrator:	First Concord Benefits Group P.O. Box 67220 Lincoln, NE 68506 1-800-206-9942 www.firstconcord.com
Plan Sponsor:	Ralston Veterinary Clinic 6880 South 78 th Street Ralston, NE 68127 (402)331-6322
Plan Sponsor EIN:	47-0521794
Claims Administrator:	First Concord Benefits Group P.O. Box 67220 Lincoln, NE 68506 1-800-206-9942 www.firstconcord.com
Source of Contribution:	Employer/Employee
Plan Fiscal Year End:	May 31

Future of the Plan: The Company expects to continue the Plan indefinitely, but reserves the right to change or terminate the Plan at any time or for any reason.

Continuation of Coverage (COBRA)

If the employee is enrolled in the Company's Medical Plan, the employee has the right to continue group coverage for 18 months if coverage is lost because of a reduction in hours or termination of employment (for reasons other than gross misconduct). Coverage may continue for up to 29 months for an individual who becomes totally disabled (as defined by Social Security) during the 18-month period, provided notice of disability is received before the end of the 18-month period.

Coverage may be continued up to 36 months for employee's spouse and dependent children if employee dies or becomes legally separated or divorced. The 36-month continuation of coverage is also available for employee's children when they are no longer considered an eligible dependent or if employee becomes entitled to Medicare benefits.

Employee must provide written notice to the Company within 45 days of a divorce, legal separation or a child's loss of dependent status. Evidence of insurability is not required for continuation of coverage; however, employee will be responsible for the full cost of the monthly premium and administration fees.

The employee's continuation of coverage will terminate prior to the end of the specified period for any of the following reasons:

1. The Company no longer provides group health coverage to any of its employees.
2. Employee, employee's spouse or dependent children fail to pay the premium.
3. Employee, employee's spouse or dependent children become covered under another group health plan or become entitled to Medicare benefits.

At the end of the continuation of coverage period, the employee may be able to elect to convert employee's medical coverage to an individual medical plan, without evidence of insurability.

Annual Profit Sharing/401k Plan

Another advantage of working for Ralston Veterinary Clinic is participation in the Profit share/401k Plan. The purpose of the Trust is to provide additional income for an employee's retirement years. All employees who have 1,000 hours of service with the Company during the year ended February 29, and are eligible to participate in the Company's 401k plan during that year, automatically participates in the Profit Sharing Trust for that year. Unvested balances and forfeitures are reallocated each year. Additionally, each year the Company contributes **up to** 3% of the company's net income before tax to the trust. The contributions are allocated annually to eligible employees based on eligible compensation. Statements of individual accounts are given to participants after the end of each calendar quarter.

The employee's ownership of his/her Profit Share account balance is determined by the following vesting schedule:

<u>Years of Service</u>	<u>Vested%</u>
Less than 2	0
2	20
3	40
4	60
5	80

6 and all subsequent years

100

The employee's vested portion of his/her account is eligible for distribution upon retirement (after age 59 ½), death, permanent and total disability, or termination. The distribution may be made in a lump sum or in the form of installments over a specified period of time at the election of the employee and approval of the Executive Committee. Distributions are taxable to the employee in the year made unless they rolled over into another eligible tax-deferred plan such as an Individual Retirement Account. Withdrawal of sums from the employee's account before age 59 ½, may result in penalties.

The complete provisions of Ralston Veterinary Clinic Profit Share/401k Plan are included in the plan document. This summary is not a substitute for the plan document and, if for any reason, there are conflicts or inconsistencies, between the language of this summary and the plan document, the plan documents will in all respects control and govern.

Summary Plan Description

Name of Plan:	Ralston Veterinary Clinic Profit Share/401k Plan
Type of Plan:	401(k)/Profit Sharing
Eligibility:	Employee will become a participant in the Plan on March 1 st and September 1 st (Plan Entry Dates) if employee is at least 21 years of age and has completed one year of eligible (1,000 hours) service.
Plan Administrator:	Ralston Veterinary Clinic 6880 South 78 th Street Ralston, NE 68127 (402)331-6322
Plan Sponsor:	Ralston Veterinary Clinic 6880 South 78 th Street Ralston, NE 68127 (402)331-6322
Plan Sponsor EIN:	47-0521794
Plan Number:	001
Original Effective Date:	March 1, 1975
Plan year:	March 1 st to February 29 th

Type of Plan: Retirement Plan

Trustee: Janine Jernigan
 Ralston Veterinary Clinic
 6880 South 78th Street
 Ralston, NE 68127
 (402)331-6322

Firm Used to Invest Plan Funds: First National Bank
 1620 Dodge Street
 Omaha, NE 68197
 (402)341-0500

Agent for Service of Legal Process: Janine Jernigan
 Ralston Veterinary Clinic
 6880 South 78th Street
 Ralston, NE 68127
 (402)331-6322

ESOP (Employee Stock Ownership Plan)

Summary Plan Description

Name of Plan: Ralston Veterinary Clinic Profit Share/401k Plan

Type of Plan: Employee Stock ownership plan

Eligibility: Employee will become a participant in the Plan on March 1st and September 1st (Plan Entry Dates) if employee is at least 21 years of age and has completed one year of eligible (1,000 hours) service.

Plan Administrator: Ralston Veterinary Clinic
 6880 South 78th Street
 Ralston, NE 68127
 (402)331-6322

Plan Sponsor: Ralston Veterinary Clinic

6880 South 78th Street
 Ralston, NE 68127
 (402)331-6322

Plan Sponsor EIN:

Plan Number:

Original Effective Date: August 24, 2012

Plan year:

Type of Plan: Retirement Plan

Trustee: Brenda Acers
 Ralston Veterinary Clinic
 6880 South 78th Street
 Ralston, NE 68127
 (402)331-6322

Firm Used to Invest Plan Funds: First National Bank
 1620 Dodge Street
 Omaha, NE 68197
 (402)341-0500

Agent for Service of Legal Process:
 Ralston Veterinary Clinic
 6880 South 78th Street
 Ralston, NE 68127
 (402)331-6322

Continuing Education Allowance

In order to foster a continuous learning environment, Ralston Veterinary Clinic will provide financial assistance for those employees that hold a license and are required to develop their skills and performance.

An employee must complete a Continuing Education Implementation Form (Appendix 2) upon completion of the seminar and submit it to his/her team manager for anything they would like to implement in Ralston Veterinary Clinic. Continuing education and training must be related to veterinary medicine, practice management, or customer service.

Association Fees & Licensing Fees

In cases where membership in a professional organization and licensing is essential to the performance of an employee's responsibilities, with prior management approval, all professional dues will be paid by Ralston Veterinary Clinic on behalf of the employee.

Employee Pet Discount

Recognizing that many employees have pets needing medical care, Ralston Veterinary Clinic offers this care at a reduced cost to our employees. Pets eligible for the reduction in cost are those that live in the employee's household. Excluded are strays, foster pets, friend's or other family member's pets.

Vaccines, medications, laboratory testing, food and OTC products are provided at cost plus 10%. All services including examinations, surgery, dentistry, diagnostic imaging and boarding are provided at 20% discount.

In addition to the discounts above, employees who have completed the Introductory Period and work > than 20 hours per week will be eligible for the Pet Expense Credit outlined below. The amount of Credit increases with length of employment and amount of average weekly hours worked in current calendar year. Employees will receive the Pet Expense Credit on the last pay period of the year and must be employed at that time.

Pet Expense Credit

RVC years of Service	Rate	Average number of hours worked per week
90 days – 3 years	\$10.00	40 hours x \$10.00 = \$400.00 30 hours x \$10.00 = \$300.00 20 hours x \$10.00 = \$200.00 <20 hours not eligible
3 years- 6 years	\$12.50	40 hours x \$12.50 = \$500.00 30 hours x \$12.50 = \$375.00 20 hours x \$12.50 = \$250.00 <20 hours not eligible
7 + years	\$15.00	40 hours x \$15.00 = \$600.00 30 hours x \$15.00 = \$450.00 20 hours x \$15.00 = \$300.00 <20 hours not eligible

1. APPOINTMENTS

Employees should schedule an appointment for their pet to see a doctor between the hours of 10am and 4pm. To attend the appointment, schedule it during non-scheduled work hours, otherwise, the doctor will handle the pet during the appointment.

Appointments should always be made for dentals and surgeries. These pets should be at the clinic and available for anesthetic induction between 7 - 7:30 a.m. All pets should be dropped off in the hospital ward prior to clocking in if they are here for anything other than boarding.

2. OBSERVING THE PROCEDURE

“Being there” for the pet (or for a family or friend’s pet) during surgery/appointment is a privilege. However, it should not interfere with employee’s work duties. If another person or co-workers are affected by employee’s job performance, then it is not acceptable to be by the pet’s side while on the clock and pet’s surgery/appointment should be scheduled during non-scheduled work hours. Check with co-workers; ask if it is acceptable to leave area to check on pet.

Keep in mind that not all of the technicians and doctors may feel comfortable with a constant observer during the procedure. Please ask if it is ok to observe whether the employee is on or off schedule work hours. In some situations there is just not enough room to stand nearby. Employees may need to leave the area if there is an emergency or if employee is in the way of proceedings.

3. VISITING PET

Playing, holding and visiting with pet is not acceptable during scheduled work hours. Especially, if it interferes with employee’s work duties and lasts for more than a moment. Owners should be able to greet their pet and say hello. It is a privilege that is enjoyed while working here at the clinic but should be done during non-scheduled work hours.

Employees scheduled to be in an area (for example: the lab or at the front desk) are needed in that area even if pet is here.

4. GROOMING

Grooming includes baths, nail trims and other non-surgical procedures. If an employee needs to have their pet bathed, they will need to check first with the employees giving baths and schedule the bath. Employee pet baths are 20% off the general boarding bath fee. If employee give own pet a bath off the clock (before or after employee’s shift) and use own shampoo, there is no charge. Any additional services performed by an assistant, such as a brush out or nail trim, will have a charge placed on an invoice.

5. BOARDING

Day-boarding an employee’s pet for a medical reason is acceptable. However, if the pet is here for a non-medical procedure (nail trims, grooming and staying for the day) it is considered day-boarding. Boarding an employee’s pet are 20% off the day boarding fee (or in increments of 4 hours). Extended stay boarding is 20% off the boarding fee.

6. INVOICES

When purchasing food, toys or medications or services for your pet, fill out an invoice and place it in on the desk in the front office for the Client Care Specialist Team Manager to file. All employees are expected to keep up to date and follow up on product, service and boarding invoices. If an employee does not properly invoice products, services and boarding in a timely manner, then credit privileges will be suspended for up to 1 year. If you need corrections made to your account, please see the practice manager.

7. RVC PET ACCOUNT

Employee’s account that has an “Over 60” day balance will have the “Over 60” day balance on the 26th of the month deducted from monthly paycheck. In the event the account exceeds \$500

with the 1/3 monthly deduction, arrangements with the Finance Director need to be made. In the event the account goes above the \$900, the employee will not be allowed to put further amounts on the account until the balance is paid in full. In case of long or short term leave of absence, the RVC pet account will be deducted from the employee's pay prior to the leave of absence. If employee would like to elect to have equal 1/3 payments of entire account balance deducted from paycheck, see Financial Director **prior** to the account hitting "Over 60" to complete Ralston Vet Pet Expense Deduction Form (Appendix 7) and give to Financial Director.

8. EMPLOYEE EXOTIC PET POLICY

All services performed by Dr. Merkwan Only

1. Schedule exam after hours (7 p.m. M-F or after 3 p.m. Saturday).
2. Exams to be charged code 56 with employee discount.
3. Exam will be performed in Exam Room 1 with Dr. Merkwan, employee pet owner and family.
4. Surgical procedures to be scheduled based on emergency status, Dr. Merkwan's off day or after hours.
5. If additional assistance is required with the pet, Dr. Merkwan will find someone who is willing to volunteer their time to assist with employee pet owner.
6. Diagnostics and medications at employee discount.
7. Emergencies will be evaluated on a case by case basis.
8. Exotic pet if brought in for the day must be boarded cat hospital OR Isolation in appropriate containment unit brought in by the employee pet owner.
 - a. If the exotic pet is cat prey, then make sure have an empty cage between the exotic pet and the feline.

Uniform Allowance

Employees who are required to wear uniforms are eligible for a uniform allowance. After 6 months, full-time employees will be reimbursed \$75 and part-time employees reimbursed \$30 for uniforms. To receive the uniform allowance, a receipt must be submitted to the Practice Manager for reimbursement. Each subsequent calendar year the uniform allowance is \$125 (full-time); and \$75 (part-time).

Reward and Recognition Plans

RVC supports the acknowledgment of an individual's and a team's special achievements that further the company's goals and objectives, through reward and recognition plans. Both plans are considered elements of a total compensation plan for all employees.

Rewards and Recognition tracks, measures, and celebrates the achievements, results and improvements. This also leads to opportunities for raising the bar for higher standards. Reward and recognition introduces an element of fun into the work environment to motivate and build support.

Reward plans are monetary payments to acknowledge significant outstanding employee performance in the form of contributions directly related to a specific RVC goal or objective. Rewards are not a substitute for base salary increases or an alternative to salary adjustments that would otherwise be appropriate to recognize a significant change in position responsibilities, sustained high performance, or internal or

external pay equity. Gift cards, gift certificates, vouchers and the like are deemed by the IRS to be equivalent to cash, and therefore may have tax consequences.

Recognition plans are non-cash items to acknowledge a significant outstanding achievement, accomplishments, teamwork or length of service. Recognitions may come in the form of certificates, pins, badges, posted photograph, verbal recognition at a meeting, etc.

SECTION 10 CONDUCT ON THE JOB

Confidentiality

For purposes of this policy, "confidential information" includes all information of any type regarding RVC, its owners, employees, and clients, acquired by an employee during the course of employment, which is not generally known by the public or RVC's competitors. Confidential information should never be revealed to anyone either during the period of employment, or afterward. Any breach of confidentiality will result in disciplinary and/or legal action.

Business Ethics/Conflict of Interest

Employees have a responsibility to work in the best interest of Ralston Veterinary Clinic and to avoid situations and actions that may be in conflict, or that may even appear to be in conflict, with RVC objectives and interests.

Food and Drinks in Clinic

Food is allowed in the lunch room, the doctors' office and the hallway between the two areas. Eating outside these designated areas can lead to disciplinary action as this is in violation of OSHA safety regulations. Drinks in the work areas need to be in a container with a lid and away from any equipment or client files. Dispose of your drink containers at the end of work shift.

Personal Behaviors

1. HONESTY

Employees are expected to be honest and truthful when dealing with individuals as well as property. Dishonesty, falsifying records, or theft of any kind will result in discipline and/or termination of employment. Employees will not make false or malicious statements concerning any other employee or client.

2. CONVERSATIONS

A friendly office atmosphere is encouraged. However, RVC requests that conversations about personal matters be brief and not disruptive.

3. DRESS CODE

Every employee's dress, grooming, and personal hygiene should be appropriate to the work situation.

- a. Safety – Long fingernails, dangling earrings, shorts, open-toed shoes are not safe when working with animals.
- b. Uniform/Appearance restrictions –
 1. No gum chewing.
 2. No showing of intimate underclothes.
 3. No denim scrubs and/or jeans (unless for designated casual days and Sundays).
 4. Pants must be hemmed so as not to drag on the floor.
 5. No holes in clothing.
 6. No ankle splits up side of seams of traditional cut pants.
 7. No strong smelling perfumes, aftershave or lotions.
 8. No under-shirts hanging below scrub tops.
 9. No open-toed shoes.
 10. No over jacket/hoodies with printed material/logo that are not RVC specific (except uniform coats)
- c. Specifics are determined by the team managers of each department and are as follows:

1. Technician, Client Care Specialist and Assistants – Solid scrubs or print tops of any color with matching bottoms, print or solid jackets, a name tag.
2. Veterinarians – Surgery – Scrubs allowed any variety Exam – Business casual with white lab jacket and name tag.

d. Ordering Uniforms

1. As a benefit for employees who are required to wear uniforms, everyone is welcome to submit an order to save on shipping costs (an employee may order even if does not receive an allowance by prepaying the order).
2. RVC will place group orders twice a year as outlined below:
 - a. Uniforms will be ordered all at one time, twice per year. Orders will be placed in February and in August. All orders will be ordered on the same day. No additional orders will be made if the deadline is not met.
 - b. Employees are expected to pay all shipping charges on orders. For example: If shipping charges for an order equal \$15.95 and 5 people ordered, then each person is expected to pay \$3.19 in shipping.
 - c. All items to be ordered will be written on an ordering form or a copy of an ordering form and then submitted to the Practice Manager.
 - d. If an employee orders from two different uniform companies, payment is expected when the last item is delivered. If the employee owes RVC for uniform orders, the employee's entire uniform order will be delivered at time of payment to RVC. If an employee does not owe any money towards the order, the entire order will be delivered as soon as it is accounted for upon arrival.
 - e. Backorders: the employee may receive the entire order upon payment and any amount due for the backordered item will be due upon receipt.
 - f. Returns and exchanges require shipping charges and will be the employee's responsibility. The Practice Manager will do a return once; one week after the shipment is received in clinic. After that is it the employee's responsibility to make the return. Returns must be in the original packaging. Companies will not accept embroidered, worn, laundered, items or items with the tag removed for returns or exchanges.
 - g. Employees who wish to purchase from a store may submit a receipt to the Practice Manager for reimbursement up to the uniform allowance dollar amount.
 - h. Employees who have spent the allotted allowance may still order from a catalog. Payment is expected for ordered items and portion of shipping and handling at time of receipt of items.

e. Self-Expression

Management does respect RVC Healthcare Team's interest in self-expression. In regard to piercing, tattoos and non-traditional hair colors and styles management reserves the right to determine whether or not to cover it or change it.

f. Body Piercing

Any body, face piercing and implants other than on the ears will need to be removed or covered during the employee's shift. If the employee is unable to remove the piercing due to the initial healing process after a new piercing, it will need to be covered with a Band-Aid

until it is able to be removed. Tongue piercing ornaments will need to be removed while on a shift.

g. Language

The way in which individuals communicate with one another is indicative of how much respect they have for themselves and for one another. All employees are encouraged to use language appropriate and indicative of RVC's Mission and Values.

1. Employees should be aware of the proper use of the English language.
2. Offensive language is not acceptable workplace behavior.
3. Screaming or yelling at another individual does not lend itself to peaceful resolution and will not be tolerated.
4. Insubordinate behavior to team manager(s) will not be tolerated.

Personal Habits

1. TOBACCO USE

Employees shall not use tobacco in any form on RVC's property or on RVC's time (this includes C.E.).

2. DRUG & ALCOHOL USE

"Alcohol" means ethyl alcohol or ethanol.

"Substance" means alcohol or drugs.

"Drugs" means any substance taken into the body, other than alcohol, which may impair one's mental faculties and/or physical performance.

Employees shall not use alcohol or drugs on RVC's property or on RVC's time (this includes C.E.).

Alcohol and drug abuse has an adverse effect on job performance, creates dangerous situations, and serves to undermine customers' and the community's confidence in the company. Each employee is expected to be in suitable mental and physical condition, to perform job effectively and safely.

The company cannot and will not condone employees using or possessing illicit drugs or using alcohol or prescription drugs in any way that is illegal. Nor will it condone any employee behavior on or off the job that may serve to damage the company's hard-earned reputation.

Any employee authorized to handle controlled substances must follow the guidelines as outlined in the State Board of Veterinary Medicine and the Board of Pharmacy Regulations pertaining to the handling, dispensing and disposal of controlled substances.

3. TESTING

a. Pre-employment Testing

Ralston Veterinary Clinic takes pride in being a drug free environment. We require that each employee have a drug screening performed upon hire or rehire.

b. Return to Work Testing

A drug test will be performed on employees that are out of work longer than a continuous 12 week leave.

c. Reasonable Suspicion Testing

Any employee that is exhibiting unusual or bizarre behavior or is suspected to be using or abusing illicit mood altering chemicals or substances will be required to have a drug test performed. If there is reasonable suspicion to test, a Ralston Veterinary Clinic team manager will drive the employee to the clinic for testing and the employee's "In Case of

Emergency” contact person will be called to take the employee home. This will be done on the employee’s personal time. If the results of the drug test are positive, disciplinary actions will be implemented up to and including discharge from employment.

d. Follow Up Testing

A follow-up test will be performed on employees who have had a positive test and have undergone appropriate treatment.

Harassment

Harassment comprises any unwelcome or objectionable, physical, visual or verbal conduct, comment or display, whether intended or unintended, that is insulting, humiliating or degrading to another person, or creates an intimidating, hostile or offensive environment and/or is on the basis of race, ethnicity, language, financial ability, religion, gender or sexual orientation, disability or age, or any other kind of discrimination which is prohibited by law: made by an employee, volunteer, client or supplier of Ralston Veterinary Clinic;

- Directed at and offensive to any other employee, volunteer, client or supplier of Ralston Veterinary Clinic, or any other individual or group that the person knew or reasonably ought to have known would be offensive (e.g., unintended).

Examples of harassment include, but are not limited to:

- Threats made or perceived, that are malicious, vexatious or based on any of the prohibited protected classifications.
- Derogatory written or verbal communication or gestures (e.g. name-calling, slurs, taunting pictures or posters, bullying, graffiti), that are malicious and vexatious.
- Application of stereotypes or generalizations based on any of the prohibited protected classifications.

1. Sexual harassment

Sexual harassment means any unwelcome conduct, comment, gesture or contact of a sexual nature, whether on a one-time basis or in a continuous series of incidents that:

- Might reasonably be expected to cause offence, embarrassment or humiliation
- Might reasonably be expected to be perceived as placing a condition of a sexual nature on employment, services, or on any opportunity for training or advancement.

Examples of sexual harassment include, but are not limited to:

- Remarks, jokes, innuendoes or other comments regarding someone’s body, appearance, physical or sexual characteristics or clothing
- Displaying of sexually offensive or derogatory pictures, cartoons or other material
- Persistent unwelcome or uninvited invitations or requests
- Unwelcome questions or sharing of information regarding a person’s sexuality, sexual activity or sexual orientation
- Conduct or comments intended to create, or having the effect of, creating an intimidating, hostile or offensive environment

2. Psychological harassment

Psychological harassment is an offensive, cruel, intimidating, insulting or humiliating behavior which includes physical violence or the threat of physical violence. It can be physical or verbal, direct or indirect such as gossip. Bullying is considered harassment in general, unless there is physical contact or a threat of

violence, where it is considered violence. Bullying is ill treatment which is not addressed under human rights legislation or criminal codes.

Examples of psychological harassment include, but are not limited to:

- Constant threats of dismissal or intimidation.
- Attempts to destroy or harm the person's self-esteem or confidence.
- Constant negative remarks or repeated criticism or sarcasm.
- Consistent over time, unrealistic work demands, or work overloading.
- Isolating or systematically isolating the person.
- Spreading false information or rumors.
- Tasks that are ambiguous, contradictory, or that are deprived of purpose.
- False insinuations, attacks to the individual's dignity, integrity, or self-image.
- Attempts to humiliate or public humiliation.

Workplace

For the purposes of this policy, workplace includes any location in which employees and/or volunteers are engaged in workplace activities necessary to perform their assignments. This includes, but is not limited to, Ralston Veterinary Clinic buildings, employee/ volunteer parking lots, employee/volunteer organized social events, C.E. locations, clients' homes, and during business related travel.

Abuse of power

Abuse of power happens whenever a Ralston Veterinary Clinic team member/volunteer abuses or misuses his/her power and discretion for personal benefit, or in benefit of another person.

Abuse of power, for the purposes of this policy, includes situations involving a minor, situations that involve a reporting relationship, or any situation that includes an accusation from a client against an employee or volunteer who is providing a service upon which the client depends. Incidents that involved an abuse of power are considered by the Ralston Veterinary Clinic as being, generally, of a more serious nature than peer-to-peer situations.

3. Violation procedures

An employee who believes in good faith that there has been a violation of this policy is advised to immediately follow the procedures outlined below:

- Discuss the incident(s) or concern with his/her immediate team manager. The employee and team manager will seek to resolve the issue in consultation to the satisfaction the employee.
- If there is a concern about the team manager, it should be taken to the next higher level of management. In any case, if the employee does not believe that s/he can take the concern to the team manager or next level of management, the employee should directly contact the highest-ranking RVC official.
- No employee who makes a good faith report about harassment will be subject to any form of retaliation. Any employee who engages in retaliatory conduct will be subject to corrective action, up to, and including, involuntary separation.

SECTION 11 EMPLOYEE RESPONSIBILITIES

It is the policy of Ralston Veterinary Clinic to conduct all job assignments safely. No phase of our operations or administration is or shall be considered more important than accident prevention with its aim of eliminating personal injury, property damage, and the needless suffering and waste that necessarily follows.

Accident prevention measures shall be integrated with operating functions, and shall be a continuing prime responsibility of all employees. Communicating safety policies is the job and responsibility of management; however, it is the employees who prevent accidents and practice safe working habits.

Safety is everybody's job. Safety is to be given primary importance in every aspect of planning and performing all Ralston Veterinary Clinic activities. We want to protect you and all of our clients against injury and illness, as well as minimize any other potential loss.

Please report all injuries to the Practice Manager by completing Employee Incident Report (Appendix 6)

1. PERSONAL PROTECTIVE EQUIPMENT (PPE)

Personal protective equipment is required in the following situations:

- a. Performing dentals requires the use of a mask, gloves and glasses/goggles.
- b. Bathing and dipping animals requires the use of gloves, apron and glasses/goggles.
- c. Using Clorox in runs, cages and infectious ward requires gloves and glasses/goggles.
- d. Transferring liquids from the primary containers to secondary containers requires the use of gloves, glasses/goggles smock or apron. Some examples of such liquids are Nolvasan, Clorox, Hydrogen Peroxide 35%, and Isopropyl Alcohol.
- e. Cleaning up a large spill that would require the use of the Spill Bucket. The appropriate PPE should be determined for the chemical spilled and wear it.
- f. Taking X-Rays require the use of lead apron, gloves, thyroid shield and monitoring badge.
- g. Giving first aid or cleaning up human blood requires the use of gloves and proper disposal.
- h. Administering Chemotherapy drugs or cleaning up after a pet who is receiving chemotherapy drugs requires as much protective equipment as possible: gloves, goggles/glasses, apron or smock and mask. Proper disposal is also necessary.

2. RADIATION PROTECTION

- a. Personal Protective Equipment (PPE)
Use the mobile shield if at all possible. PPE is required. All employees will wear their personal protective equipment, provided by Ralston Veterinary Clinic. This includes: lead apron, thyroid shield, lead gloves and a monitoring badge. Monitoring badges must be worn at the shoulder on the outside of the apron.
- b. Monitoring
The monitoring badge control shall be kept in the doctors' office. The Landauer monitoring records shall be kept by the employer forever, this and a copy of the annual report shall be provided to an employee upon request with termination of employment.
- c. Exposure Limits
An adult (18 years and over) may be exposed up to 5000 MR (MR or millirems is a measurement of radiation exposure) deep dose of radiation through helping take x-rays in a calendar year. Any amount of exposure over 5000 MRs will be flagged and the person will wait one year before being exposed to x-ray. Any employee under 18 years of age may be exposed up to 1/10 of that for adults (500 MRs) in a calendar year. If any employee gets

more than 100 MR deep dose of radiation in any given calendar year, they will receive in-house training.

d. Pregnancy Policy

Pregnant employees may be allowed to take x-rays according to Nebraska State regulations. They must declare in writing that they wish to take x-rays and use a fetal-belly monitor and receive no more than 500 MR in a 9 month period. Ralston Veterinary Clinic's policy is that pregnant employees do not take x-rays. Notify team manager immediately about pregnancy.

e. Veterinary Technician X-ray Policy

Veterinary Technicians will position, calibrate and push the button to take an x-ray. Newly hired Technicians will submit a copy of radiation reports from previous employer.

f. Veterinary Assistant X-ray Policy

Veterinary Assistants may help with the restraint of an animal during x-rays. Veterinary Assistants that have completed the 8 hour radiograph course offered through Vatterott College or Omaha College of Health Careers may take x-rays upon request and with supervision by a veterinarian. A record of their certificates will be kept on file. If a Veterinary Assistant receives this training they are allowed by state law to position, push the button and set the technique for an x-ray. This policy is provided for RVC by the State of Nebraska and the Nebraska Health and Human Services.

g. Radiation Information

The Regulations for Radiology (blue binder) and the Regulation for the Control of Radiation with Excerpts from Title 180 for Veterinary Facilities (yellow binder) will be kept in the x-ray room. Radiation Certificates and licenses will be kept in the OSHA Safety Manual (red binder). Landauer monitoring reports will be kept in a file cabinet in the Medical Director's office.

Personal Use of RVC Assets

1. COPIER

Employees may make occasional personal copies. Employee will pay to Office Manager \$.05/copy.

2. POSTAGE MACHINE

Employees may occasionally purchase postage from the postage machine. Please pay the Office Manager for the postage used.

3. FAX MACHINE

Local faxes may be made occasionally.

4. OFFICE SUPPLIES

Supplies are to be used on RVC premises and/or for RVC business purposes only.

Use of RVC's Computers, E-Mail, and Internet

Employees should not use RVC's computers for non-work related personal reasons. In the rare event that a RVC computer is needed for personal use, prior approval must be obtained by the employee from his/her team manager. The approval is subject to the needs of RVC.

RVC licenses the use of computer software from a variety of outside companies. Unless authorized by the software developer, neither RVC nor any employee has the right to reproduce the software or its related

documentation. Employees shall use the software and related documentation only in accordance with the license agreements.

Employees shall not introduce software into the system without prior review and consent of RVC. All software obtained from sources other than the original manufacturer, including computer bulletin boards and home computers, must be examined by RVC for the effects of program viruses and other types of destructive software before it is used. All diskettes containing software, including those obtained from the original manufacturer, that have been previously used on a system outside RVC must be examined by RVC for the effects of program viruses and other types of destructive software before it is used. Introduction of a computer virus or other disruptive software into RVC's computer system may result in a significant loss of valuable data and/or loss of productivity if the system is made unavailable while the damage is repaired.

Electronic mail/voice mail is RVC property and is to be used primarily for our business. RVC reserves the right to access any employee's e-mail or voice mail when it deems such access is necessary. Derogatory, offensive or insulting language is not to be used in any e-mail or voice mail message. There is to be no display or transmission of sexually explicit images or messages, or any transmission or use of e-mail communications that contain ethnic slurs, racial epithets, or anything that may be construed as harassment or disparagement on the basis of any protected class. Employees are forbidden to access or view e-mail or access voice mail which is not addressed to or intended for them.

Use of the internet should be for RVC's business only. Employees internet use for personal reasons should be limited to the public computer or personal devices on personal time. Employees are not to access internet sites containing sexually explicit images or messages. Abuse of the internet usage may result in disciplinary action.

Blogging and Social Networking

Ralston Veterinary Clinic recognizes that Social Networking (such as personal web sites, blogs, Facebook, Twitter, online groups discussions, text messaging, message boards, chat rooms, etc.) can be used by employees for personal as well as business purpose. RVC also understands how the use of internet social network sites and blogs can shape the way the public views our products, employees, vendors, partners and customers. RVC respects the right of any employee to maintain a blog or post a comment on social networking sites and nothing in this policy is intended to interfere with an employee's right to engage in protected concerted activity under Section 7 of the National Labor Relation Act. However, RVC is also committed to ensuring that the use of such communications serves the needs of our business by maintaining RVC identity, integrity, and reputation in a manner consistent with our values and policies. Therefore, RVC has established the following rules and guidelines for communicating RVC-related information via Social Networking forums whether used in or outside the workplace:

1. PERSONAL BLOGGING OR NETWORKING ON COMPANY TIME

Employees may not post on a personal blog or web page or participate in personal social networking site during working time or at any time with RVC equipment or property. Working time is your scheduled time of work, not including lunch or time prior to or after your shift.

2. LEGITIMATE BUSINESS PURPOSE

Any employee engaging in Social Networking or Blogging for legitimate business purpose (an employer- sponsored blog or media site) must get express approval of all content with the Administrator before posting with the exception of the Customer Relations Specialist. Employees engaged in blogging or networking for legitimate business purposes are responsible for complying with all RVC's policies.

3. DISCLAIMER

Any employee who mentions RVC on a personal blog or social networking account must include a disclaimer that specifically states that the opinions and attitudes expressed are those of the

employee alone and may not be aligned with those of Ralston Veterinary Clinic. The employee must make it clear that he or she is speaking for himself or herself and not on behalf of RVC.

4. **RESTRICTION on CUSTOMERS, CLIENTS, VENDORS, PRODUCTS and SERVICES**

Employees are prohibited from soliciting RVC customers, vendors, or clients to be “friends” or contacts on any social or professional networking site except when the contact has also been divulged to RVC or in case there is a pre-established relationship outside RVC which has been disclosed to and approved by the Team Manager at the time of employment or institution of this policy. Employees are not to advertise or sell any of RVC’s products or services on any website or social network.

5. **PROPRIETARY and CONFIDENTIAL INFORMATION**

All other RVC’s rules and policies regarding disclosure of sensitive, proprietary, financial or confidential information apply in full to blogs and Social Networking sites. This includes, but is not limited to, information about trademarks, upcoming product release, finances, products sold, company strategies and any other information that RVC has designated to be confidential and proprietary. If you have a question about whether information is deemed to be confidential and proprietary, speak with the Administrator before releasing information that could potentially harm RVC, our products, employees, vendors, partners and customers. This does not include information that is necessary to engage in protected concerted activity under Section 7 of the National Labor Relations Act.

To ensure that RVC, its customers, vendors and employees are not defamed through use of blogs and Social Networking sites, RVC takes a strong stance against employee blogs or Social Networks sites containing defamatory information.

6. **DISCRIMINATION and HARASSMENT**

All other RVC rules and policies regarding discrimination and harassment apply in full force to blogs and Social Networking sites. RVC is firmly committed to its equal employment opportunity policies and does not condone or tolerate discrimination. RVC also prohibits all form of unlawful harassment. Employees are prohibited from engaging in any conduct, activities, communication or posting which violate RVC policies regarding discrimination and harassment. No message with derogatory or inflammatory remarks about which is impermissible under the law if expressed in any form or forum is also impermissible if expressed through blogs, social networks, text messages or other electronic means.

7. **MEDIA CONTACTS**

Media contacts made through blogs or Social Networking sites regarding RVC, its products, employees, partners, vendors, customers or competitors should be referred for coordination and guidance to the Administrator to ensure that only one person speaks for Ralston Veterinary Clinic.

8. **RIGHT to MONITOR**

RVC reserves the right to monitor all public blogs and social networking forums for the purpose of protecting its interests and monitoring compliance with RVC’s policies. If activity is found to be compromising, insubordinate or adverse to RVC’s legitimate business interests, RVC may require cessation and removal of any detrimental commentary or posting. RVC reserves the right to access any company computers and electronic communication devices to monitor blogs and on-line websites. Employees should not maintain any expectation of privacy with respect to information transmitted over, received by, or posted on such sites.

9. **REPORTING**

If an employee believes that a blog or other online communication violates any RVC's policy, the employee should immediately report the blog or online communication to the Administrator. RVC may investigate the matter, determine whether such blog, posting, website, or communication violates RVC's policies, and take appropriate action.

10. VIOLATIONS of POLICY

Any employee who violates this policy may be subject to disciplinary action, up to and including termination.

Telephone Calls

1. PERSONAL CALLS

Personal telephone calls during business hours should be those which are necessary. They should be brief and limited. No personal phone calls should be made or taken at the front desk or in front of clients.

2. PERSONAL CELL PHONES

Personal cell phones should be turned off or silenced during business hours and kept in your locker. Voicemail and text messages should be checked during breaks only.

3. PERSONAL LONG DISTANCE CALLS

Employees are not permitted to make personal long distance calls on RVC's phone.

4. CAMERAS /CELL PHONES CAMERAS

Employees are not permitted to take pictures of RVC patients at any time with personal cameras or cell phones.

Badges

1. RADIATION BADGE

Radiation or x-ray badges must be returned upon termination or extended personal leave. It must be submitted to the veterinary technician team manager(s) on time, if it is not returned, \$10 will be deducted from the next payroll deposit. If the radiation badge is lost at any time during employment with RVC, the employee will pay a \$10 fee for badge replacement.

Meeting Attendance

All employee team meetings will be held once a quarter on a Wednesday evening and departmental meetings will be scheduled monthly. This will provide time for in-house training, maintain two-way communication between management and employees, and provide an avenue for employees to share ideas or issues with all team members.

All employees are required to attend the all team and departmental meetings. If an employee is unable to attend a meeting, the employee must notify his/her team manager as soon as possible. The employee is responsible for the material covered in the team meeting including policy and procedure changes.

3. TEAM MANAGERS AND MANAGERS

Training is the responsibility of every manager at all levels of management. Managers are responsible for:

- a. Providing employee's on-the-job training in the proper performance of tasks.
- b. Providing a climate in which training and development of employees is encouraged.
- c. Integrating an employee's growth and development needs with the goals and objectives of RVC.

The time that an employee spends at an approved training program during normal work hours shall be considered as part of the employee's normal work hours or continuing education hours and shall not be charged to his or her accumulated leave or considered leave without pay.

Employee Acknowledgment

Employee Policy & Procedure Manual Acknowledgement for Ralston Veterinary Clinic

This employee Policy and Procedure Manual has been prepared for employee's information and understanding of the policies, practices and benefits of Ralston Veterinary Clinic (RVC). Upon completion of employee review of this manual, please sign the statement below, and return to employee's supervisor by the due date.

"I acknowledge that I have been shown and understand where to locate and read our Employee Policy & Procedure Manual which outlines the goals, policies, procedures, benefits and expectations of RVC as well as my responsibilities as an employee.

I have familiarized myself with the contents of this manual and I have had the opportunity to ask any pertinent questions. By my signature below, I acknowledge that I will comply with the policies and procedures contained in the Employee Policy and Procedure Manual. I understand this manual is not intended to cover every situation which may arise during my employment, but is simply a general guide to the goals, policies, practices, benefits and expectations of Ralston Veterinary Clinic. I understand that changes made to the Employee Policy and Procedure Manual supersedes any past goals, policies, procedures, benefits and expectations of Ralston Veterinary Clinic. I also understand that my employment with Ralston Veterinary Clinic is "at-will" to the extent allowed by law, meaning that either Ralston Veterinary Clinic or I may terminate the employment relationship at any time, without notice or cause."

Employee Name

Date

Appendix 2: Continuing Education Implementation Form

CONTINUING EDUCATION SEMINAR/CONFERENCE ATTENDANCE Implementation Proposal

(This form must be completed by every employee who participates in reimbursable Continuing Education Seminars/Conferences)

Employee Name:

Title:

Seminar/Conference Attended:

Dates:

What is one idea/concept/procedure you took away from the above seminar/conference which you feel would benefit Ralston Veterinary Clinic and why:

Please explain how you would implement this idea/concept/procedure at Ralston Veterinary Clinic (Please include specific timelines, as well as any/all staff, training, equipment, & monetary funds required – attach additional pages if necessary):

To Be Completed By Manager

Implemented: Yes No

If Yes, Implementation Start Date:

End Date:

If No, Explanation:

Appendix 3: Employee Discussion Forms

Ralston Veterinary Clinic

Form to Record Discussion between Employee and Manager/Supervisor

Employee Name: _____

Date: _____

Name of Supervisor/Manager: _____

Department: _____

Requested by: ☐ Supervisor/Manager ☐ Employee
 ☐ Human Resources ☐ Other (specify) _____

Discussion Content:**S** Situation : _____**A** Action of Employee: _____**I** Impact it had on Work Unit, Department: _____**L** Link to Departmental or Clinic Vision, Purpose and/or Values: _____**Outcome of Discussion:**

Expectations: _____

Employee Response: _____

☐ Resolved; no need to re-visit☐ Agree on Resolution; review again on ____/____/____☐ Not Resolved; further action necessary _____☐ Other (specify) _____

Employee's Signature _____ Date ____/____/____
 (Optional)

Appendix 4: Written Warning Form:

Ralston Veterinary Clinic

EMPLOYEE WRITTEN WARNING

EMPLOYEE NAME _____ DATE _____

NAME OF SUPERVISOR/MANAGER _____ DEPARTMENT _____

DESCRIPTION OF BEHAVIOR: _____

PREVIOUS VERBAL WARNINGS, MEETINGS OR DISCUSSIONS ABOUT BEHAVIOR:

1. ____/____/____ 2. ____/____/____ 3. ____/____/____

ACTION(S) NEEDED TO CORRECT BEHAVIOR: _____

TIME FRAME TO CORRECT BEHAVIOR: ____ 30 DAYS ____ 60 DAYS
 ____ 90 DAYS ____ SUSPENSION ____ DAYS

PROBATION PERIOD: ____ 6 MONTHS ____ 1 YEAR ____ OTHER

EXCLUDES EMPLOYEE FROM: ____ SALARY ADJUSTMENTS
 ____ PRE PAID VACATION
 ____ CONTINUING EDUCATION ALLOWANCE

CONSEQUENCE IF BEHAVIOR IS NOT CORRECTED: _____

SUPERVISOR/MANAGER SIGNATURE _____

EMPLOYEE UNDERSTANDING AND ACKNOWLEDGEMENT

____ I HAVE MADE SUGGESTIONS AS TO HOW MY BEHAVIOR CAN BE CORRECTED, I HAVE READ THROUGH THIS WRITTEN WARNING, AND AGREE WITH WHAT I NEED TO DO IN THE ALLOTTED TIME.

____ I HAVE READ THE CONTENTS OF THIS WRITTEN WARNING AND UNDERSTAND IT.

EMPLOYEE'S SIGNATURE _____

DATE _____

COMMENTS: _____

Appendix 5: Absent Request Form

Ralston Veterinary Clinic Absent Request Form

Please return to your team manager for approval.

Employee Name _____ Date _____

Enter Date			Day of week*code							Number of Hours Requesting Off
Mo.	Day	Yr.	Mon	Tue	Wed	TH	Fri	SA	SU	

* CODE: V = Vacation L = Late Arrival C = C.E.
 E = Leave Early O = Other S = Sick
 F = Funeral P = Personal D = Death of a Pet
 FH= Floating Holiday

Explanation, if necessary _____

Employee's
Signature _____

Team manager's Signature _____

Appendix 6: Employee Incident Report

Ralston Veterinary Clinic Incident Report

Employee Name: _____ Date: _____

Mark your status: Employee Affected ☐ Witness ☐

Name of Affected Employee:

Witnesses:

Date, time, and place of incident:

Who was contacted:

If incident involved an animal, date of last Rabies vaccine:

Date of Employee's last Rabies vaccine or titers:

Body Parts Affected:

Describe Incident:

Describe how incident was handled:

Appendix 7: Ralston Vet Pet Expense Deduction Form:

Ralston Vet Pet Expense Deduction Form

To be completed by eligible employees wishing a payroll deduction for pet expenses on an after tax basis.

I, _____, authorize Ralston Vet to deduct one-third(1/3) of employee pet account obligation from my 1st of the month paycheck to cover the cost of pet expenses. I request payroll deduction to continue until I request a cancelation election. To request a cancelation election, I must contact the Finance Director to complete form. I further understand that if, for any reason, I terminate my employment, with Ralston Vet, the portion of the obligation still outstanding will be deducted from my final paycheck.

Signature: _____

Date: _____

Appendix 8: Missed Punch From:

Ralston Veterinary Missed Punch Form

Please return to your team manager for approval.

Employee Name _____ Date _____

Enter Date			Missed Punch					
Mo.	Day	Yr.	A.M. In time	Lunch Out time	Lunch In time	P.M. out time	Break out time	Break in time

Explanation, if necessary _____

Employee's
Signature _____

Team manager's Signature _____