

<b>Title:</b>	<b>Administering Liberty's R.A.I.S.E. Program</b>	<b>Effective Date:</b>	<b>03/03/2016</b>
<b>Author:</b>	<b>Camille Tanner</b>	<b>Last Review Date:</b>	<b>06/22/2021</b>
<b>Location:</b>	<b>All Locations</b>	<b>Last Revision Date:</b>	<b>11/18/2020</b>
<b>Functional Area:</b>	<b>Human Resources</b>		

### POLICY

Liberty Healthcare Corporation (Liberty) believes in always extending exceptional customer service to all of its internal and external customers. To that end, Liberty has defined exceptional customer service as service that is:

**RESPONSIVE, ANTICIPATORY, IMMEDIATE, SERVICE-ORIENTED, AND EXCEEDS EXPECTATIONS**

Liberty employees and subcontracted staff (herein referred to as "staff") are tasked with fulfilling the R.A.I.S.E. mission. The R.A.I.S.E. Customer Service Program exists to recognize and nominate staff who deliver exceptional customer service so they can be considered for quarterly and annual monetary awards.

### PROCEDURE

Information regarding the R.A.I.S.E. Customer Service Program is located on the R.A.I.S.E. customer service page of Employee Self Service (ESS) and on the attached flyers.

#### **Who can be nominated for an award?**

Any employee, team of employees, or staff member working on a Liberty contract who may be employed by a small disadvantaged or minority owned business can be nominated for an award.

#### **Where can nomination forms be found?**

The nomination form can be found on Liberty's Intranet (Employee Self Service) site at <http://emp.unicornhro.com>, as well as attached to this document on the following pages.

#### **How are the nominators recognized?**

At the end of each quarter, we will randomly select one out of all of the nominators to receive a \$50 monetary award.

#### **How are the nominations recognized?**

All nominees will receive a note of appreciation from the President, as well as a R.A.I.S.E. customer service pin. In addition, each nominee's manager will be notified of the nomination upon receipt of the nomination.

#### **Who selects the winners?**

The nomination forms are reviewed each quarter and a winner for each quarter is chosen by the R.A.I.S.E. Evaluation Committee (herein referred to as "committee"). From the quarterly winners, an annual winner is also chosen by the committee.

#### **Who makes up the committee?**

The committee is comprised of seven (7) members – five (5) voting and two (2) non-voting. The Vice President of Human Resources and the Vice President of Marketing remain permanent, non-voting members of the committee. The other five committee members rotate on a yearly basis. Of the five members, one will be a Contract Manager and one an Executive Director. Other members will be chosen randomly from the previous year's nominees.

### How are R.A.I.S.E. winners selected?

At the conclusion of each quarter, the Vice President of Marketing will send an evaluation form to the committee members to complete with their numeric rating (1-5) for each nominee. The names and locations of the nominees will be redacted. A copy of this form is attached to this SOP.

Once all of the forms have been received by the Vice President of Marketing, the votes will be tallied. The winner's Executive Director and/or Contract Manager will be notified and will subsequently present the award to the winner. A picture of the winner receiving a certificate and gift card will be posted on ESS, as well as e-mailed to all Executive Directors and the Corporate Office. The e-mail will also contain all the nominations posted for that quarter.

Individuals receiving a quarterly award will receive a \$100 deposited to their paycheck. If a team with less than 5 members is the winner then each winner will receive \$100. Team winners with more than five (5) members will receive an aggregate amount to be determined by the committee and divided evenly among the team members. Individual annual winners will receive a \$1000 deposited to their paycheck. If a team with less than five (5) members is the winner, each team member will receive \$500. Team winners with more than five (5) members will receive an aggregate amount determined by the committee to be divided evenly among the team members.

### Communication of the R.A.I.S.E. Program

Monthly communications regarding the program will be sent from the Vice President of Marketing to all Executive Directors and the Corporate Office with a request to cascade to all employees. These informational communications will vary each month but will always contain a nomination form.

Approved By: \_\_\_\_\_

### Revision History

Version	Date	Author	Summary of Changes
#1	03/03/2016	Camille Tanner	Policy Created
#2	06/05/2020	Camille Tanner	Made the following change: replaced Director of Marketing with Vice President of Marketing
#3	11/18/2020	Camille Tanner	Made the following change: replaced VPO with Contract Manager
#4	06/22/2021	Camille Tanner	Reviewed, no changes