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*Trinity Health Human Resources Ministry-Wide Policy No. 1013*

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**EFFECTIVE DATE: May 9, 2022**

**POLICY TITLE:**

*Trinity Health Referral Reward Program*

**To be reviewed every three years by:**  
*Trinity Health Executive Leadership*

**REVIEW BY: May 1, 2025**

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**PURPOSE**

To enable our mission to become a national leader in improving the health of our communities and each person we serve, Trinity Health Corporation (“Trinity Health”) recognizes that our colleagues are our best ally to help recruit exceptional, mission-driven individuals. The Trinity Health Referral Program may offer cash and “non-cash” Referral Reward(s) to qualifying colleagues (Referrers) for submitting Referred Candidates to open vacant positions and/or to our general talent pipeline.

Trinity Health is committed to administering this Policy in accordance with its Mission, Core Values and commitment to Diversity, Equity, and Inclusion.

**POLICY**

Any Trinity Health employee can refer a Candidate to be considered for employment by Trinity Health. Referral Rewards are defined as cash and non-cash incentives provided for submitting Referred Candidates to open vacant positions or to our general talent pipeline. Cash rewards are provided at the sole discretion of the Regional Health Ministries; certain eligibility exclusions apply. By registering in the program, you agree to all program Terms and Conditions.

**PROCEDURES**

The Trinity Health Human Resources Department is responsible for establishing, implementing, and enforcing Procedures, Standards or Guidelines to be followed in the implementation and application of this Policy. Trinity Health may initiate or stop the use of Referral Rewards at any time. The Trinity Health Referral Reward Program supersedes and replaces any other referral reward program and is the only authorized program from Trinity Health. Any disputes or interpretations of this program will be handled through Human Resources.

## **PROGRAM DETAILS**

All current Trinity Health employees are encouraged to participate in submitting referrals to any open role or talent pipeline at Trinity Health, but participation is voluntary. It is expected that an employee's recruitment activities will not involve significant time and will be limited to after-hours as part of the employee's social affairs. To foster a diverse candidate pool, employees are encouraged to think broadly in referring qualified candidates.

To enroll and participate in the program, download the Trinity Health Referral Rewards APP or visit <https://referrals.trinity-health.org/login> where you will be able to:

1. Review Terms and Conditions
2. Search and locate jobs you can refer someone to for a cash reward and/or points
3. Submit a general referral for points
4. Share a link to open vacant roles to their social network
5. Track the status of your referrals in the hiring process
6. Track the status of your bonus payouts
7. Review points leader boards

Each eligible Referred Candidate may only be referred by one Trinity Health Colleague (Referrer). Eligible former Trinity Health employees are welcome to apply for any vacant role at any time, however, only after the completion of a 12-month waiting period can they be considered an eligible Referred Candidate. When a Referrer locates a position that they have a Referred Candidate for, they will enter some basic profile information (First Name, Last Name, Email, Phone) and upon submitting, will generate a unique email link to their Referred Candidate. The Referred Candidate will be able to click on the unique link and complete a short application to validate their interest in the role and/or to join a talent pipeline. The Referrer will be deemed the referring party for all positions to which their Referred Candidate may apply for a period of six months from the original date of submission. If after 30 days the Referred Candidate does not respond, they will be marked as "No Response" in the system. If they respond but do not complete their application after thirty days, they will be marked as "Inactive." Previous referrals from other programs and internal transfers will not be considered eligible Candidates for the program.

### **ELIGIBILITY FOR CASH REWARDS:**

Trinity Health will pay out a cash bonus for Select Roles, typically these roles will be identified by Trinity Health leadership as critical and/or difficult to fill. The amount of the cash bonus available for each role will be noted on each eligible job in the Trinity Health Referral Reward application and may change from time to time. The role must be designated as eligible for this program for a referral bonus to be paid.

Employees that are excluded from receiving cash prizes include:

1. Trinity Health executives and Physicians (director or higher)
2. Employees in any department of Human Resources

3. Employees who are prohibited as a result of any labor agreement.
4. Hiring managers for requisitions they are responsible for filling.

### **PAYMENT OF CASH REWARDS:**

To receive a Cash Reward, the Referred Candidate must be offered, have accepted, and started a new role at Trinity Health and the Referrer and the Referred Candidate must be actively employed at the time of payment for the Referrer to receive payment. The initial payment to the Referrer (equal to ½ of the total bonus amount due to the Referred Candidate) is payable at approximately one pay period after the initial 30 days of the Referred Candidate's employment. The Referrer will receive a second payment (equal to 1/2 of the total bonus amount due to the Referred Candidate) at approximately one pay period after the six-month anniversary of the Referred Candidate. The referral incentive will be processed within a normal payroll cycle. Applicable Local, State, and Federal taxes will be withheld.

### **ELIGIBILITY FOR POINTS AND LEADER BOARD REWARDS:**

Referrers can also accumulate points for various activities in the system (i.e. referrals, referrals interviewed, posting to social media, etc.) and these will be tracked on a Leader Board. Trinity Health may reward National Leader Board point-getters on the Trinity Health Referral Rewards platform from time-to-time, typically quarterly, with prizes. Points will accrue up to the Reward Date and be reset after winners are announced. The amount, volume, and strategy of the rewards will be at the sole discretion of the department of Human Resources. Trinity Health will post the available rewards and reward dates, along with a full listing of what activities inside of the platform can generate points.

### **LEADER BOARD REWARDS:**

If a Referrer is identified as a Leader Board award winner for a particular period, the prize will be awarded within 30 days of the Reward Date. Any applicable Local, State, and Federal taxes will be withheld. Tax assistance will be provided to alleviate some of the tax burden on the prizes received by colleagues.

### **USE AND APPROVAL**

Cash referral rewards are most used when an open position is difficult to fill due to scarcity of candidates in the market. Additional considerations when authorizing referral rewards include:

- Vacancy Rates
- Competitive Analysis of the Position within the Market
- Contract Labor Usage
- Compa-ratio
- Market Supply/Demand Data
- Hard-to-fill jobs

- “Hot jobs”

There may be additional data points to consider, but all the above-mentioned data points should be reviewed to determine approval of the use of referral rewards.

When determining if a referral reward should be activated, whether cash or non-cash, the local Health Ministry leadership should approve the use. This leadership should include all of the following: CEO, CFO and CHRO.

There may be situations where a referral reward is necessary for one-time use for a specific role or set of roles. If so, review and approval is required from the local Health Ministry leadership (CEO, CFO and CHRO).

It is expected that the use of referral rewards will be reviewed every quarter by the local Health Ministry leadership (CEO, CFO and CHRO). The results of this review may start, stop, increase or decrease referral reward amounts or provisions. This review and the resulting financial impact should be captured within the quarterly financial forecast.

This policy is not intended to create, nor is it, a contract between Trinity Health and any of its colleagues. Trinity Health reserves the right to unilaterally modify or eliminate this policy and any referral reward programs at any time. Any disputes regarding eligibility or amount of payment for a referral reward will be resolved by the local Health Ministry leadership, in the leadership’s sole discretion.

All referral reward programs will comply with state, federal, and local law.

## **SCOPE/APPLICABILITY**

This Policy is intended to be a system-wide policy that applies to all Employees of Trinity Health and the Health Ministries and the Subsidiaries, subject to any modifications necessary to comply with applicable state and local laws and regulations, collective bargaining agreements, accreditation requirements or otherwise and that are approved by the Trinity Health EVP, Chief Human Resources Officer (“CHRO”) or the CHRO’s delegate, in consultation with the Trinity Health Legal Department as necessary. For purposes of this Policy, the Trinity Health Vice President, Talent Acquisition has been delegated authority to approve such modifications.

## **RESPONSIBLE DEPARTMENT**

Further guidance concerning this Policy may be obtained from the Trinity Health Human Resources Department.

## **RELATED POLICIES, PROCEDURES AND OTHER MATERIALS**

List and hyperlink:

## **APPROVALS**

**Initial Approval:** 04/21/22

**Subsequent Review/Revision(s):**  
**Initial Approval as Mirror Policy No. 12:**  
**Subsequent Review/Revision(s) of Mirror Policy No. 12:** None

**APPENDIX A  
EMPLOYERS**

<b>State</b>	<b>Health Ministry or Subsidiary</b>	<b>Effective Date</b>
California	Saint Agnes Medical Center	
Connecticut	Trinity Health Of New England (Hartford, Stafford, Waterbury)	
Delaware	Trinity Health Mid-Atlantic (Saint Francis)	
Florida	Holy Cross Health	
Georgia	St. Mary's Health Care System	
Georgia	Mercy Care (St. Joseph's Health System)	
Idaho	Saint Alphonsus Regional Medical Center (Boise, Nampa)	
Illinois	Loyola Medicine (LUMC, Gottlieb, MacNeal)	
Indiana	Saint Joseph Health System	
Indiana, Utah	Sisters of the Holy Cross and Holy Cross Ministries	
Iowa	MercyOne Clinton Medical Center	
Iowa	MercyOne Dubuque Medical Center	
Iowa	MercyOne North Iowa Medical Center	
Iowa, Nebraska, South Dakota	MercyOne Siouland Medical Center (Sioux City, Primgar, Oakland, Dunes)	
Iowa	MercyOne Northeast Iowa (Cedar Falls, Waterloo, Oelwein)	
Maryland	Academy of the Holy Cross	
Maryland	Holy Cross Health	
Massachusetts	Trinity Health Of New England (Springfield / Mercy Medical Center)	
Michigan	Mercy Health (Muskegon, Grand Rapids)	
Michigan	Saint Joseph Mercy Health System (Ann Arbor, Livingston, Livonia, Chelsea, Oakland)	
Michigan	Integrated Health Associates (IHA)	
New Jersey	St. Francis Medical Center	
New York	St. Joseph's Health	
New York	St. Peter's Health Partners	
Ohio	Mount Carmel Health System	
Ohio	Diley Ridge Medical Center	
Oregon	Saint Alphonsus Regional Medical Center (Baker City, Ontario)	
Pennsylvania	Trinity Health Mid-Atlantic (Mercy Catholic, Fitzgerald, Nazareth)	
Pennsylvania	Trinity Health Mid-Atlantic (St. Mary Medical Center & Rehabilitation Hospital)	
Pennsylvania	Pittsburgh Mercy Health	

Various Locations	Trinity Health Senior Communities (THSC)	
Various Locations	Trinity Health at Home (THAH)	
Various Locations	Trinity Health PACE	
Various Locations	Trinity Health System Office	

