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About Hannah Pet Hospital

Who is Our Founder?

Scott D Campbell, DVM



Dr. Campbell is a veterinarian, who graduated cum laude from both Oregon State University and Washington State University veterinary schools. He built Banfield, the Pet hospital, into a company of 750 of the best veterinary hospitals in the world. He and many of his friends from Banfield are the love and brains behind Hannah Pet Hospital.

While at Banfield, Dr Campbell created Wellness Plans, which helped promote preventive Pet care, and developed a number of hospital efficiencies which reduced the costs of service for

Banfield clients. However, Wellness Plans do not cover the costs of caring for injuries or illnesses, and the traditional veterinary care model of fee for service too often results in a Pet Parent having to face difficult choices when their Pet needs a medical treatment that the Pet Parent cannot afford.

To address these concerns, while at Banfield, Dr. Campbell created a Pet Insurance Company that would enable clients to pay a fixed monthly price for all emergency and illness care. However, because under the law, a Pet is viewed as a piece of "property" (which we all know is not true), the insurance was treated as "property and casualty insurance" and subject to all of the property and casualty insurance rules and regulations of all 50 states. The costs associated with compliance with these regulations was up to \$40-\$50 per month, not \$1 of which was going to the care of the Pet, and resulted in the monthly cost of the insurance to the client being extremely high, even taking into account the co-pays, deductibles, limits and exclusions necessary to make the program economical to the company. As a result, the insurance program was abandoned.

Who is Hannah?

Hannah was the mother of our founder, Dr. Scott Campbell. (Her given name was “Johanna” but her family and close friends shortened it to Hannah).

Hannah was a dedicated nurse who cared for every lost or stray, hurt or sick, large or small, wild or domestic animal that crossed her path. She always found a way to help, even when it seemed impossible.

Her love of animals and belief that every Pet deserved loving care inspired her son to become a veterinarian and to create Hannah Pet Hospital in honor of his amazing mom.



Our Hannah Principles

Quality

We judge our quality by the strength and length of our relationships.

Example: I will do all I can to make sure our Pets live a good life for as long as they can, that Pet Parents love and stay with Hannah's, and that I learn, grow and find success at Hannah's.

Freedom

We need freedom to shape our future and we need profit to remain free.

Example: I will do all I can not to waste resources to help Hannah's make a profit so we can keep prices as low as possible for our members, take great care of Pets, and compensate all team members well.

Mutuality

A mutual benefit is a shared benefit; a shared benefit will endure.

Example: I will do all I can to work with my fellow team members at Hannah's in ways that create a win/win for each other and for Hannah's Pets and Pet Parents.

Growth

We embrace the concept of perpetual growth, both personal and professional.

Example: I will take responsibility to learn something every day to make myself a better, more valuable part of my team at Hannah's and to make myself a better part of my family at home.



Efficiency

We use resources to the full, waste nothing, and do only what we can do best.

Example: I will take responsibility not to waste time or resources so that we can achieve our goals.

Responsibility

As individuals, we demand total responsibility from ourselves; as team members, we support the responsibilities of others.

Example: I will do my part to live up to and exceed the expectation of my team and will hold others accountable to do the same.

The Hannah Team Member Oath

I Promise To:

- Treat all Pet Parents and their Pets like family;
- Never recommend unnecessary care;
- Recommend what's BEST for every Pet and family every time;
- Provide care efficiently and lovingly;
- Always deliver this promise to the best of my ability without regard to cost.

What Is Hannah Pet Hospital?

“Our mission is to help Pets live the longest, healthiest, happiest life possible with one forever family at a reasonable and sustainable cost.” – **Hannah Mission Statement**

Hannah Pet Hospital is a membership organization dedicated to saving and extending the lives of Pets and improving the lives of people – all at the same time. Our goal is to remove many of the barriers to Pet Parenthood so more people who want to experience the healthy benefits of a furry family member can. We are dedicated to helping Pets stay in loving homes and ensuring they never go to a shelter. Hannah Members enjoy the love of their Pet without having to worry about unanticipated Pet healthcare costs, changes in their circumstances that could make keeping their Pet difficult, or how to get help for a behavioral problem their Pet develops. The companionship of a Pet not only makes people's lives happier, but the relationship also keeps us healthier.



Hannah has created a new way to make the highest quality Pet care more accessible and affordable for People who love their Pets, called the Total Lifetime Care Plan® (TLC). TLC Plans provide almost everything a Pet Parent needs to care for their Pet:

- Routine Care
- Accident & Emergency Care
- Vaccines
- Medications & Supplements
- Diagnostics & Laboratory Services
- Dental Care & Anesthetic Procedures
- Surgery
- Radiographs & Ultrasound
- Hannah Help Line
- Obedience Training & Behavior
- Member Activities

All of this is available without deductibles, co-pays, or maximums – for a low monthly fee that starts at just \$99/month for dogs and \$79/month for cats. Our program delivers substantial cost savings to our Members over the lifetime of their Hannah Pet and our Members never have to worry about huge, unexpected Pet medical care costs.

Comprehensive: All for Pets & Love

Every Hannah Family is provided everything possible to help them enjoy a healthy, harmonious relationship with their Hannah Pet FOR LIFE:

- Hannah's Total Lifetime Care®
- Hannah's B.E.S.T.™ (Behavior Education, Support & Training)
- Hannah's Pet Aptitude Test™ (PAT)
- Hannah's "Just Add Love" Welcome Home Kit™
- Hannah Rehome™ Program
- Hannah Health and Education Centers
- 24/7 Hannah Helpline

Our Unique Pet Care Model

Thousands of families trust Hannah Pet Hospitals with all the medical care for the Pets they love. In fact, many Hannah Members have told us they would not be able to have a Pet without Hannah's. This tells us we are on the right track!

However, Hannah is a new, unique Pet care model and it isn't a perfect fit for every Pet Parent. It may be right for you if:

1. You are willing to consider new ideas and try things that could help the Pet you love live a better life, even if you have never considered those ideas before.
2. You see Pets as part of your family and recognize that your love is the key to that relationship – just like you have with every other family member. In other

- words, the Pet you love is more than “just property” to you though you realize the legal realities.
3. You agree that almost everybody would take better care of Pets if care were more convenient and affordable. A \$3,000 - \$5,000 veterinary bill can and does happen. It can cause substantial hardship for a Pet’s family, and forces many Pet Parents to consider, and sometimes make, horrible, life-ending decisions for the Pet. In other words, most folks cannot easily afford a big, unexpected veterinary expense, but that should not be something they have to worry about or let that keep them from adding a Pet to the family. Hannah’s was created to provide a solution for those families – affordably. However, if you are already getting all the preventive care and training that your Pet needs and are comfortable with the risk of a big, unexpected expense – and don’t need or want a more cost-effective solution – then Hannah probably isn’t for you.

Hannah is for those who have a Pet they love (or intend to get one) and want that Pet to live a long, happy life with their family. They insist on excellent veterinary care for the Pet but want a good value that is predictable and affordable. And, they want protection from a big, unexpected veterinary expense.

Since the early 1960’s, many folks have been trying to solve the problem of how to affordably cover all the routine things Pets need for preventive care, plus crisis and emergency care, as well as behavior care and training (which up to 60% of Pets need and very few get). The problem is that, although “I don’t think of my dog Ella as property,” our legal system does and there is legal precedent going back for many hundreds of years. Because of that, any Pet insurance policy covering her is not really health insurance like it is for humans – instead, it is actually property and casualty insurance (like fire insurance on your home). Nobody was thinking about the cost of Pet care or Pet insurance back in the 1800’s and early 1900’s when all the laws and regulations governing insurance were made. Back then, dogs and cats really were property – they lived outside, ate what they could find or catch, often died of distemper, and \$2.00 was a big vet bill.

Lots of things have changed for the better, but we are still living with the laws developed for property insurance – laws that were never intended for Pets – which can now double or triple the cost of a Pet insurance plan. That can make Pet insurance for the Pet you love very expensive, and we have been told that less than half of the premium cost actually pays for care (versus about 85% with human health insurance). For that reason, Pet insurance policies generally do not cover any wellness care or things like routine dentistry, and they have big deductibles, high co-pays, lots of exclusions, and low maximum limits. With Hannah, a healthy 9-year-old dog costs about \$110 a month on a Hannah Total Lifetime Care™ (TLC) plan and Hannah then owns the Pet and provides the Pet with all the routine, crisis, and emergency medical care, medications, dentals, vaccines and exams it needs –



without deductibles, co-pays, and so forth, because **Hannah is not insurance.** Hannah's Total Lifetime Care™ also includes behavior care and training classes. By comparison, there are a few Pet insurance policies that will cover most things, but they cost 2-6 times as much as Hannah (and still won't cover the full cost of a big emergency, or preexisting conditions, dentals, exams, or vaccines) – again, not affordable for most folks.

So how do we do it? You might think that Hannah sounds almost too good to be true! But it is true. The property insurance problem has been solved many times and for decades, but mostly in the past for horses and other kinds of animals. Now Hannah has developed a solution for Pets. The laws and regulations have always allowed the legal owner of an animal to provide whatever care is needed, so long as it is provided humanely. So, people have always transferred ownership of an animal when necessary – sometimes for a day, sometimes for life – to facilitate care. And while the ownership was transferred, the original owner maintained all the control they needed through a lease or other agreement until it was transferred back, if it ever was.

Hannah has simply adopted this age-old model, making Hannah responsible for providing all the veterinary care the Pet needs, and giving our Hannah Pet Parents the comfort of knowing they've secured great veterinary care for the Pet they love while keeping the control they need. This solution is a transfer of the Pet's ownership to Hannah and a lease back to the Hannah Pet Parent that is reversible by the Member any time, for any reason, ultimately saving the Member money compared to traditional Pet insurance. We know this is a unique idea that can take some getting used to, but in fact, Hannah Members and the veterinarian will continue to make medical and other decisions for a "Hannah Pet" – and the Member's emotional relationship with the Pet stays the same because that relationship is based on love. If a Member chooses to "opt out" of the lease, they can do so at any time and for any reason. The Member is responsible for care given to the Hannah Pet but not charged for at enrollment (that was exchanged for ownership of the Pet) and any fees due (which are prorated to the day the Member repurchases the Pet).

At Hannah, we stick with our Members and the Pet they love "through sickness and in health." While they can end the relationship at any time, Hannah hopes to be at their side for the lifetime of the leased Hannah Pet, providing whatever veterinary care the Pet needs and the Member approves. We will not end the relationship when the Pet gets sick, because we want our Members to continue to be a Hannah Member for the lifetime of their Hannah Pet, and the Pet after that and the Pet after that. No one would join if we stopped the relationship when it was needed most – and Members sure would not have a next Pet on the program if we did! Hannah's doctors uphold the highest standards of care and will always recommend what's in the best interest of the Hannah Pet. Either party can release the other from the agreement, but Hannah will only do so if the Hannah Member insists a doctor do



something that we consider to be wrong, not in the best interest of the Hannah Pet, or inhumane. (For example, we will not do ear crops on puppies or put healthy Pets to sleep – even if a Pet Parent demands it.)

The fact is, the agreement (transfer/lease) simply makes it possible for a Hannah Pet to get all the veterinary care it needs without a Pet Parent having to worry about how to pay for it, because Hannah is the owner and that becomes Hannah's responsibility. We are very proud that the Hannah Pets we provide care for get about twice as much medical care as the average Pet in the United States, because the cost barrier is eliminated. Most Pets have at least one big emergency or medical problem in their lifetime (and some Pets seem to have them all the time), meaning too many Pet Parents have to make the horrible choice of whether to “put them to sleep” permanently or deal with a sometimes-impossible financial hardship – but Hannah takes care of preventive, crisis and emergency care, plus the routine stuff, too! Hannah is a great solution for a lot of Pet Parents.

Hannah was founded by several veterinarians and their friends to stop the millions of economic euthanasia procedures that happen in the U.S. each year and to reduce the number of Pets in humane societies and shelters by removing the many barriers that stop families from keeping a Pet, or adding a Pet to their family – ultimately, helping Pets to live the longest, happiest, and healthiest lives possible. According to a scientific study commissioned by Hannah, the five most important barriers keeping Pets from being adopted or receiving the care they need are:

1. The High Cost of Preventive Medical Care
2. The High Cost of Crisis, Emergency, and Major Illness Care, Which Causes Millions of Pets to Be “Put to Sleep” Each Year
3. The High Cost and Availability of Behavior Care – 60% of Pets Have a Behavior Issue, Which Is a Major Cause of Shelter Admissions
4. The High and Rapidly Increasing Cost of Prescription Drugs
5. The Fear of Being Unable to Take Care of the Pet and Having to Give It Up

Unlike other ways to secure veterinary care, such as cash up-front, consumer credit or Pet insurance, Hannah Members pay a one-time Membership & Enrollment Fee of \$50 (even if they have 100 Pets during their lifetime) and a monthly TLC Fee for each Hannah Pet (based on species and age). We encourage Pet Parents to sign up with Hannah before the Pet they love has a medical problem, because sometimes it can cost a lot to take care of a problem before the Pet can become a Hannah Pet. The monthly TLC Fee covers the care and companionship of the Pet. The Membership Agreement obligates Hannah to provide all types of veterinary care that becomes needed after the Pet is transferred to Hannah (routine, preventive,



crisis and emergency), Pet behavior and training services, medications, and other services. Hannah Pets receive their medical care and behavior/training services at Hannah's Health & Education Centers for as long as they are on a TLC plan.

Hannah lowers the barriers, making it possible for more Pets to get the forever home and loving care they need for the longest, happiest, and healthiest life possible:

- By designing care delivery to be more efficient through our hospital designs, staff structure and processes. For example, without having to create estimates or invoices on every in-clinic visit, we can save almost 25% on labor costs and have commensurately lower TLC plan prices for our Members – and we eliminate that gut-wrenching sensation many Pet Parents get when presented with the treatment recommendation from the veterinarian and having to decide if they can afford it – or not.
- By recommending the same quality of care we want to give our own Hannah Pets that we love and discussing the Pet's condition with the Hannah Pet Parent honestly and openly. Cost is never a consideration for a medical recommendation or decision at Hannah; in fact, the actual costs of care are not even tracked or available to any Hannah team member. Hannah's doctors and PetNurses provide whatever veterinary care is needed to help keep Hannah Pets happy and healthy for as long as possible. Everyone, from the Pet Parent to the Hannah doctors and PetNurses all have the same goal: to provide the veterinary and behavior care the Hannah Pet needs without the stress of how it will be paid for.
- By providing all the Hannah Pet's care for sudden, unanticipated, big medical expenses – as well as the regular veterinary costs – that is no longer a worry for our Members!

Hannah is a different idea and, admittedly, one that is a little hard for some folks to get their mind wrapped around until they have some time to think it through. We are happy to provide a thorough explanation of our program and answer every Member's questions!

Hannah's Promise to Members

- To do our best to help Hannah Pets live the longest, healthiest, happiest life possible with your family at a reasonable and sustainable cost.
- To do our best to keep you and your Pet family safe by initially testing the Hannah Pet for potentially dangerous behavior problems, by prevention of any zoonotic disease, and by treatment and resolution of problems as quickly as we can if any are found.
- To support you and your Pet family with expert veterinary care and compassionate consultation through sickness and health. To always work together to determine the care that is needed, appropriate and timely.
- To do our best to create a happy healthy relationship between your family and your Hannah Pet through veterinary care, Pet health education, behavior support, and caring



attention. We will be available for advice 24-7-365 and find you an emergency Pet hospital or other resource if one is ever medically appropriate and we cannot provide it ourselves.

- To carefully listen to the requests and concerns of you and your family regarding your Hannah Pet and respond in a respectful, thoughtful way.
- To be the reason you and your family truly enjoy the love and companionship of a Pet now and for the rest of your lives.

Hannah Leadership

Who Are Our Key Leaders?

Each Hannah hospital team is supported by medical and business professionals dedicated to keeping the hospital running smoothly, so the team can focus on quality Pet healthcare and partnering with Pet Parents to help them take the best care of our Hannah Pets.

Dr. Scott Campbell, Chairman of the Board of Directors

Dr. Joshua Horner, Chief Medical Officer

Francesca Ferrucci, General Manager – Portland Market

Nathan Bressel, Vice President of Finance

Mychael Jones, Director of Information Technology

Dominek Ferrucci, Director of Memberships

Rhea Williams, Team Resources & Payroll

Chrys Barklow, Controller

Uniform Policy

Hannah expects team members to take pride in their personal appearance and hygiene, and to always look good and well-groomed. Professional dress and appearance go hand in hand with professional behavior and demeanor. Our Members should see a consistent image all of the time.

Hannah team Members are required to follow the dress code set forth:

- All Hannah Team Members must wear their name badge with a photo while on duty.

| | Doctors | Pet Practitioners | Nurses & Trainers | Nurse Aides, Trainer Aides, Groomers, Reception | Warehouse Maintenance/ Limo/Other |
|---------------|--|-------------------|----------------------|---|-----------------------------------|
| Shoes | Sneakers/Closed-Toe Clogs (Color = Team Member's choice) | | | | |
| Scrub Pants | Black | Black | Black | Black | Black |
| Scrub Shirts | Turquoise | Turquoise | Grey | Black | Black |
| Undershirts | White or Grey | White or Grey | White, Grey or Black | White, Grey or Black | White, Grey or Black |
| Scrub Jackets | Black | Black | Black | Black | Black |
| Coats | White, short | White, long | | | |

- Acceptable styles will be:
 - Black scrub pants, any style
 - Scrub shirts, any style
 - Scrub jackets, any style
 - Undershirts, long or short-sleeved
- Shoes must have soft, non-marking soles
- Pet Practitioners:
 - Hannah will purchase (3) white long-sleeve coats for Practitioner's use and have them embroidered. Pet Practitioners will launder and iron their own coats. Team members can purchase more on their own.
- Veterinarians:
 - Hannah will reimburse the doctors for half the cost of their white coats and will have them embroidered. Doctors will launder and iron their own coats. Team members may purchase more on their own.
- All team members working at the hospitals will be given a stipend of \$125 to purchase a uniform upon hire. All team members will receive an additional stipend of \$75 annually after each year of employment to replenish their uniform supply. Team members who receive position promotions which require a uniform change (e.g. Nurse Aide advancement to Nurse) will receive an additional \$50 stipend.
- All PetNurses, PetNurse Aides, Pet Practitioners and doctors must "wear" a stethoscope when going into an exam room when a Member is present
- Membership/HTS team members may wear business casual attire or black scrubs.
- Uniforms that are stained, worn or that have visible holes must be replaced and not worn again.
 - If a dirty, wrinkled or torn uniform is worn to work, you may be sent home (without pay) to change it!
- Hair, including facial hair, and makeup must be done in a professional manner.
- Only the following jewelry, that does not pose a safety hazard, is permitted:
 - Limit two earrings per ear lobe in conservative size.
 - Earrings must not dangle below the ear (no hoops, loops, etc.) – studs are preferred.
 - Ear gages must be plugged closed with plugs matching skin tone and are at Team members' own risk should a dog's toenail get caught in it and rip the ear.
 - No jewelry should be worn that could catch on a Pet's leg or get caught in a Pet's fur.
 - Pierced earrings on other visible body parts other than the ear, including the tongue, are prohibited unless approved by Team Resources and documented in the team member's personnel file.
 - Tattoos that are inappropriate, profane, or incorporate demeaning slogans and/or negative images must remain covered at all times.




Hannah Technology & Software

Communication Tools

Effective communication is a vital component to our organization and Hannah is committed to continually improving internal and external communication. At Hannah, we have multiple approaches to communication and use a number of different tools.

Two-Way Communication

Slack - For real-time, instant communication we use Slack. Slack is a very straightforward and immediate method of communication. It is designed to bring our company together with a virtual office where everyone can communicate. There are several advantages to using Slack. Firstly, it means that we have a searchable archive of messages and files. Secondly, it facilitates instant communication, which is particularly important for addressing Member concerns.

Hannah has several Slack channels, including topic specific and team specific channels. Slack is a two-way communication tool for team members to send short, concise messages that require a reply or a task to complete. All hospital Slack messages are expected to be replied to or marked completed with a green check mark box  by the end of each day. Some Hannah teams utilize other Slack features. Please see your manager for specific uses.

Message Tracking - For two-way communication regarding a Member or Pet that doesn't require an immediate response, we use Hannahware's messaging tool, Message Tracking. There are several benefits to using Message Tracking. Each Message Track is linked to a Member's profile and everyone with access to Hannahware can look at the Message Tracking history to see what communication between team members has previously taken place regarding a specific Pet, Member, or account.

Email – Email is an instant form of communication that can be used to send important information to Members and team members. There are numerous advantages of email communication, not least that it's fast and reliable. Additionally, you can send attachments that contain important documents with an email. Although email is commonly used method of communication, there are several downfalls to go along with its benefits that sometimes make it a challenging way to send information. Email does not convey tone; it is not accessible to others and email can be vulnerable to loss. Therefore, Hannah has designated only specific roles within the company that utilize email as a form of communication with our Members.

While most Hannah team members do not utilize email as a method of communication with Members, it is still a widely used method of communication internally. All Hannah team members are expected to login to their email at least once per shift, as internal communication and important company information is sent through email.



One-Way Communication

Member Communication (Used most commonly by hospital team members) - To record communication or to document medical information regarding a Hannah Pet, we use Member Communication which is located in the medical record module of Hannahware. All outgoing and incoming calls should be documented in Member Communication. The communication should be clear, detailed, and free from added commentary that isn't pertinent to the case.

Member Communication should also be used to record important information like:

- Reminder Calls
- Medication Pickups
- Cremation & Memorial Products Ordered
- Outside Referrals

Additionally, automated messages and calls are recorded in Member Communication.

Active Member Notes (Used most commonly by Memberships & Member Services) - To record communication or to document billing, plan and general information unrelated to the medical care of a Pet, we use Active Member Notes. Active Member Notes can be found in the Plan & Info section of every Pet plan. Active Member Notes contains all of the notes recorded for the current calendar year. All notes prior to the current calendar year can be found in Old Notes. All outgoing and incoming communication should be documented in Active Member Notes.

Hannahware

Hannahware® is Hannah's proprietary Member data and practice management software comprised of several modules that enable Hannah team members to document information in a short amount of time from the first time a future Member contacts Hannah through the time a Pet's plan ends.

Hannahware® Modules

What information can be found in Hannahware?

- Future Member & Member Contact Management
- Hannah Member Information
- Pet Plan Details & Information
- Membership & Plan Documents
- Individual Pet Medical Records
- Appointment Scheduler
- Incoming & Outgoing Member Communication
- Internal Messaging System
- Monthly Billing
- Hospital Productivity Reports
- Plan Enrollment & Cancellation Reports



Website URLs

Every Hannah desktop and assigned laptop should have bookmarked tabs to the website/tools necessary to complete a team member's daily tasks. The following is a list of essential Hannah links:

Hannahware: hsmatch.net

Microsoft Email and Apps: login.microsoftonline.com

Hannahware Testing Site: jing.hsmatch1.net

Slack: slack.com

Team Resources

Hannah Pet Hospitals currently employs seven veterinarians and more than sixty team members who have dedicated their careers to helping Pets. When it comes to the care of Hannah Pets, we know that Pet Parents need a trusted partner. It's why we offer Total Lifetime Care™ (TLC) plans which enable us to develop partnerships with our Members, while delivering customized, high-quality preventive, illness and emergency care for every Pet's unique needs throughout the life of the Pet.

As a principle-based organization, Hannah believe it's equally important to support the health, safety and wellbeing of our team members. We are a community of people characterized by diversity of thought, background, preferences, and approach, and committed to building a culture that puts our team members first.

Hannah Teams

Hannah Team Support (HTS)

The "headquarters" office with team members providing centralized purchasing, Pet sourcing, accounting, human resources, etc. functions for Hannah Pet Hospitals. HTS is currently located within the Portland hospital location.

Member Services

A vital function within and supporting the hospital teams. Drives the flow of Members and Pets through the hospital, maximizes the productivity of the veterinary medical teams, ensures excellent communication with Members and team Members. This team coordinates the care of Members and Pets in a happy, welcoming, friendly and efficient manner, influencing Members to return and refer their friends and families.

Medical Team

The primary purpose and function of the medical team is to support the Doctors of Veterinary Medicine (DVM) in ensuring quality veterinary care, advocating for Pets and educating Members. Communicating with Members about unique Pet health concerns and offering guidance on preventive care, medications, and other treatments is an essential function of this team.



Membership Team

Secures enrollments while generating leads and ensuring that the Hannah brand is represented as a unique and revolutionary company that truly cares about Pets. Responsible for positive word of mouth promotion of Hannah and the development of guests into future Members.

Member Advocate Team

Builds and maintains a positive, meaningful relationship with Members to ensure monthly fees are collected, annual renewals, Member retention and Member referrals. As an integral part of the Hannah team, the Member Advocates are a voice to our Members quickly resolving Member concerns and billing issues.

Job Descriptions

Hannah's attempts to maintain a job description for each position within the organization. If a team member does not have a current copy of their job description, it is the responsibility of the team member to request one from their manager. Job descriptions prepared by Hannah serve as an outline only. Due to business needs, a team member may be required to perform job duties that are not within their written job description. Furthermore, Hannah may have to revise, add to, or delete from a team member's job duties based on the needs of the business. On occasion, Hannah may need to revise job descriptions with or without advance notice to team members.

Hannah's current job descriptions are located on SharePoint in the Team Resources/Payroll folder.

Team Member Handbook

All Hannah team members are provided a printed or digital copy of the Hannah's Team Member Handbook. If a team member requests a copy of the handbook, it is located on Sharepoint in the Team Resources/Payroll folder.

Hannah Bucks Program

Once a month team members will be issued a Hannah \$2.00 bill -"Hannah Buck." They are to be used to recognize fellow team members for doing something great.

To recognize a fellow team member using a Hannah Buck, fill out the back and give it to the team member, saying "Thanks from Hannah." An actual spoken "thank you" is a good addition, but not required



"HANNAH BUCKS" PROGRAM

My mom, Hannah, isn't around in a purely physical sense any more, but I like to think she's watching from above and notices all the great things that you, as Hannah team members, do. Hannah was always great at saying thanks, but since she has trouble doing that herself now, I know she would want me to ask you to help. Will you?

Here's how:

- From now on, once a month you are going to be issued a Hannah \$2.00 bill – "Hannah Bucks."
- These aren't for you. They are for you to give to another Hannah Team Member for doing something really great.
- To recognize a fellow team member using a Hannah Buck, all you do is fill out the back and give it to them, saying "Thanks from Hannah." An actual spoken "thank you" is a good addition, but not required!
- You have to sign the front of the Buck yourself when you are issued yours every month and – again – you can't give them to yourself!

Whoever you give the Buck to can use them once at face value for a Hannah Membership for a friend, to help pay for their TLC, Pet food at Hannah's, or – when we get our Hannah Store up and running – for anything in it. Bucks can be combined by the recipient and are valid as long as they remain a Hannah team member and are redeemed within the expiration date on each Hannah Buck.

Thanks for helping my mom say "thanks!"

Scott D. Campbell, DVM
Founder & Chairman

