To Our NPSC Participating Pharmacies:

Northeast realizes that many of the store owners in the network simply have not had the time to create an employee handbook. That sets out in one place a description of how they want their employees to conduct themselves, what the disciplinary process involves, and what employee benefits are available to them.

Northeast believes that there are benefits to be realized if all employees are made aware of the personnel policies and procedures that management decides to adopt. No one in the pharmacy should be in the position of saying "I didn't know that". It is also important to have and to show to those that you consider hiring; it is a business tool used by professional organizations to describe the structure of your business. If designed correctly, it can assist you in running your business more smoothly.

The attached template has been drafted to give you a "working paper" that can be adapted to the way you have decided to run your store in the hope that it will make it easier for you to create your own version. You must create your own version. This template itself is not ready to be used in its current format. There are things for you to fill in, to personalize and sections that you must decide if you wish to include or not. In doing so, we strongly urge you to consult your own legal counsel to make sure that your text is consistent with applicable law. You will see notes in **bold** as you go through the document.

As you know, the template like other Northeast publications is not intended to be taken as legal advice. Legal advice comes from the legal counsel you engage.

So take some time to go through this template. In putting this together, we reviewed a number of pharmacy handbooks to get a feel for what pharmacies found important, and added other things that we felt were necessary. We hope that you find the document useful. We encourage you to call us if you have any questions.

Sincerely yours,

Patricia Monaco, President, CEO

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EMPLOYEE HANDBOOK

I. INTRODUCTION:

This handbook is intended to provide both general and specific information about the operations of this pharmacy and its employees. Except as otherwise expressly required by applicable state or federal statues, regulations and rulings all policies and procedures that follow may be changed or eliminated by this Pharmacy at any time and from time to time.

It is important for each employee of this Pharmacy to clearly understand that this Handbook is not intended to, and does not constitute in whole or in part, any express or implied contract of employment between this Pharmacy and any of its employees. On the contrary, employment at this Pharmacy is at will.

Any questions about this Handbook should be addressed to (fill in the title of supervisor) until another person is named for this purpose.

II. EMPLOYMENT POLICIES:

Equal Employment Opportunity

This Pharmacy is an equal opportunity employer. Accordingly, it is the policy of this pharmacy to provide equal employment and advancement opportunities to all individuals without regard to race, creed, sex, color, age, religion, national origin, political persuasion, sexual preference, marital status, disability or any other characteristic protected by law.

Policy Against Harassment

This Pharmacy is committed to maintain a work environment that is at all times free of any and all forms of harassment whether based on creed, veteran status, ancestry, marital status, pregnancy, race, color, religion, sex, national origin, age, disability/handicap, or sexual orientation. All employees of this pharmacy are required to conduct themselves in a professional manner with concern and respect for their fellow employees, the people with whom this Pharmacy does business, and the people who visit this Pharmacy. Conduct inconsistent with this policy is unlawful and may lead to termination of employment.

All employees of this Pharmacy are to understand that the word “harassment”includes unsolicited remarks, gestures or physical contact, display or circulation of written materials or pictures derogatory to either gender, or to individuals in relation to any of the characteristics referred to in the preceding paragraph. In addition sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

a. submission to such conduct is made a term or condition either explicitly or Implicitly to obtain or maintain employment; or

b. submission to or rejection of such conduct is used as a factor in decisions affecting such individual's employment; or
c. such conduct or communication has the purpose or effect of substantially interfering with an individual's employment or creating an intimidating, hostile or offensive employment environment.

Sexual harassment may include explicit propositions, sexual innuendo, suggestive comments, sexually-oriented kidding or teasing, sexually-oriented jokes, foul or obscene language or gestures, display of foul or obscene printed or visual material, and physical contact such as patting, pinching, or brushing against another's body.

Any employee who experiences an incident that may include a violation of this policy should promptly bring the incident to the attention of _____ (NAME) whose work address is_____ (ADDRESS) and whose telephone number is _____ (NUMBER) until another individual is named for this purpose. If the investigation confirms that the incident involves sexual harassment, immediate and appropriate corrective action will be taken. That action may include termination of employment.

Employees who seek resolution of employment situations by using these procedures are assured that they will not be subject to discrimination or reprisal or be penalized in any way for use of these procedures. It is unlawful to retaliate against an employee for filing a complaint of sexual harassment or any other type of discrimination. Any employee who retaliates against any person for bringing a complaint under this policy, for filing a complaint with any court or agency or for cooperating in an investigation of such a complaint will be subject to disciplinary action up to and including termination.

For more information, the federal and state employment discrimination agencies in this area are listed in the back of this manual.

<u>World Wide Web and E-mail User Policy</u>

All employees of this Pharmacy who have access to the internet from the premises of this Pharmacy shall adhere to the conditions set forth below. Internet access will be monitored. Each employee with such internet access is required to use that access in a responsible and informed way, conforming to network etiquette, customs and courtesies.

- Any illegal activity, including but not limited to, the transmission of copyright or proprietary materials, the transmission of obscene or threatening materials, or the participation in any type of criminal activity;
- Attempts to violate or violations of the computer security systems implemented by this Pharmacy;
- Engaging in any so-called "software piracy," or the downloading, installing and transferring of illegally obtained commercial software programs;
- The use of casino, gambling, or game web sites;
- Access to any x-rated web sites;
- Downloading of any software of any kind without permission; and

- Using this Pharmacy's internet access in any way that may constitute a violation of the HIPAA Rule or the HIPAA Security Rule, or attempting to do so, or assisting or participating with any other individual to do so, including password sharing.

E-Mail Policy

- E-mail and all other on-line services provided to employees of this Pharmacy are the property of this Pharmacy and must be used exclusively for the business purposes of this Pharmacy.
- Every employee who observes any e-mail that has questionable content must bring that email promptly to the attention of the HIPAA Security Officer. This would include threats, profanity, or notices asking for passwords or other personal information.
- Each employee with e-mail access at this Pharmacy must understand that e-mail messages are considered "public records" and subject to record retention. Employees should not expect that e-mail messages, even though they are marked "personal" to be private and confidential.
- Employees are required to take precautions to prevent infection of this Pharmacy's computer systems by following the guidelines given by the HIPAA Security Officer or his/her designee for the opening of foreign emails and the downloading of information. This Pharmacy may from time to time, impose additional restrictions or regulations as a part of this policy.

Telephone Usage

Telephones are intended for business purposes only. Personal calls are discouraged (both incoming and outgoing), except in an emergency or when absolutely necessary.

Conversations should be kept as brief as possible. If you receive a personal call, be advised that an employee answering the phone is instructed to take a message and forward it to you, unless the call is identified as an emergency.

Employee owned cellular phones are to be silenced or off at all times while working. Cellular phones should not be used for incoming or outgoing calls, text messaging, e-mails, or any other function while the employee is working.

When you answer the telephone, always remember that you are representing this Pharmacy. A friendly and helpful tone of voice is what our customers want to hear. Take careful messages. Treat our customers in the same manner that you would like to be treated.

Confidentiality:

Employees of this Pharmacy have access to a great deal of confidential information. No confidential information including that of a patient or methods or procedures for business operations should be discussed with relatives or friends or anyone else except other employees of this Pharmacy on a need to know basis.

Every employee of this Pharmacy must sign a confidentiality statement in which the employee assures the confidentiality of all of this Pharmacy's proprietary business information as well as the confidentiality of information relating to any customer's drug therapy. As a result of the Health Insurance Portability and Accountability Act (HIPAA), all employees will be required to be trained on HIPAA policies and procedures. This training will take place during the first 30 days of employment and subsequently thereafter. All employees must sign a form acknowledging HIPAA training.

Depending upon the circumstances of the situation, an employee's breach of the employee's obligations of confidentiality will be subject to discipline up to and including termination.

Immigration Law Compliance

The pharmacy is required to employ only United States citizens and aliens who are authorized to work in the United States. In compliance with applicable statutes and regulations, each new employee, as a condition of employment must complete the I-9 form or forms as the law requires **(**available @ http://www.uscis.gov/files/form/i-9.pdf**).**

Licensing

In accordance with applicable state and federal statutes and regulations, all employees of this Pharmacy are required to maintain, at their own expense, all licenses and permits that are required to perform the functions of their job. If at any time an employee's required license or permit lapses, is restricted in any manner that affects the employee's ability to perform the functions of the employee's job, is suspended or is revoked by the issuing agency, it is the duty of the employee to inform (fill in the title of supervisor). Failure of the employee to notify (fill in the title of supervisor), will subject the employee to discipline up to and including termination.

Employment Classifications

All employees are classified into one of the categories listed below and are designated as either nonexempt or exempt. Nonexempt employees are eligible for overtime pay. Exempt employees are not eligible for overtime pay.

Introductory employees are those whose performance is being evaluated for the first (# DAYS) of employment to determine whether further employment with this Pharmacy is appropriate. All employees, regardless of employment classification, are required to serve an introductory period and (ARE OR ARE NOT) eligible for any benefits described in this Handbook. Employees who satisfactorily complete the introductory period will be notified of their new employment classification.

Regular full-time employees have completed the introductory period and are not temporary employees. Their workweek is a minimum of (# HOURS) per week.

Regular part-time employees have completed the introductory period and are not temporary employees. Their workweek is less than (# HOURS) per week.

Temporary employees are those who are hired for a specific short-term assignment. They are paid an hourly rate. Temporary employees are not eligible for a paid vacation or other benefit programs described in this Handbook.

Per-Diem employees work on an as-needed basis. They are paid on a daily or hourly rate. Per-diem employees are not eligible for benefit programs described in this Handbook.

II. EMPLOYEE CONDUCT AND WORK RULES:

Employee/Customer Relations

All customers, new and old, are who we are in business to serve. Customers look to store employees for assistance. It is the employee's responsibility to do all that they can to satisfy the customer's needs. Although some customers can be difficult, your patience and courtesy might alter that behavior. Always remember that customers make it possible for this Pharmacy to exist and for your salary to be paid. Employees are expected to treat customers with courtesy and respect at all times.

Business Hours

The pharmacy's business hours are (STORE DAYS/HOURS).

Attendance and Punctuality

Your regular and on-time attendance is necessary. We depend on you to report to work regularly and on time. We work as a team. Your work has a direct affect on the other employees in the store. Maintaining a good attendance record is each employee's responsibility, and is an integral part of overall job performance.

When you can anticipate absence or tardiness, you should seek (fill in the title of supervisor)'s approval in advance. When it cannot be anticipated, you should call your (fill in the title of supervisor) as early as possible that day. Remember that when you are absent, arrangements must be made to cover your position with another employee, so advance notice is very important.

A record of unexcused absences and tardiness becomes a permanent part of your personnel file and will affect your status with this Pharmacy. If an employee is absent for (# DAYS) consecutive days without notifying (fill in the title of supervisor) or is continuously tardy, the employee may be subject to disciplinary action up to and including termination.

Employee Purchases

Employees should transact their personal shopping business in this Pharmacy before or after work. All employee purchases should be checked out by the (fill in title of supervisor) or their designee. No employee may ring up purchases of any kind for himself, herself or any family member.

Smoking
This Pharmacy is concerned about the health issues associated with smoking, including second-hand smoke. We maintain a smoke-free environment. Therefore, smoking is restricted to areas outside of the store in a location that is not visible to our customers.

Drugs and Alcohol
Employees are not permitted to use, transfer, or sell illegal drugs on the premises of this Pharmacy or while on duty on the business of this Pharmacy. Employees found to be under the influence of drugs or alcohol while on duty on the premises of this Pharmacy or otherwise engaged in the business of the Pharmacy will be dismissed without pay and will be subject to discipline up to and including termination of employment. Any type of substance abuse, drug or alcohol related activity by an employee, can severely compromise the employee's productivity. If an employee is seriously injured while working, compulsory drug testing may be required.

It is against state and federal laws for an employee to use any prescription medication unless such has been legitimately prescribed by a licensed physician and dispensed by a pharmacist. Any use of prescription drugs that violates the laws will result in severe disciplinary action, up to and including termination.

Gum Chewing
No gum chewing is allowed while the employee is on duty during working hours.

Pharmacy Motor Vehicles
Motor vehicles owned or leased by this Pharmacy for the purpose of making deliveries or for any other business related purposes, are to be used exclusively for the operations of this Pharmacy and for no other purpose. Only authorized employees of this Pharmacy are allowed to operate such vehicles and no passenger(s) may be carried except individuals expressly authorized by this Pharmacy. No one is allowed to operate any such vehicle or be a passenger while under the influence of alcohol or drugs. This Pharmacy reserves the right to test drivers and passengers in accordance with applicable state and federal law. Drugs, with the sole exception of medications being transported from or to this Pharmacy, cannot be transported in any such vehicle. Neither may any alcohol or drugs be consumed by the driver or a passenger in any such vehicle. Driving any motor vehicle owned or leased by this Pharmacy while under the influence will result in immediate termination of employment.

Employees are responsible for parking, traffic, and other operating violations incurred while using any motor vehicle owned or leased by this Pharmacy.

Employees who use a motor vehicle owned or leased by this Pharmacy will be required to provide a copy of a valid driver's license. The employee will present a copy of his or her driving record from time to time upon this Pharmacy's request. The employee will notify (fill in the title of supervisor) if there is a change in status of the employee's driver's license.

Employee Vehicles
Employees who are involved in an accident while operating a motor vehicle that is not owned or leased by this Pharmacy, but is being used for the purposes of this Pharmacy's business, must immediately report the incident to (fill in the title of supervisor).

Pharmacy Property
If an employee loses any property owned or in the possession or control of this Pharmacy, it will be replaced at the employee's reasonable expense.

Personal Property
This Pharmacy will assume no liability or responsibility for any personal property belonging to any employee that is on or off the premises of this Pharmacy that is lost, damaged or destroyed.

Personal Data Changes
It is the responsibility of each employee to notify (fill in the title of supervisor) promptly of any changes of their name, personal mailing addresses, telephone numbers, number and names of dependents, individuals to be contacted in the event of an emergency, educational accomplishments, and other such data as may be needed to keep each employee's record accurate and current at all times.

Dress Code
Employees' personal appearance should reflect a positive image of this Pharmacy. All employees must be clean, well groomed and appropriately dressed for their assigned position at all times when on duty. For health and safety reasons, shoes should be comfortable and provide support.

Name Badges
All employees must wear a properly displayed name badge, supplied by this Pharmacy, that includes their name and job title while fulfilling their responsibilities.

Breaks, Lunches and Dinners
All employees working 4 consecutive hours or more will be entitled to 1 (PAID OR UNPAID # MINUTES) break period. All employees working 6 consecutive hours or more will be entitled to 1 (PAID OR UNPAID # MINUTES) break and a (# MINUTES PAID OR UNPAID) lunch. All employees working 8 hours or more will be entitled to 2 (PAID OR UNPAID # MINUTES) breaks and 1 (# MINUTES PAID OR UNPAID) lunch and or dinner.

Inclement Weather
This Pharmacy must continue to operate during all emergencies and conditions as an obligation to our customers and community. During extremely bad weather, employees that are able to come to work without endangering their safety should make every effort to do so. When a number of employees are unable to report to work due to inclement weather conditions, all full-time employees will be paid. Employees should contact (fill

in title of supervisor and when?) with any questions that they have about this pharmacy's hours or travel during inclement weather conditions.

Selling and Soliciting
Employees are prohibited from soliciting other employees for any purpose at any time while on the premises of this Pharmacy. Persons who are not employed by this Pharmacy may not solicit, distribute or post any literature, notices or other material or sell any item on this Pharmacy's premises.

Workplace Violence
Any form of violent or threatening conduct on the premises of this pharmacy will not be tolerated. Any physical and/or verbal abuse, violence, threats, intimidation or harassment of another employee, or anyone doing business with this Pharmacy, will be grounds for disciplinary action up to and including immediate termination. The bringing of any unlicensed firearms or knives with blades of 3 inches or more onto the premises of this Pharmacy will be grounds for disciplinary action up to and including immediate termination.

IV. SAFETY AND SECURITY:

Employee Injury While Working
Any employee who is injured while working on or off the premises of this Pharmacy, while on the business of this pharmacy, or on route to this Pharmacy, must report the injury to (fill in the title of supervisor) immediately, regardless of the severity of the injury. If (fill in the title of supervisor) determines that the employee will be unable to complete their scheduled work hours for that day, the employee (WILL OR WILL NOT) be paid for the uncompleted portion. Any and all medical bills resulting from this injury must be promptly given to (fill in the title of supervisor) and an accident report has to be filled out.

Customer and Employee Safety
Employees should keep the aisles open and clear of merchandise. Spills of any kind should be cleaned up immediately. Merchandise should be stacked as securely as possible so as to avoid anything falling on a customer or an employee in the store.

Customer Accident
In the event of a customer accident, employees should notify (who?) immediately. Employees should not discuss the details of a customer accident with anyone unless directed to by (fill in the title of supervisor). The customer should fill out an accident report.

Emergency Exits and Fire Extinguishers
Every employee should be familiar with the location of the emergency exits in this Pharmacy as well as the location of the fire extinguishers. Emergency exits and extinguishers must not be blocked at any time.

Shoplifters
This Pharmacy may be visited by people who try to take merchandise without paying for it. Employees can help reduce shoplifting losses by:

- Acknowledging a customer's presence immediately with a greeting ("hi or hello, may I help you?").
- Observing carefully what is going on in all departments of the store.
- Keeping departments neat.
- Observing customers for any of the following:
    - The wearing of unusual or loose fitting clothes
    - Carrying an open shopping bag or large purse
    - Attempting to conceal merchandise from your view
    - Standing in a group around a display
    - Acting nervous, walking aimlessly, or handling many articles
    - Anyone watching you constantly
- Any employee who suspects a person of shoplifting should notify (fill in the title of supervisor) immediately and not try to apprehend the person themselves.

Employee's Personal Belongings
Personal belongings should not be stored at or under the cash register. This Pharmacy will designate where belongings should be kept during working hours.

Unknown Persons
Employees should never allow unknown persons behind any counter or in any stock area unless they can prove their authority to be there. Regardless of how official one looks, employees should always ask for identification of someone they do not recognize and who wishes to go into these areas.

Robbery
In the event of a robbery, stay calm and use common sense. Do not argue with the robber. Give him/her what he/she wants. Try to get as much information as possible (i.e. physical appearance of robber, and if possible, the vehicle type, color, and license plate number). The employee should immediately notify the supervisor in charge and the police as soon as he/she is able.

V. COMPENSATION POLICIES:

Pay Periods
The pay period for all employees starts (DAY) and ends on (DAY). (WEEKLY OR BI-WEEKLY) paychecks will be dated and disbursed on the (DAY) following the week(s) worked.

Withholdings and Deductions
Federal and state income tax laws require deductions for taxes, Social Security, Medicare, Federal, and State Income Taxes. Other deductions may include the

employee's contribution for health insurance and the (INCLUDE OTHER DEDUCTIONS HERE).

Overtime

From time to time this Pharmacy might need overtime work performed. Overtime must be approved, in advance, by (fill in the title of supervisor). Non-exempt employees will be paid at the rate of one and a half times their hourly rate for each hour worked over 40 hours.

VI. INSURANCE PROGRAMS:

Health Insurance

Regular full-time employees are eligible for this Pharmacy's health insurance plan as long as it is in effect. Eligibility is effective on the first of the month after completion of the (# DAYS) introductory period. This Pharmacy will pay _____ (%) of the employee's monthly premium. Single employees are eligible for individual or individual and dependent coverage. Married employees are eligible to choose the individual coverage or family coverage.

Note: (If not 100%, add: The employee's contribution towards health insurance premiums will be deducted weekly through payroll.)

Worker's Compensation

This Pharmacy maintains Workers' Compensation in accordance with state law. This insurance is to provide employees with disability benefits when employees are injured in this pharmacy or outside of this pharmacy working on pharmacy business. Employees who experience work-related injuries or illnesses should inform (fill in the title of supervisor) immediately or as soon as possible if immediate notice is not feasible. Employees should and fill out an accident report as soon as possible, regardless of how minor the job-related injury or illness may appear. Failure to report a work-related injury or illness could disqualify an employee from receiving worker's compensation benefits.

Short Term Disability **(IF APPLICABLE)**

Employees who work at least (# HOURS) hours per week and have satisfied the (# DAYS) introductory period are eligible. This plan provides financial protection by paying a portion of the employee's income while they are disabled. The amount of disability pay they receive is based on the amount they earned before becoming disabled.

Elimination period: (# DAYS) for disability due to an injury and (# DAYS) for disability due to a sickness. Benefits begin the day after the elimination period is completed.
Weekly benefit: ___% of weekly earnings to a maximum of $___ per week.

Long Term Disability Insurance **(IF APPLICABLE)**

Employees who work at least (# HOURS) per week and have satisfied the (# DAYS) introductory period are eligible. This plan provides financial protection by paying a portion of the employee's income while they are disabled. The amount of disability pay they receive is based on the amount they earned before their disability began.

Note: The disability coverage descriptions here are brief. Be sure if this benefit is available to your employees, that they have a copy of the complete plan

VII. VACATIONS AND HOLIDAYS:

Vacations

After completing (# MONTHS) of service, all regular full-time employees are entitled to (#) vacation days. After the first year, the amount of vacation time is determined by length of employment. Part-time, temporary, and per diem employees (ARE OR ARE NOT) eligible for vacation benefits.

Years of Employment	Eligible Vacation Time
Less than 1 full year	(AMOUNT, IF ANY)
1-4 years	(AMOUNT)
5 or more years	(AMOUNT)
10 or more years	(AMOUNT)

Unused vacation time cannot be carried over to the following year. When planning a vacation, employees must request approval from (fill in the title of supervisor) at least (# WEEKS) in advance. Vacation will be granted throughout the year on a first come, first served basis.

Employees on a leave of absence will not accrue vacation time during the period of the leave. Upon termination of employment, the employee will be paid for any earned and unused vacation time.

Personal Day(s)

All regular, full-time employees are entitled to (#) personal day(s) per year. Employees must request approval from (fill in the title of supervisor) at least (# WEEKS) in advance, prior to taking a personal day.

Holidays

Regular full-time employees are eligible for the following paid holidays after the introductory period has been completed:

New Year's Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Christmas Day

To be eligible for holiday pay, all regular full-time employees who have completed their introductory period must work the day before and the day after the holiday, if they are scheduled to do so, in order to be paid for the holiday.

VIII. LEAVES: (Note: Statements that refer to leaves that are based on state and or federal law must be entirely consistent with the law)

General Leave of Absence

A leave of absence may be granted for various reasons to all full-time (AND PART-TIME) employees with more than (#) months of service. Only (fill in the title of supervisor) may grant a request for a general leave of absence.

All requests for a leave of absence must be in writing and must be presented to (fill in the title of supervisor). Employees must give at least one month's notice prior to the anticipated departure date. **(Note: Please check state law on this prior to putting it in your handbook.)**

Reinstatement from a leave of absence will depend on openings available in the pharmacy. Specific job assignments cannot be guaranteed for the person taking a leave. However, every effort will be made to fill specific requests upon the return of the employee. **(Note: This is not consistent with Military Leave.)**

Family and Medical Leave (FMLA) (If applicable)

As required by federal law, this Pharmacy will grant to eligible employees up to 12 weeks of unpaid leave during any twelve-month period. The reasons for leave include the following: to care for the employee's child within one year of birth, adoption, or the initiation of foster care, or in the event of a serious illness of a family member (child, spouse or parent) who needs the employee's care. Certain benefits may continue to accrue while an employee is on FMLA leave.

Military Leave

Employees who are members of the National Guard or Military Reserves and are required to attend training or are called to service will be granted an unpaid leave of absence. Employees should provide (fill in the title of supervisor) with as much advance notice of their departure date as possible.

Jury Duty Leave

Employees called for jury duty should show the notice to (fill in the title of supervisor) as soon as possible. Full-time salaried employees will receive full pay while on jury duty. They are expected to report for work on days they are released early or not called. If the employee is hourly, jury duty pay will be calculated on the employee's base pay rate times the number of hours the employee would otherwise have worked on the day of absence.

Bereavement Leave

Employees who must take time off due to the death of an immediate family member should notify (fill in the title of supervisor) immediately. All employees are granted up to (#) days absence with pay upon the death of a member of their immediately family.

Immediate family members include the employee's spouse, parent, child, or sibling, the employee's spouse's parent, child or sibling, and the employee's child's spouse; and the employee's grandparents or grandchildren.

Personal Time

Medical, dental, legal, or other personal appointments should be scheduled for non-working hours whenever possible. Employees who need to leave work for an appointment should inform (fill in the title of supervisor) far enough in advance to arrange for coverage of their work if necessary. Full-time employees (WILL OR WILL NOT) be paid. If an employee is part-time, hours away from work for personal appointments are without pay.

Sick Leave

To qualify for sick pay, employees must have successfully completed their introductory period of employment. Full-time employees will be paid up to (# DAYS) absence from work due to illness or injury in any benefit year (each 12 month period is based on the employees anniversary date/or calendar year). In order to be paid for sick time that extends 3 days or longer, employees must return to work with a note from their physician, explaining that they were under doctor's care. Sick days must be taken during the year and (WILL OR WILL NOT BE) carried forward. A terminated employee is not eligible to be paid for unused sick time

Employees calling in sick must speak directly with (fill in the title of supervisor). If that is not possible, the employee or someone on the employee's behalf should leave a message on the pharmacy's answering machine.

IX. PERFORMANCE APPRAISALS, DISCIPLINARY AND GRIEVANCE PROCEDURES:

Performance Appraisals (Note: Do not include if appraisals are not regularly done)

All employees are evaluated on their performance on a (ANNUAL OR SEMI-ANNUAL) basis. This appraisal is strongly encouraged to discuss individual performance and goals, personal growth, and, when necessary, offer suggestions for personal improvement. Introductory employees are evaluated during their (# DAYS) introductory period by (fill in the title of supervisor).

Disciplinary Procedures

This pharmacy expects all employees to perform their responsibilities and conduct themselves in a professional and business-like manner that is consistent with this Handbook and such other policies and procedure as this Pharmacy may adopt and announce from time to time.

In the event that an employee's conduct is found by this Pharmacy to be inconsistent with the preceding paragraph, the disciplinary process may take all or one of the following steps; provided however that this Pharmacy reserves the right to proceed to immediate

termination of an employee if in the sole discretion of this Pharmacy such action is warranted.

Step 1: A discussion of the matter with (fill in the title of supervisor);

Step 2: Written counseling – that may include a warning to the employee from (fill in the title of supervisor), a copy of which will be kept in the employee's personnel file;

Step 3: A written notice of probation will be given to the employee by (fill in the title of supervisor) placing the employee on a (30, 60, 90 day) probation period and will include a specific plan of action to correct the issue(s) covered which plan will be discussed with the employee in order to give the employee the chance to take corrective action and;

Step 4: Depending on the situation and circumstances, the employee may be given a final written warning, a work suspension or an immediate termination.

When written warnings and notices of probation are issued, the employee will be asked to sign the form. This signifies that the employee acknowledges that she or he has been counseled on the issues and that disciplinary action is being taken.

Grievance Procedures

Employee complaints should be brought first to (fill in the title of supervisor). If the problem is not resolved by (fill in the title of supervisor), the employee may bring the problem to the attention of (fill in the title of supervisor).

X. TERMINATION OF EMPLOYMENT:

Termination of employment can occur due to layoffs, termination with or without cause, or an employee's resignation. If an employee resigns, adequate advance notice should be given in writing to (fill in the title of supervisor). It is customary for an employee to give a two week notice prior to resignation.

Upon resignation or termination of employment, employees may be scheduled for a confidential exit interview with (fill in the title of supervisor).

Upon the date of termination of employment or the effective date of an employee's resignation, the employee will be paid all accrued and unpaid wages as well as all accrued and unused vacation, less mandatory deductions, employee authorized deductions and any set-offs that may lawfully be made.

Employees must return all property belonging to this Pharmacy upon termination of employment. This Pharmacy may charge against amounts otherwise due to the employee the reasonable cost of any items that are not returned when requested.

Note: The paragraph above calls for caution. Under the federal Fair Labor Standards Act, deductions against earned wages must not reduce the wages paid to less than the applicable minimum wage. Further, state law needs to be checked for other limitations on deductions.

No severance pay will be given to employees who resign, are terminated or laid off.

It is the policy of this Pharmacy to limit responses to inquiries about former employees to dates of employment, last position held and last wages.