

Temporary Alternative Duty (TAD) Guidelines

Introduction

Managers are responsible for taking care of our Associates and controlling expenses. Expenses associated with accidents provide no benefit to the company and are controllable. Costs associated with accidents include:

- Medical expenses (e.g., hospital, physician, diagnostic testing, etc.)
- Legal expenses (e.g., attorney, court costs, depositions, etc.)
- Lost Wages (e.g., time off from work)

When an Associate begins to lose time from work, the cost of a claim increases by as much as 70%. Therefore, it is in the best interest of the Company and the Associate to return the Associate to work as soon as possible. The TAD process aids in returning the Associate to a temporary position.

TAD Definition

The Temporary Alternative Duty (TAD) Program provides a "temporary" position to an Associate with a workers' compensation injury who has been released to modified duty by the treating physician. The "temporary" position accommodates the Associate's work-related restrictions as outlined by the treating physician.

TAD Purpose

The TAD Program outlines temporary alternate duty positions for workers' compensation cases, thereby, assisting Managers in maintaining consistency in the temporary placement of injured Associates. Such a structured process facilitates fewer business disruptions, which occur when Managers attempt to create positions for the injured Associate on a case by case basis.

TAD Benefits

TAD provides many benefits, including (but not limited to):

- Enhanced Associate loyalty as providing TAD demonstrates a caring attitude and allows the Associate to continue to be a contributing part of the store/club team
- Decreased Associate recovery time, which allows the Associate to remain productive
- Increased Associate morale by reducing overall costs and creating a positive impact on store/club bonuses; Lowered Accident costs by reducing the payment of "lost wages"
- Reduced legal exposure by allowing the Associate to earn full wages

TAD Process

1. During an injured Associate's recovery process, the treating physician may determine that the Associate can return to work with restrictions.
2. Due to various state statutes, please contact your CMI/TPA adjuster BEFORE contacting the Associate or physician regarding TAD The adjuster will explain the procedures for your state.
3. Once the restrictions are outlined by the physician, the Manager (in conjunction with CMI/TPA) determines which Job Task is appropriate for the injured Associate.
4. Management gives the Associate written notification* of the position available and the date to report to work.
 - a. The store/club completes the Bona Fide Job Offer (see page 7) and sends it to the Associate by registered mail (return receipt requested).
5. The Supervisor, Manager and the Associate sign the TAD Job Matrix with the identified position highlighted. This familiarizes the Associate with the requirements of the

"temporary" position and re-enforces the importance of working within the restrictions outlined by the physician.

6. The store/club places the Associate in the TAD position for a period agreed upon by the store/club Manager and Physician (not to exceed 90 days in the same TAD position).
7. Contact CMI/TPA as soon as possible when the associate is placed in the TAD position.
 - a. **Note:** The TAD position(s) outlined are productive positions that will contribute to the store/club(s) sales and service and may be performed for a period of **2-8 hours per day** (pending restrictions).
8. CMI/TPA contacts the store/club every 14 days to monitor the Associate's current medical restrictions and progress while on TAD
9. Every 30 days CMI/TPA contacts the treating physician (if medical documentation is unavailable) to determine whether:
 - a. the restrictions are lifted or reduced;
 - b. the Associate is released to full duty;
 - c. the treatment plan has changed (e.g., change of physician, testing, returned to "off work" status, etc.); and
 - d. A projected Maximum Medical Improvement (MMI) date exists.
10. If there is no change in restrictions after 90 days on TAD, Management and CMI/TPA agrees on one or more of the following:
 - a. Placing the Associate in another TAD position within the same Job Task Level;
 - b. Referring the Associate for an I.M.E. (Independent Medical Evaluation); and/or
 - c. Returning the Associate to Lost Time status. If the Associate returns to Lost Time Status, the Associate remains in this status until:
 - i. Restrictions are reduced to fit a different "Job Task";
 - ii. The Associate is released to full duty or MMI.
 - d. CMI/TPA will contact the store/club when an Associate completes 90 days of TAD**

Note: When the Associate is placed in a new or different TAD position, the steps listed in #10 continue to apply. For Leave of Absence (LOA) or termination issues, please contact your HR Market Manager.

Job Tasks & Job Matrices

The purpose of the Job Task is to match the Associate's physical restrictions and technical skills to a specific TAD Job Matrix.

There are 2 or more TAD Job Matrices within each Job Task to allow the store/club to:

- Accommodate more than one TAD position with the same or similar restrictions;
- Rotate the Associate to a different position (with the same restrictions) after 90 days if TAD is still necessary.

Job Task Descriptions

Each Job Matrix is assigned a specific Job Task level or "number" based on the following guidelines:

Job Task #1 Minimal activities - No technical skills needed

Job Task #2 Minimal activities - Some technical skills needed

Job Task #3 Increased activities - No technical skills needed

Job Task #4 Increased activities - Some technical skills needed

Physician Contact

Communication is the key to the success of the TAD process. When an Associate initially requests medical attention for a work related injury, the Manager and/or Personnel Manager should maintain periodic contact (written or verbal) with the physician.

Note: You may acquire some information via a Physician's report.

CMI/TPA Contact

The Manager and/or Personnel Manager should contact CMI/TPA when the:

- Associate is taken off work to determine if TAD procedures should be initiated and to ensure compliance of state statutes is met;
- Associate is released to TAD to communicate restrictions and suspend Temporary Total Disability (TTD); and/or
- Treatment changes (e.g., change of physician, physical therapy, etc.) to ensure CMI/TPA has the most current information to manage the "recovery period"

Area Manager/Team Leader Responsibilities

The current Area Manager or Team Leader may assist in the TAD placement and assume responsibility for the Associate. The Area Manager or Team Leader is responsible for creating a positive working environment and communicating to the Store/Club Manager and Personnel Manager the progress of the Associate.

Welcoming the Associate Back to Work

TAD is designed to create a positive working environment for all Associates and Management while the injured Associate heals from the injury. The store/club should welcome the Associate into the program upon his/her return to work and treat the Associate as a valuable member of the team.

Affirmatively receiving the Associate fosters a positive attitude, thereby serving as an integral component in the Associate's recovery process.

Associate Refusal of TAD

When an Associate refuses a TAD position, you should notify CMI/TPA or your HR Market Manager as soon as possible. Refusing to return to work in a TAD position may result in suspension of Temporary Total Disability (T.T.D.) benefits.

Performance Coaching While on TAD

Associates on TAD are NOT exempt from performance coaching. For questions regarding performance coaching, refer to the Company Policy located on the WIRE or your HR Market Manager.

Addressing TAD with Store/Club Associates

Management's support of TAD leads to a positive impact for the store/club Associates. Explaining TAD to all Associates should include:

- Familiarizing Associates with the TAD process (in advance)
- Explaining the benefits of TAD
 - Taking care of our injured Associates
 - Reducing accident costs to the store/club
 - Increasing profits for better bonuses

By explaining the TAD process and benefits to Associates, it increases support and ownership of the program which results in fewer accidents, lower accident costs and a positive impact on Associate morale.

BONA FIDE JOB OFFER

Date: ____ / ____ / ____ Certified/Registered Letter #: _____

{Associate} _____

{Home Address} _____

{City, State, Zip Code} _____

Dear _____;

We have received a note from the treating physician, Dr. _____ releasing you to return to work with the following restrictions:

We have a position available for you that will accommodate the restrictions under which the physician has authorized you to return to work. The position being offered to you will include (but is not limited to) the following duties:

You will be working at Store/Club # _____ and your schedule will be from ____:____(a.m./p.m.) to ____:____(a.m./p.m.) daily, ____ days per week . You should report to work on _____ the _____, _____ at your current rate of pay **OR** \$ _____ per hour.

(Day of week) (Date) (Year) (Circle selection)

We expect the duration of this Temporary Alternative Duty (T.A.D.) position to be for a period of _____(days/weeks).

This offer will remain open until _____ at _____.

(Date) (Time)

If you do not contact us by that time, we will consider the T.A.D. offer to be refused.*

Sincerely,

{Manager Signature}

cc: {Treating Physician}

{CMI/TPA Adjuster}

I ACCEPT the Temporary Alternative Duty position being offered to me.

I REFUSE the Temporary Alternative Duty position being offered to me.

* Refusal **may** be classified as job abandonment resulting in possible suspension of benefits and/or termination.

Associate Signature: _____ **Date:** ____ / ____ / ____

Temporary Alternative Duty (TAD)

Job Matrices

For Wal-Mart, Supercenter's, Sam's Clubs and Neighborhood Markets

General Instructions:

When placing an Associate in a TAD position, follow the TAD Process outlined on pages 3 & 4.

TAD Process Overview

1. Obtain a written release from the physician outlining restrictions.
2. Contact CMI/TPA BEFORE contacting the Associate or physician regarding TAD
3. Determine the appropriate Job Task level and position based on restrictions. (Manager and CMI/TPA)
4. Send the Bona Fide Job Offer to notify the Associate of the date and time to report to work.
5. Review and sign the TAD Matrix. (Supervisor, Manager, and Associate)
6. Place the Associate on TAD, for a period not to exceed 90 days.
7. Contact CMI/TPA when the Associate is placed on TAD
8. Evaluate the TAD position every 90 days. (Manager and CMI/TPA)