

Corporate Policy

Occupational Risk Management and Human Resources

December 2021



Occupational Health and Safety Policy

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Change Summary

Description	Approved By	Date
<ul style="list-style-type: none">• Added supplemental references to this policy• Made minor wording changes• Updated links	Rick Mercer	12/2021

Occupational Health and Safety Policy

At Jack Henry & Associates, Inc. (JHA), we realize people are our most valuable resource. Therefore, the personal health and safety of each JHA Associate is of primary importance. Our objective is to have a safety and health process that reduces the number of injuries and illnesses to the absolute minimum, with zero injuries and illnesses as our ultimate goal. The prevention of occupational injuries and illnesses is of such consequence that it will be given precedence over operating productivity whenever necessary.

Safety is a dynamic process, not a program. Proactive hazard assessments and incident management will be used to prevent the accidents that can cause injury and property loss. To be successful in this effort, all members of the JHA team must cultivate and encourage continuous improvement in injury and illness prevention.

JHA's safety and health process is guided by many individual programs. Each of these programs will include the following basic principles:

- Safe work practices and facilities are a condition of doing business.
- Incidents will be investigated thoroughly to prevent recurrence.
- All levels of personnel will cooperate fully with all safety programs and policies so that through Associate involvement and cooperation, continuous improvement can be sustained.
- A safety and health inspections program will be used to identify and eliminate unsafe work practices and conditions, control hazards, and comply fully with safety and health standards for every job.
- Safety and health policies, procedures, and guidelines will be purposefully developed and consistently enforced.
- Practical and meaningful safety training will be provided for all Associates. JHA's culture strives for safetyconsciousness and awareness in our workforce by implementing training and education for our Associates. Training programs and emergency preparedness exercises are provided to Associates through Jack Henry University where management can track completion.

The following JHA references are supplements to this policy. Associates should familiarize themselves with their content, as well as their roles and responsibilities within each:

- [Corporate Injury and Illness Prevention Program](#)

- [JHA Contagious Illness Control Plan](#)
- [JHA California COVID-19 Prevention Program](#)

It is our philosophy that safety and health responsibilities are shared. We accept the leadership responsibility for developing and sustaining an effective process for preservation of health for all. Those in supervisory roles will foster and encourage the proper attitudes and behaviors toward safety, in themselves and in those with whom they work. Our expectation is that all JHA Associates, vendors, and suppliers will engage in genuine cooperation to ensure each other's safety and health. Compliance with this policy is a condition of employment for Associates and continued engagement from third parties.

Reporting an Occupational Injury or Illness

If Associates sustain a work-related injury, Associates must follow the steps outlined below. All necessary forms can be found on the company intranet.

- [If emergency medical treatment is necessary, call 911 to initiate assistance for transportation to the nearest emergency medical facility.](#) As soon as possible after the incident, notify your supervisor and Occupational Risk Management by telephone and then follow up with written requirements.
- Unless it is an emergency situation, Associates must notify their supervisor immediately or prior to the end of their shift, and before seeking treatment
- Once an Associate's supervisor and Occupational Risk Management have been notified, Associates will be directed to a company-approved medical provider for treatment. Because workers' compensation guidelines vary from one state to another, do not seek medical treatment on your own without [guidance](#) from Occupational Risk Management, to avoid any out-of-pocket expense. If emergency medical treatment outside the normal working hours is required, it should be administered at the local hospital emergency room or urgent care facility, and a member of Occupational Risk Management should be contacted immediately.
- Associates who have sustained a work-related injury or illness may be required to submit to a drug/alcohol screening per the *JHA Substance Abuse Policy*. There must be a reasonable basis to investigate whether drug or alcohol [use](#) may have caused or contributed to an injury or illness.
- Complete the required [Injury and Illness Report](#) form and submit it to Occupational Risk Management within 24 hours.
- Ensure that [written work status reports from your doctor are provided to your supervisor](#) and Occupational Risk Management within 24 hours of medical treatment.
- [Inform your supervisor when you will be away from work for medical appointments.](#)

Supervisor Responsibility

- Ensure that the Associate receives prompt medical care.
- Send an email to OccupationalRisk@jackhenry.com giving all the details of the event to Occupational Risk Management.
- [Forward work status reports to Occupational Risk Management as soon as possible.](#)
- Accommodate the Associate's schedule to attend all medical appointments.
- Ensure that the Associate [adheres to any work restrictions the doctor recommends](#). Temporary transitional duty may be required during the recovery period.

Visit the [Occupational Risk Management](#) page on the company intranet for further information about the Workers Compensation policy and related reporting procedures.

Reporting a Motor Vehicle Accident or Vehicle Damage

In the event of a motor vehicle accident or damage while traveling for JHA business-related reasons, Associates should follow the procedures listed below.

Associate Responsibilities

- IF A DEATH OR INJURIES ARE INVOLVED, NOTIFY OCCUPATIONAL RISK MANAGEMENT IMMEDIATELY.
- Associates should immediately notify law enforcement and request that a report be taken whenever an accident occurs. Any accident involving a company owned, rented, leased, or personal vehicle used for company business requires a police report. The Associate is responsible for obtaining a copy of the police report and providing it to Occupational Risk Management.
- The Associate should document as much information as possible about the accident/vehicle damage including persons involved, license information, vehicle information, witnesses, weather conditions, and contributing factors to the accident. As many pictures as possible should be taken of the damaged automobiles, scene surroundings, and crowd that may have gathered.
- **The Associate should not claim responsibility before the investigation is complete.** Let the police and the insurance companies figure out who has liability for the accident. All factors leading to the accident may not be obvious and could change responsibility.
- The Associate should notify their supervisor and Occupational Risk Management by the next business day of the accident or vehicle damage.
- **Vehicle Accident Reporting** - The [JHA Auto Report Form](#) must be filled out and submitted within three business days. This form requires a network connection to be submitted electronically. While filling out the JHA Auto Report, Associates will be prompted to file a Visa® accident report and get a Visa® Claim Number, unless Associates are reporting damage to their personal vehicle, in which case the Visa® report does not apply. The JHA Auto Report Form walks Associates through this

process, providing them with a link to the Visa® website and a list of information they will need to complete the report.

- Once the report is completed, the Associate should send all paperwork from the rental car agency (original rental agreement – document in the car when picked up, rental company damage report, and final rental agreement), police report, photos, all information regarding other drivers/vehicles involved, and request from Visa® to Occupational Risk Management. Occupational Risk Management will combine these items as well as others requested by Visa® and complete the Visa® claims process on behalf of the Associate.
- Notify the rental car agency.
- **JHA Owned/Leased Accident Reporting** - The JHA Auto Report Form must be filled out and submitted within three business days. This form requires a network connection to be submitted electronically. While filling out the JHA Accident form, Associates will be prompted to file a Visa® accident report and get a Visa® Claim Number. Associates **should not** do this step. **INSTEAD, ASSOCIATES WILL PLACE EITHER “COMPANY” OR “LEASED” IN THE VISA CLAIM NUMBER BOX.**
- If the accident alters or changes the Associate’s travel schedule, they should contact the Travel department as soon as possible.
- **Leased Vehicles** – The Associate should report the accident to the insurance company using the insurance information Associates were provided when they received the car.
- If an Associate is arrested or given any tickets, then the Associate is required to disclose this information to their supervisor and when making the initial notification of the accident/vehicle damage.

Supervisor Responsibility

- Ensure that the Associate has the proper insurance card before they travel.
- If the Associate has not reported the accident to Occupational Risk Management, it is the supervisor’s responsibility to ensure that the report is made.
- The supervisor should report information received regarding arrests to their Human Resources Business Partner immediately upon receipt of the information.

Workplace Violence and Crisis Management

JHA is committed to providing a safe, violence-free workplace. In this regard, JHA strictly prohibits Associates, consultants, customers, visitors, or anyone else on JHA premises or engaging in JHA-related activity from behaving in a violent or threatening manner. Moreover, as part of this policy, JHA seeks to prevent workplace violence before it begins and reserves the right to deal with behavior that suggests a propensity toward violence even before the violent behavior occurs.

In addition, JHA believes prevention of potential violence is a responsibility shared by all Associates. Thus, all Associates are required to immediately report any acts or threatened acts of violence by any person in the workplace or during JHA-related activities to their supervisor or Human Resources Business Partner. Anyone found to have engaged in such acts will be

subject to corrective action, up to and including immediate termination of employment, and may also be personally subject to other civil or criminal liability.

Incidents that could impact JHA or our clients may require escalation through the management chain of command. It is critical that the appropriate personnel within the company participate in the decision-making process to ensure that the enterprise risks are considered. The information below describes the programs JHA has in place to address the issue of escalating a potential incident to the appropriate personnel within the company to initiate an action plan.

Reporting

JHA requires all Associates to report all threats, emergencies, acts of aggression, or violence in accordance with this policy. No adverse action will be taken against anyone who, in good faith and on a basis of reasonable belief, makes such a report. If an investigation substantiates that a violation of this policy has occurred, JHA will take appropriate action, which may involve discipline of the individual, up to and including immediate suspension or termination of employment.

- All incidents should immediately be reported by dialing extension 1911 or (417) 354-8091. The Asset Protection operator will escalate the threat to the JHA Crisis Management Team, providing details of the event.

The JHA Crisis Management Team will work with management and emergency services to mitigate threats and ensure the safety of all Associates affected. Asset Protection will document the receipt of the call and see that the notifications were sent out. All teams involved will conduct a lessons-learned review of the event and processes, and update if necessary.

For additional information, please refer to the *JHA Crisis Management Policy* in the Policy Center.

Types of Threats

The following types of threats tend to be active and on-going, usually requiring immediate action. Threats will be evaluated, mitigated, and/or escalated depending on the severity. Examples of these types of incidents are:

- Civil unrest (demonstrations, protests, direct action, riots, revolution, etc.).
- Natural disaster (hurricane, earthquake, severe weather, flood, blizzard, etc.).
- Medical assistance (potential need for emergency services such as an ambulance).
- Workplace violence or act of terrorism (active shooter, bomb threats, kidnapping, extortion, biological threats, hostage situation, hostile termination, etc.).
- Community crisis (pandemic flu, epidemic, contamination, etc.).
- Facility crisis (fire, explosion, chemical spill/release, serious injury or death, major equipment failure, etc.).

Cross References

The *JHA Cybersecurity Incident Response Policy* provides response procedures relating to a data breach or cyber incident. This guidance is developed to help address the potential loss of

JHA or client data or a cyber-incident which impacts the ability to access services or data. Examples of these types of incidents include:

- Technological crisis (cyberattack, software failure, communication failure, etc.).
- Process failure (failure to encrypt required data in transit, sending statements to the wrong customer, etc.).

Workplace Violence

Workplace violence is any incident in which a person is abused, threatened, or assaulted in circumstances relating to their work. These behaviors could originate from outsiders, employee-related outsiders, customers, and co-workers at any level of the organization. This definition includes all forms of harassment, bullying, intimidation, physical threats/assaults, robbery, and other intrusive behaviors.

Although it is impossible to anticipate every type of violent or threatening behavior that could occur, the following behaviors are examples of violent behavior that will not be tolerated by JHA:

- The actual or implied threat of harm to any individual or group of individuals.
- The possession of weapons of any kind, or the brandishing of any object which could reasonably be construed as a weapon.
- Loud, angry, or disruptive behavior that is clearly not a part of the typical work environment.
- Disregard for the physical safety or well-being of others.
- Destruction of property.
- Commission of a felony or misdemeanor involving violence, threats of violence, or assault.
- Any other conduct that in JHA's discretion may constitute a threat of violence.

In addition, JHA will also strictly enforce the following rules:

- No Associate shall threaten or use force or violence to restrain, coerce, or intimidate any customer, co-worker, or member of the public during JHA-related activities or sponsored functions, including in parking areas and work sites.
- Guns, knives, and other dangerous weapons are prohibited in all JHA facilities and at all functions sponsored by JHA.
- Any violation of this policy may result in corrective action, up to and including termination.

Any Associate who is subjected to, witnesses, or has knowledge of actions which are or could be perceived as violent behavior, or has reason to believe that such actions may occur, is required to report it immediately to their supervisor or a Human Resources Business Partner. Associates may raise concerns and make reports without fear of reprisal.

Associates who, in good faith, report what they believe to be workplace violence or who cooperate in any investigation will not be subject to retaliation. Any Associate who believes they have been the victim of retaliation for reporting workplace violence or cooperating in an

investigation should immediately contact Occupational Risk Management or their Human Resources Business Partner.

JHA Notification Line
Internal: Extension 1911
Direct: 417-354-8091
OccupationalRisk@jackhenry.com

For further information, review the Occupational Risk page on the company intranet.

Substance Abuse Policy

JHA is committed to providing a safe working environment to protect our employees and others, providing the highest level of service, and minimizing the risk of accidents and injuries.

Each JHA Associate has a responsibility to co-workers, clients, and the public to deliver services in an efficient, safe, and conscientious manner. Use of illegal substances, abused prescription drugs, or alcohol can impair your reflexes and judgment and have catastrophic results. For these reasons, we have adopted a policy that all Associates must report to work completely free from the presence of illegal drugs, misused prescription drugs, recreational drugs, and the effects of alcohol.

Drug Use/Distribution/Possession/Impairment

All Associates are prohibited from manufacturing, cultivating, distributing, dispensing, possessing, or using illegal drugs and unauthorized, mind-altering, or intoxicating substances while at any JHA facility, leased or owned by JHA (including parking areas and grounds), or while otherwise performing their work duties. Included within this prohibition are lawful controlled substances that have been illegally or improperly obtained. Associates are also prohibited from having any such illegal or unauthorized controlled substance in their system while at work or on duty.

Alcohol Use/Distribution/Possession/Impairment

All Associates are prohibited from distributing, dispensing, possessing, or using alcohol while at work or on duty. Furthermore, all Associates are prohibited from reporting to work under the influence of alcohol, or from having alcohol in their system while at work or on duty.

At its discretion, JHA may allow the serving, consumption, or possession of alcoholic beverages at JHA company functions. Associates who choose to drink at company functions must use sound judgment in their consumption of these beverages and maintain a professional manner at all times.

Notification of Impairment

It is the responsibility of each Associate who observes or has knowledge of another Associate who may be in an impaired condition, or who may present a hazard to the safety and welfare of themselves or others, or is otherwise in violation of this policy, to promptly report that fact to their immediate supervisor or Human Resources Business Partner. Associates may use the JHA Notification Line to report an incident.

JHA Notification Line
Internal: Extension 1911
Direct: 417-354-8091
Email: OccupationalRisk@jackhenry.com

Drug/Alcohol Testing

Associates may be required to submit to drug/alcohol testing. Testing may arise from, among other factors, supervisory observation, co-worker reports or complaints, performance decline, attendance problems, behavioral changes, results of searches or other detection methods, or involvement in a workplace or vehicular accident indicating a possible error in judgment or negligence. There must be a reasonable possibility that alcohol or drug use was a causal factor in the behavior or incident for alcohol and drug testing to occur.

Failure or refusal to submit to such a test, upon request, shall constitute insubordination and will be the basis for corrective action, up to and including termination of employment.

Associates who are in violation of this policy or test positive are subject to corrective action up to and including termination.

Associates who drive a motor vehicle as a part of their work, including rental vehicles, may be dismissed from their positions if they are found to have been driving under the influence of alcohol or drugs, whether on duty or off duty.

Driving Under the Influence (DUI)/Driving While Intoxicated (DWI)

Any Associate arrested for DUI/DWI (whether while traveling for JHA or on personal time), who is also required to travel as a job function, must disclose the arrest to JHA immediately and may not be permitted to travel for JHA pending an investigation. Upon completion of the investigation and analysis of the results, JHA will determine whether the Associate can continue to travel and fulfill the essential functions of the job.

Any Associate arrested and convicted of a DUI/DWI will not be eligible to drive a vehicle in conjunction with JHA job responsibilities from the time of the arrest until all related court assignments, including probation, have been completed. Associates are not permitted to drive a vehicle on behalf of JHA during the probation period. Associates may be able to travel for the company if no driving is involved. Any Associate who cannot perform the essential functions of the job because of a DUI/DWI conviction will be terminated.

Any Associate who fails to disclose information about a DUI/DWI arrest or conviction to JHA will be subject to corrective action up to and including termination.

Cell Phone/Mobile Device Use

To ensure the safety of our Associates and the safety of others, JHA prohibits all business-related use of a cell phone/mobile device (JHA provided or personal) while operating any motor vehicle (JHA provided or personal). It is our mandatory policy that, regardless of the circumstances (including slow or stopped traffic), Associates pull safely to the side of the road before conducting any company business on a personal or company-provided cell phone or mobile device. Special care should be taken in situations where there is traffic or inclement weather, or the Associate is driving in an unfamiliar area.

Associates are also required to comply with all applicable state and local laws restricting the use of personal cell phones or mobile devices while operating a motor vehicle while conducting company business. Associates who are charged with traffic violations resulting from the use of a cell phone or mobile device while driving will be solely responsible for all liabilities that result from such actions.

If an hourly, non-exempt Associate engages in business calls outside of their work shift, they are required to enter the time worked into the company timekeeping system.

For further information regarding the use of cell phones and/or other mobile devices, review the [JHA Information and Cyber Security Policy](#) located in the Policy Center on the company intranet.

Corporate Vehicle Insurance

United States and Canada

If an Associate is required to travel within the United States, Canada, or Puerto Rico, JHA will provide Associates with proper insurance identification for all business-related vehicle rentals. Do not purchase insurance from the rental agency. Associates may print an insurance identification card from the Occupational Risk page on the company intranet. If Associates are unable to retrieve the card, email OccupationalRisk@jackhenry.com. Associates must have the proper insurance identification in the rental vehicle at all times.

International

If your position requires travel to any location outside the United States, Canada, or Puerto Rico, Associates must purchase insurance from the rental agency at the time of rental. The JHA Travel department will assist Associates with this process. You must have the proper insurance identification in the rental vehicle at all times.

Healthy Working Program

Ergonomics is the study of how people work in their environment, including their tools, equipment, and habits. The JHA Healthy Working Program seeks to eliminate or reduce fatigue, discomfort, and injury by adapting the environment to fit everyone. Our shared goal is:

- To educate Associates that they share in the responsibility for their comfort and prevention of injury.
- To increase awareness of how poor work habits and improper posture contribute to muscular discomfort and potential injury.
- To provide Associates with guides and a checklist to enable them to arrange and adjust their workstation equipment safely, comfortably, and according to established guidelines.
- To provide Associates with exercises which address common workstation complaints and should help to reduce workstation-related injuries.

Proper workstation use, including proper posture and reasonable equipment adjustments, with attention to muscle and eye fatigue, will help prevent musculoskeletal and visual problems.

It is every manager's responsibility to ensure that all Associates understand and follow these guidelines. JHA uses an Automated Ergonomic Self-Evaluation program. Each Associate must complete this self-evaluation and is responsible for adjusting their workstations and their work habits to prevent injury. The Ergonomic Self-Evaluation may be found on the Occupational Risk page of the company Intranet.

Video Surveillance

To promote the safety of Associates and company visitors, as well as the security of our facilities, JHA may conduct video surveillance of any portion of its premises at any time, the only exception being private areas of rest rooms, showers, wellness rooms, and dressing rooms. Video cameras may be positioned within and around JHA buildings and used to help promote the safety and security of people and property. Associates are reminded that they should have no expectation of privacy in and around JHA property.

Space Heaters and Open Flame Restrictions

To reduce the threat of fire in our facilities, unauthorized space heaters will not be permitted within any JHA building or structure leased or owned by JHA. In most cases, the use of a space heater in a leased facility is dictated by the lease and not JHA Facilities. In cases where building temperatures vary dramatically from acceptable norms, only specifically approved heaters will be used to balance the temperature. Goal room temperatures are between 71 and 75 degrees. To request approval of a space heater, submit a Cherwell incident, send an email to FacilitiesManagement@jackhenry.com, or call Corporate Facilities directly at extension 111000.

However, before the use of any space heater, Corporate Facilities must be called so they may assess the situation and determine whether use of a space heater is warranted.

If it is determined that a problem exists and cannot be corrected with the current HVAC system, then a recommended heater will be issued for the Associate to purchase or another solution will be recommended. Additionally, if an Associate uses a space heater, that Associate will be solely responsible for turning it off when leaving his or her work area for an extended period.

If a heater is found operating after the Associate has left the vicinity, the General Manager of that group will be informed, and appropriate action will be taken. Additionally, Associates will not be permitted the prolonged use of recreational or environmentally unnecessary fire or open flames within a JHA facility. The use of votive candles, aromatic candles, incense burners, and other such sources of activity is strictly prohibited.

Hazardous and Toxic Materials

If your job requires you to use hazardous or toxic materials, you are expected to comply with all laws, rules, and regulations concerning their safe handling and disposal. If you have any questions about the materials you work with or the proper safety procedures to follow, discuss them with your supervisor or email Occupational Risk Management at OccupationalRisk@jackhenry.com.

Use of Automated External Defibrillator

The purpose of an AED program is to increase the survival chances of individuals at JHA who go into cardiac arrest. While several electrical abnormalities can result in a sudden cardiac

arrest, most cardiac arrests begin with ventricular fibrillation. Rapid treatment of ventricular fibrillation, through the application of a controlled electrical shock, is essential to the victim's survival. Defibrillation is an electric "shock" delivered to the heart to correct certain life-threatening heart rhythms.

AED Program Responsibilities

Occupational Risk Management is responsible for the overall execution of JHA's AED Program. Responsibilities include, but are not limited to:

- Update corporate AED policy as needed.
- Oversee compliance of the monthly inspections.
- Coordinate First Aid/CPR/AED training.
- Identify ALERT Team Leaders and assist them in their responsibilities.
- Train facility ALERT Team Members on their roles and responsibilities.
- Provide notification of training expiration and recertification.
- Provide notification of equipment expiration.
- Perform a physician medical event review each time an AED unit is used.
- Update and maintain the written procedures for the AED program as needed when JHA policies and procedures change.
- Identify and communicate relevant federal and state laws and regulations.
- Perform a periodic review of all components of the JHA AED program.
- Ensure that AED units are properly maintained and tested in accordance with manufacturer's guidelines.
- Ensure that the required monthly inspections are properly conducted and documented.
- Ensure that personnel are trained in accordance with guidelines established by Occupational Risk Management.
- Ensure that adequate AED-related supplies and recommended ancillary medical equipment are kept on hand.
- Maintain required personnel training records.
- Complete unit maintenance and maintain testing records related to the JHA AED Program.

ALERT Team Leader Responsibilities

ALERT Team Leaders will assist Occupational Risk Management at their facility with the completion of AED Program requirements. Responsibilities may include, but are not limited to:

- Immediately notify Occupational Risk Management any time a facility AED is used.
- Help perform an annual review of all components of the AED Program.
- Assist with the required monthly inspections as required.

- Educate faculty, staff, and visitors on the location of AEDs in their buildings.
- Act as a liaison between Occupational Risk Management and other Associates at their facility regarding the AED Program.

Cintas Responsibilities

Cintas, provider of AEDs and first aid supplies for JHA, will assist Occupational Risk Management with AED Program requirements. Responsibilities may include, but are not limited to:

- Provide overall guidance as requested to ensure company compliance with all applicable federal and state laws.
- Perform and document monthly AED inspections.
- Perform proper AED maintenance and tests in accordance with manufacturer's guidelines.
- Provide medical oversight of the JHA AED Program.
- Assist with post-incident procedures.
- Assist with post-event debriefing.
- Assist Occupational Risk Management with records management.
- Ensure that AED software is always current and perform updates as they become available. This may include providing a data card to Occupational Risk Management for aircraft AED software updates.

Travel Department Responsibilities

The Pilot-in-Command and/or Aircraft Maintenance department will assist Occupational Risk Management with AED Program requirements. Responsibilities may include, but are not limited to:

- Immediately notify Occupational Risk Management any time an aircraft AED is used.
- Perform inspections of aircraft AEDs as required.
- Immediately notify Occupational Risk Management any time an aircraft AED does not pass an inspection.
- Remove from service and secure any aircraft AED which has either been used or does not pass inspection.
- Perform and document software updates to aircraft AEDs when provided a data card to do so.

Expected/Authorized Users

Technically, anyone (including certified trained bystanders) is protected from civil litigation when using an AED in good faith (under Federal Good Samaritan Law H.R. 2498). However, we encourage Associates to have prior training. JHA will provide training to identified ALERT Team Members and other interested JHA Associates when possible. JHA Associates should be aware

they are not required to use an AED. All JHA Associates are considered volunteers when rendering assistance to any individual suffering a medical emergency.

Authorized Equipment

The approved AED units used by JHA are:

- Defibtech Lifeline AED.
- Defibtech VIEW AED (JHA aircraft only).

Only equipment approved by Occupational Risk Management will be used. Defibrillation pads to be used must be compatible with the AED. If an AED unit is used to treat a person, the AED unit shall be taken out of service and turned over to Cintas for evaluation before it is placed back in service.

- AED units will be uniquely identified for reporting purposes.
- AED units will be placed in service by Occupational Risk Management.
- AED records will include the details of each unit, its location, and any service and/or maintenance records.
- AED units removed from service should be kept by ALERT Team Leaders, [site Facilities Associates](#), or other designated Associates as appropriate. Occupational Risk Management should be notified immediately whenever a unit is removed from service, but no later than within 24 hours.

Criteria for Placement of AEDs and Supplies

Placement of AEDs and supplies will be considered by using, in part, the following criteria:

- AEDs will be placed where mandated by regulatory requirements.
- AEDs will be placed in facilities that are staffed with trained First Aid/CPR/AED personnel.
- An AED inventory, including the location of all AEDs, will be maintained by Occupational Risk Management.

Monthly Physical Inspections

Facility-Located AEDs:

- Cintas will complete the required monthly physical inspections and log them. Monthly inspections may include, but are not limited to:
 - Verify that the green blinking light illuminates.
 - Visually inspect the AED and cabinet, ensuring that it is clean, undamaged, and free of excessive wear.
 - Verify that the battery and pads are not expired.
 - Verify that the AED Accessory Packet supplies are present in its nylon bag: scissors, disposable razor, disposable CPR mask, nitrile rubber gloves, antiseptic wipe, and absorbent towel.
 - Verify that access to the AED is unobstructed and visible.

AEDs installed on JHA Aircraft:

- Pre-Flight Inspections:
 - Prior to the first flight of each day per aircraft, the pilot will verify that the green blinking light properly illuminates.
 - This check will be documented on the Pre-Flight Checklist.
- Monthly Inspections: Aircraft Maintenance will complete the required monthly physical inspections and document them. These inspections may include, but are not limited to:
 - Verify that the green blinking light illuminates.
 - Visually inspect AED and case, ensuring that it is clean, undamaged, and free of excessive wear.
 - Verify that the battery and pads are not expired.
 - Verify that the AED Accessory Packet supplies are present: scissors, disposable razor, disposable CPR mask, nitrile rubber gloves, antiseptic wipe, and absorbent towel.
 - Verify that access to the AED is unobstructed and visible.
- Semi-Annual Inspections: Aircraft Maintenance will complete the required semi-annual physical inspections and document them. These inspections may include, but are not limited to:
 - Perform the monthly inspection.
 - Place the AED into “AED Maintenance” and perform a system self-test.

AEDs that fail their physical inspection must be removed from service by the inspector, who will notify the ALERT Team Leaders and/or Occupational Risk Management. Occupational Risk Management must be notified of which AED was removed from service within 24 hours and will coordinate the repair of the AED before returning it to service.

Post-Incident Equipment Procedures

Facilities: The following steps must be completed after the use of an AED.

1. Immediately following the deployment of pads on a victim, the ALERT Team Leader shall verbally notify a member of Occupational Risk Management.
2. The ALERT Team Leader will remove the AED from service and keep it secured until Cintas replaces the pads/battery and places the unit back in service.
3. Occupational Risk Management will coordinate the replacement of pads/batteries with Cintas.
4. Occupational Risk Management, with help from Cintas, will ensure that any necessary paperwork is completed.

JHA Aircraft: The following steps must be completed after the use of an AED.

1. Once the aircraft has landed safely on the ground, the Pilot-in-Command will notify a member of Occupational Risk Management of the AED event.

2. The Pilot-in-Command and/or Aircraft Maintenance will remove the AED from service and keep it secured until Cintas replaces the pads/battery and places the unit back in service.
3. Occupational Risk Management will coordinate the replacement of pads/battery with Cintas.
4. Occupational Risk Management, with the help of Cintas, will ensure that any necessary paperwork is completed.

Medical Emergency Procedures

If there is a life-threatening emergency, make the following **two calls**:

- 911
- Internal Extension 1911. This will activate the site's ALERT Team.

In any cardiac emergency, follow these procedures:

1. The responder/rescuer on the scene will assess the scene in accordance with their training and activate the EMS System by calling 911. The responder/rescuer will then call extension 1911 to activate the ALERT Team and notify them of the location and nature of the emergency. The responder/rescuer may perform this step or have a bystander complete this task.
2. AED responder/rescuer shall follow the approved procedures when delivering patient care. Upon arrival of first responders (police, fire, or EMS), the AED responder/rescuer shall follow their instructions. The AED unit may stay with the patient until removed by the medical staff and afterwards be returned to JHA.

Post-Event Debriefing Procedures

Promptly after the event, perform the following steps:

1. It is mandatory that the Program Medical Advisor and Occupational Risk Management be notified within 24 hours by the ALERT Team Leader or Pilot-in-Command, whichever is applicable.
2. Occupational Risk Management will work with the Cintas AED Medical Advisor to provide any required documentation from the AED before the unit is put back in service.
3. Occupational Risk Management and other personnel as appropriate will conduct a "debriefing meeting." At this meeting, all aspects of the performance of the system, personnel, AED unit, and protocols will be addressed to validate or improve effectiveness and to identify any problem areas that need to be addressed. Every effort should be made to schedule the "debriefing meeting" within two weeks of any incident.

Records Retention

The maintenance and testing records required by this program shall be maintained for two years (e.g., current year and immediate past year). Records that reflect the current status of employee training should be maintained until the next training cycle is complete. All other records,

including those associated with AED use or post-event debriefings, should be maintained indefinitely. All records will be made available to Occupational Risk Management as requested.

Annual Program Review

Occupational Risk Management will conduct a periodic review of all components of JHA’s AED Program and make appropriate recommendations for improvement or remediation.

Periodic Review Components

The periodic review will include at least the following components:

- Review of JHA’s written program.
- Review of applicable state laws and guidelines related to AED use.
- Discussion and review of responsibilities and activities.
- Review of all departmental records related to personnel training and AED locations, use, service, and testing.
- Review of all departmental AED quality assurance programs.

Appendix: Definitions

Automated External Defibrillator (AED)

An AED is a device that automatically analyzes heart rhythms and advises the operator to deliver a shock if necessary. Lay responders can use AEDs safely and effectively with minimal training.

ALERT Team

An Associate in the user building who oversees the AED Program, maintenance of the AED units, and training of the Associates.

First Responder

The first medically trained responder to arrive on scene (police, fire, EMS).

AED Program Management

The vendor AED Program Manager for Jack Henry & Associates, Inc.’s AED Program is Cintas. Cintas will provide medical oversight for each AED and work with Occupational Risk Management to ensure safety and compliance.

Revision History

Description	Approved By	Date
New policy to replace the <i>AED Policy</i> , the <i>JHA Injury/Accident/Incident Reporting Policy</i> , and the <i>Workplace Safety</i> sections of the <i>JHA Employee Handbook</i> .	JHA Legal	7/17/2019
Removed <i>Roles and Responsibilities</i> under <i>Workplace Violence and Crisis Management</i> section and added line to reference the JHA Crisis Management Policy.	Rick Mercer	12/10/2020