GRATIA

2.0 Platform Training
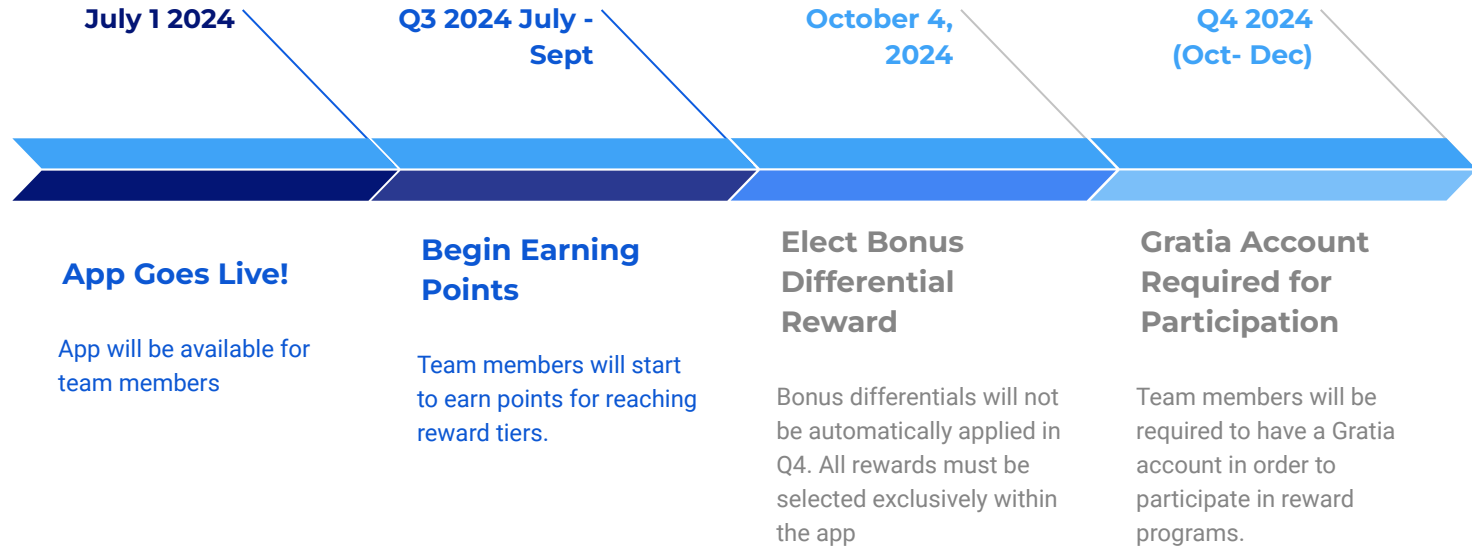### June 2024

OBJECTIVES:

1. Get acquainted with the Gratia's reward program updates and reward options

2. Learn & understand how reward points are earned and redeemed

3. Ensure a thorough understanding of the new app for team members and it's functionality

4. Live Demo

5. Ongoing Support / Q& A

NEW UPDATES & ENHANCEMENTS

UPDATES AND ENHANCEMENTS

- **New Incentive Programs**
  - More ways for team members to be recognized

- **New Point-based system**
  - New framework for incentivizing and recognizing team member behavior and performance through the accumulation and redemption of points

- **More Reward Options**
  - Expanding reward options to offer team members greater choice and flexibility with bonus differentials and /or gift cards

- **New Employee App Experience**
  - A new platform for tracking and monitoring reward program progress and accessing rewards

- **Gratia Account Required to participate in reward programs**
  - Team members will be required to have a Gratia account in order to participate in reward programs. Bonus differentials will not be automatically applied in Q4. All rewards must be selected exclusively within the app

TIMELINE

July 1 2024

Q3 2024 July - Sept

October 4, 2024

Q4 2024 (Oct- Dec)

App Goes Live!

App will be available for team members

Begin Earning Points

Team members will start to earn points for reaching reward tiers.

Elect Bonus Differential Reward

Bonus differentials will not be automatically applied in Q4. All rewards must be selected exclusively within the app

Gratia Account Required for Participation

Team members will be required to have a Gratia account in order to participate in reward programs.

GRATIA

MVP INCENTIVE: SHIFT PICK UP
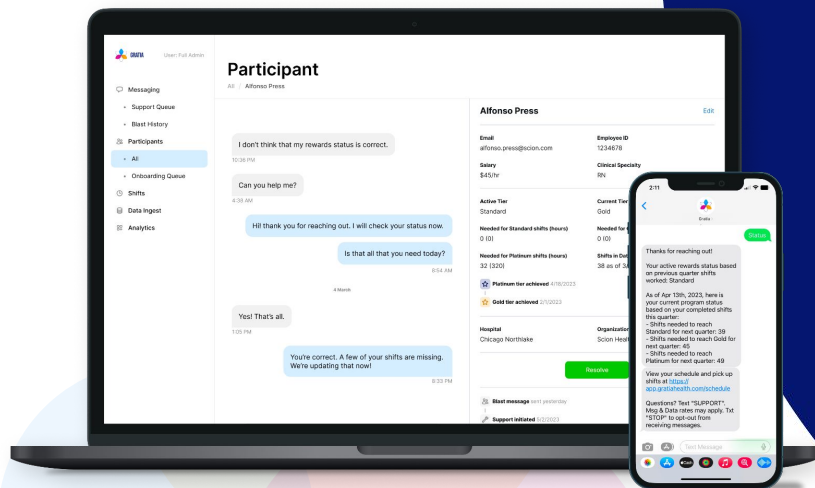
PROGRAM DESIGN - SHIFT PICK UP

A Multi Tier Award System

XX additional hours earns **$YY/hr pay differential** for all hours worked the following quarter.

Quarterly qualification periods

Reward Tiers
Silver: 48 extra hrs; $2/hr
Gold: 72 extra hrs; $4/hr
Platinum: 120 extra hrs; $8/hr

2.0 PLATFORM: A POINT-BASED REWARD SYSTEM

One comprehensive incentive framework supported by a unified points-based reward system

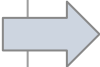## Create an incentive for any behavior and assign a point value

- Shift pick up >>> 50PT
- Tenure >>> 750PT
- Precept >>> 200PT
- Complete a Training >>> 150PT
- Patient rating (5 star) >>> 100PT

Earn points through action

Redeem for Rewards

- Hourly pay differentials
- Gift cards

HOW SHIFT PICK UP WILL WORK WITH THE POINT SYSTEM

Behavior	Attainment Criteria	Points Earned	Reward Options
Pick up hours (incremental to regular schedule)	• <u>Silver:</u> Work 516 or more hours per quarter (~4 extra shifts) • <u>Gold:</u> Work 540 or more hours per quarter (~6 extra shifts) • <u>Platinum:</u> Work 588 or more hours per quarter (~10 extra shifts)	8,075 PTS 7,650 additional Pts (=15,725 Total Pts) 16,150 additional Pts (=31,875 Total Pts)	$2, $4, or $8 Hrly Bonus Differential or Various Gift Cards

Point awards are structured to match the bonus differential payout for employees working their standard schedule.
1 point = $0.10

EARNING AND REDEEMING POINTS

Nurse Greta

Earning and Redeeming Points Example	
Taking Action to Earn Points	**Point Redemption Options***

Taking Action to Earn Points

Greta picks up **72 extra hours** over the quarter and achieves **Gold tier**.

She earns a bolus of points at the achievement of each reward tier.

Greta has a total of **15,725** points in her bank at the end of the quarter for achieving the **Gold tier.**

Point Redemption Options*

Greta redeems points from available options

$2/hr pay diff
Needs: 8,075 PTS

+

Curated Gift Cards**

$4/hr pay diff
Needs: 15,725 PTS

$8/hr pay diff
Needs: 31,875 PTS

- Rewards (bonus differential and/or gift cards) must be redeemed exclusively through the app.
- Starting Q4 All employees must have a Gratia account to earn points
- Gift cards are treated as taxable income.
  - The value of the gift card is considered part of an employee's compensation and is subject to federal income tax, as well as applicable state and local income taxes. Taxes will be taken out through the employee's paycheck.

NEW GRATIA APP

NEW EMPLOYEE EXPERIENCE - A MOBILE OPTIMIZED WEB APP

Home Base
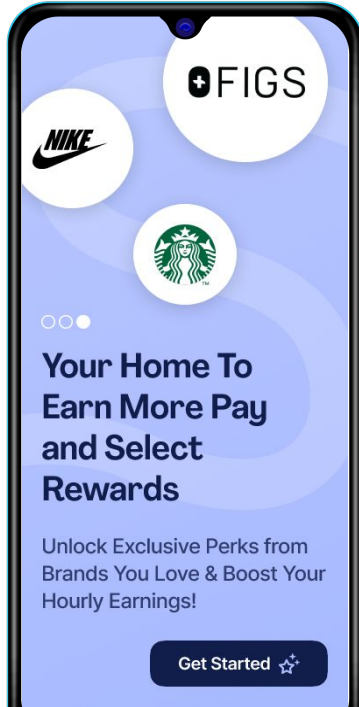
Learn
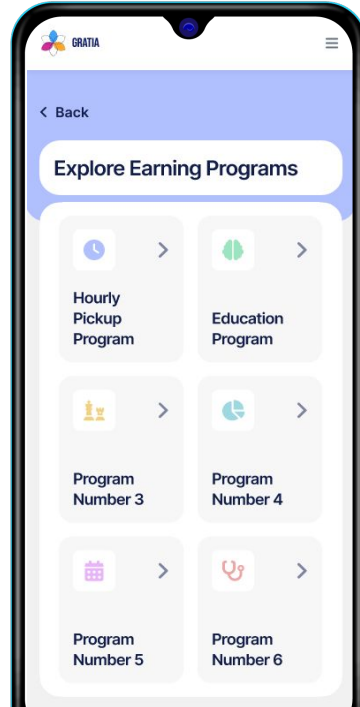
Track and Earn
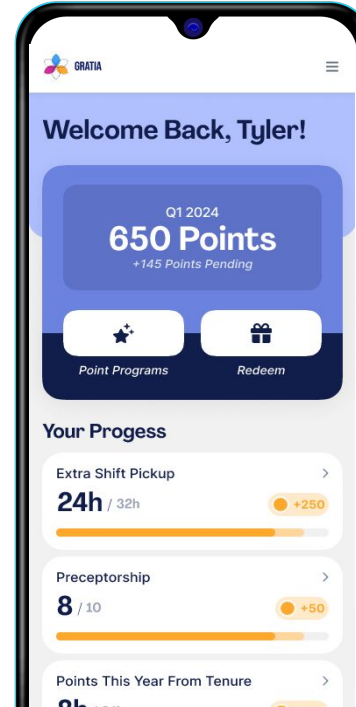
Redeem
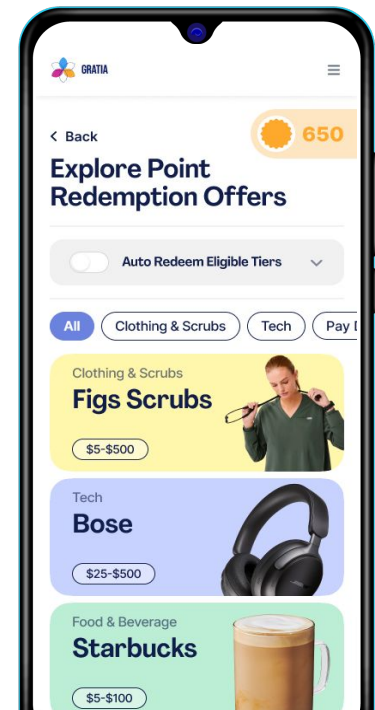
No download required. No need to install from an app store

LIVE DEMO
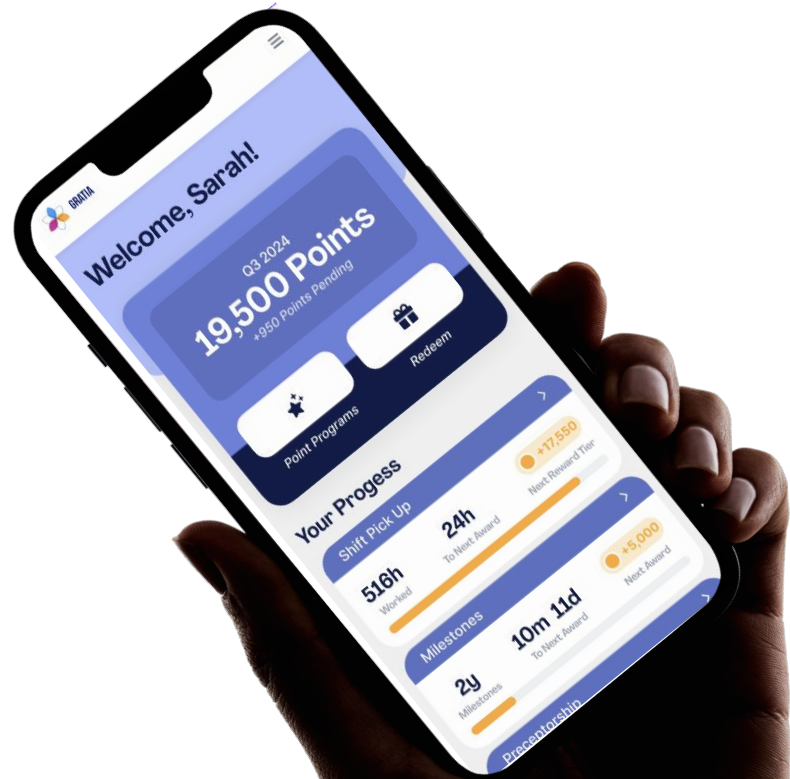
A DEDICATED APP

A dedicated app, serving as the central hub for all things Gratia rewards.

With the app staff can:
- Discover reward programs their eligible for and how to participate

- Track progress towards goals and earn points

- Redeem points for various rewards, such as an hourly pay differential and/ or preferred gift cards

The first 500 team members to sign-in will receive 100 points ($10) on us!

FAQS

FAQS

Question	Answer
How do I sign up?	Team members with an active Gratia texting account will receive a text with a link to sign in New users can Scan the QR code. Once their account is created they will receive a text with a link to sign in to the app
Will Gratia text messages still be available?	SMS texting will still available. Team members will continue to receive important program updates and notifications via text message
When are hours verified to earn points?	Hours will be verified after every pay period. Points will appear in their points bank, initially as pending. Once the hours for that pay period are verified, the points will convert to banked and will be available to redeem for a reward.
Can hours worked be viewed in the app?	Yes. The mechanics of the shift pickup program still work the same. Team members will see the points when they reach the hours threshold for each reward tier. Team members still need to work 516 hours to achieve silver, 540 to achieve gold, and 588 to achieve platinum. (based on 12hr shift type)

GRATIA

FAQS

Question	Answer
What are my options for rewards?	Hourly bonus differential →Bonus differential applied to all productive hours the following quarter Gift Cards → Available to redeem immediately. Gift Cards can be selected from a variety of options within the app. Once a gift card is selected, team members will receive a text message with a redemption link
How are points earned?	Points are not earned incrementally as they work each shift. Team members need to reach the hours threshold for each reward tier to receive the points associated with that tier. - Silver earn **8,075** total points - Gold earn an additional **7,650** points (= 15,725 total points) - Platinum earn an additional **16,150** points (= 31,875 total points)
How are taxes treated on Gift Cards?	Gift cards are treated as taxable income. The value of the gift card is considered part of a team member's compensation and is subject to federal income tax, as well as applicable state and local income taxes. Taxes will be taken out through the team member's paycheck.
How many points do bonus differentials cost?	Regardless of tier achievement, to redeem a bonus differential team members need: **8,075** points for the $2/hr to be applied the following quarter **15,725** points for the $4/hr to be applied the following quarter **31,875** points for the $8/hr to be applied the following quarter Note: If a team member earns silver and they receive 8,075 points and choose to redeem a gift card before the end of the quarter, they will not have enough points to redeem the $2/hr bonus differential. Team members will be alerted at the time of redemption that points for a gift card may impact their ability to redeem for a bonus differential if the points balance falls below the required amt.

GRATIA

FAQS

Question	Answer
How much is a point worth?	1 point = $0.10
Do points expire?	Points expire one-year after awarded. Points can be banked and held for redemption in subsequent quarters
Do gift cards expire?	Most gift cards don't have an expiration date. To confirm whether a reward link has an expiration date, consult the text where you received the link. Visa and Mastercard Prepaid cards have expiration dates 7 months after receiving link. Any remaining balance on the card at the time of expiration will be forfeited.
Is there a deadline to elect a bonus differential?	Bonus differential elections must be made before the first pay period of the following quarter to be applied. The deadline to elect the Q4 bonus differential is: **October 4 2024** for the bonus differential to be applied in Q4 2024.

GRATIA

STAFF SOCIALIZATION !

IMPORTANT DATES

May 29-May 31 ✓

4-5 Weeks Before Launch
Regional leadership orientation
Identify site champions

June 3-June 21

3-4 Weeks Before Launch
Train site champions
Educate site champions to promote & educate program updates to their teams

June 17-July 1

2 Weeks Before Launch
Staff socialization- Educate staff and help staff sign up for Gratia
-Led by Site Champions

June 24

1 week Before Launch
Continue staff socialization
Pre-launch text from Gratia - Sneak peak to staff about app and new reward options

July 1

App Go -Live!
Rewards app available for employee use!
Launch text from Gratia to employees

July 1 - July 19

1-3 Weeks After Launch
Ongoing Support - Gratia Open office hours for site champions.
Live Chat support for employees

Q4 2024

Participation Requirement
Must have a Gratia Account to participate in Reward programs
(earn points and redeem rewards)

GRATIA

STAFF SOCIALIZATION

GOALS

- Ensure all leaders understand the programs and tools

- Empower site champions through a 'train the trainer' approach to promote and educate staff on program changes.

COMMUNICATION CHANNELS

- First Up! Email Blasts
- Shift Huddles
- Virtual Training Sessions
- Gratia Text Notifications

PROMOTIONAL MATERIALS

- "Gratia App" Flyer
- Updated Program Overview Flyers & FAQs w/ QR Codes for sign up
- Updated GHO materials
- Talking Points

PROGRAM COLLATERAL

Document 1

Introducing the
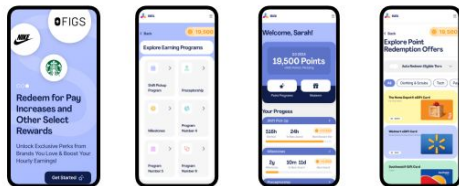### Gratia App: Empowering ScionHealth IMPACT

Tracking your progress in Reward Programs just got easier!

Now, alongside the SMS texting tool, you have a dedicated app as your home base for all things rewards.

Now with the Gratia app you can:
- Discover reward programs you're eligible for and how to participate
- Track your progress towards goals and earn points
- Redeem your points for various rewards, such as bonus differentials or select gift cards!

The first 500 team members to sign-in will receive 100 points ($10) on us!

Redeem for Pay Increases and Other Select Rewards

Unlock Exclusive Perks from Brands You Love & Boost Your Hourly Earnings!

Maximize Rewards with the Shift Pickup Program

The shift pickup program will continue operating as it does today, work a certain number of hours towards reward tiers, but now it will include a points system! When you earn a tier you'll receive a bundle of points that can be redeemed for either corresponding hourly bonus differentials AND/OR a variety of gift cards.

Important Upcoming Dates!

July 1 2024: The app will be available for employees.
Q3 2024: Employees will start to earn points for reaching reward tiers.
Q4 2024: A Gratia Account will be required to participate in Reward programs. Bonus differentials will not be automatically applied in Q4. All rewards must be selected exclusively within the app

Get Started Today!

Powered by GRATIA

Document 2

IMPACT
ACHIEVE · ADVENTURE · SPOTLIGHT · SUPPORT

Two-Way Texting Resource and New App
Signup using the QR code to track points, get notified when you achieve a reward tier, stay up to date on program details, changes, and view FAQs.

Scan to Get Started

Have a texting account?
You're account is active. Scan here to access your account.

Need to create an account?
Scan here to sign up to create your account.

In ScionHealth's ongoing dedication to empowering the hands that heal, the IMPACT Program is evolving to offer more recognition and rewards to the exceptional team members who consistently deliver high-quality care to our patients.

Shift Pickup Program-How it works

For full-time RNs/LPNs-LVNs/CNAs/RTs/MTs/MLTs who meet or exceed a designated number of hours during each qualification period, there are exciting benefits awaiting. Team members can earn an hourly bonus differential of $2, $4, or $8 along with various other rewards, such as gift cards.

Introducing our latest app!

Tracking and redeeming rewards just got easier. Through the new Gratia app you can monitor your worked hours, track progress towards tier achievement and select rewards tailored to your preferences.

With the new points-based program team members will earn points upon reaching reward tiers. These points can then be redeemed for either a bonus differential or selected gift cards tailored to your preferences.

Use the Gratia app to track points, get notified when you achieve an award tier, stay up-to-date on program details and changes, and view IMPACT Program FAQs.

For more information, check out the accompanying program overview for more details on eligibility, qualifications, rules and anticipated questions. Questions can also be emailed to impact@scionhealth.com or support@gratiahealth.com

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Document 3

UPDATED JUNE 2024

ScionHealth

ACHIEVE part of ScionHealth IMPACT Reward Program Overview & FAQ

Shift Pickup Program:
This program is to reward employees that go the extra mile to pick up extra hours by working more than the minimum required number of hours over a period of time. Individuals who meet and/or exceed the designated number of hours during a qualification period will achieve one of three tiers: SILVER, GOLD, and PLATINUM, and will earn points that can be redeemed for rewards, such as gift cards or bonus differentials, applied the subsequent bonus period.

Eligible Positions
- All non-exempt, hospital-based full-time (FT) RNs/ LPNs/LVNs/CNAs/RTs/MTs /MLTs are eligible to participate

Eligibility Status
- This program is not applicable to PT, PRN, PRN+, seasonal or per diem pool employees.
- Current PT/PRN/PRN+ employees would be eligible only after completing a status change to full-time (FT) status.
- If an employee transitions from a PT/PRN/PRN+ status to a FT status in the middle of the qualification period, only the hours worked from the status change will count towards the tier requirements.
- If an employee transitions from a FT to a PT/PRN/ PRN+ status during a qualification or bonus period, the employee voids the rewarded bonus differential for the remainder of the period.

Program Details

Qualification Period
Defined as the four (4) quarters of the calendar year (Q1: Jan 1 – Mar 31; Q2: Apr 1 – Jun 30; Q3: Jul 1 – Sep 30; Q4: Oct 1 – Dec 31) where eligible employees must work a pre-determined number of hours in order to earn into a reward tier and receive a set of points which can then be redeemed for various rewards.
The qualification period will begin on the first calendar day of the quarter.

Bonus Period
Generally follows the four (4) quarters of the calendar year (Q1: Jan 1 - Mar 31; Q2: Apr 1 - Jun 30; Q3: Jul 1 - Sep 30; Q4: Oct 1 - Dec 31) where eligible employees who achieved a tier in the qualification period, can redeem points earned for various rewards.

The bonus period will begin on the first day of the start of the new pay period during the quarter.

Reward Tiers
Defined as one of three (3) tiers in which an eligible employee can qualify based on the number of hours worked during a qualification period.

For Employees Scheduled for 36 hrs/ week
(Three (3) Twelve (12)-Hour Shifts)

SILVER TIER
- Minimum number of hours worked PER QUARTER to qualify: 516
- Total points earned: 8,075 total points
- Reward options: $2/hour bonus differential or preferred gift card selection

GOLD TIER
- Minimum number of hours worked PER QUARTER to qualify: 540
- Total points earned: 15,725 total points
- Reward options: $4/hour bonus differential or preferred gift card selection

PLATINUM TIER
- Minimum number of hours worked PER QUARTER to qualify: 588
- Total points earned: 31,875 total points
- Reward options: $8/hour bonus differential or preferred gift card selection

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GRATIA

ROLE OF THE SITE CHAMPION

SPREAD THE WORD!

- **Start letting staff know!**
  1. A new app is available July 1st - home base to track and earn rewards
  2. New point system- Earn points for achieving reward tiers
  3. New rewards- Redeem earned points for different rewards including bonus differentials and/or gift cards
- **Understand how points are earned and how rewards are redeemed**
- **Become familiar with the app**
- **Distribute program materials**
- **Help employees sign up for a Gratia account - if not already signed up**
- **Share feedback back to Gratia!**

GRATIA

ONGOING SUPPORT

GRATIA SUPPORT

Laura Fleischfresser
Head of Operations

Implementation & Ongoing support

laura.fleischfresser@gratiahealth.com

Tashika Bills
Operations Associate

Implementation & Ongoing support

tashika.bills@gratiahealth.com

THANK YOU

APPENDIX

WHAT IF AN EMPLOYEE WORKS ENOUGH HOURS TO EARN INTO GOLD TIER?

Scenario 1

Nurse Pat

Taking Action to Earn Points	Point Redemption Options

Taking Action to Earn Points

Pat picks up **48 extra hours**.

She achieves the **Silver tier** for working a total of **516 hours.**

.

8,075 pts are credited to her bank as pending until hours are verified at the end of the pay period.

Pat continues to pick up shifts & achieves the **Gold tier** for working a total of **540 hours.**

Earning her an additional **7,650 points.**

Pat now has a total of **15,725 points** in her bank at the end of the quarter.

Point Redemption Options

Pat can **redeem her points** from available options

$2/hr pay diff for 8,075 PTS

$4/hr pay diff for 15,725 PTS

$8/hr pay diff – ~~15,875 PTS~~

+

Curated Gift Cards

WHAT IF AN EMPLOYEE REACHES A TIER BUT DOESN'T WORK ENOUGH HOURS TO ACHIEVE THE NEXT TIER?

RT John

Scenario 2

Taking Action to Earn Points	Point Redemption Options

Taking Action to Earn Points

John picks up **48 extra hours**.

He achieves the **Silver tier** for working a total of **516 hours.**

.

8,075 pts are credited to his bank as pending until hours are verified at the end of the pay period.

John continues to work but **does not** earn the next tier of Gold.

John ends the quarter with a total of **8,075 points** in his bank at the end of the quarter.

Point Redemption Options

John can **redeem his points** from the available options

$2/hr pay diff for 8,075 PTS **OR** Curated Gift Cards

$4/hr pay diff for ~~725 PTS~~

~~$8/hr pay diff – 36,625PTS~~

ARE POINTS EARNED IF AN EMPLOYEE WORKS BEYOND THE HIGHEST TIER?

CNA Emily

Scenario 3	
Taking Action to Earn Points	**Point Redemption Options**

Taking Action to Earn Points

Emily picks up **96 extra hours** over the course of the quarter.

she achieves the **Platinum tier** for working a total of **588 hours.**

.

31,875 points are credited to her bank after verification

Emily continues to work more hours.

She **does not earn incremental points beyond the highest tier attainment.**

Emily ends the quarter with a total of **31,875 points** in her bank at the end of the quarter.

Point Redemption Options

Emily can **redeem her points** from the available options

$2/hr pay diff for 8,075 PTS

$4/hr pay diff for 15,725 PTS

$8/hr pay diff for 31,875 PTS

+

Curated Gift Cards

HOW DO CARRYOVER POINTS WORK?

Scenario 4

LPN Sally

Taking Action to Earn Points			Point Redemption Options
Sally chose to bank some of her earned points from the previous quarter. She has **carried over 10,000 points** she achieves **Silver tier** this quarter for working a total of **520 hours.**	**8,075 points** are credited to her bank after verification	Sally has a total of **18,075** points in her bank at the end of the quarter.	Sally can **redeem her points** from the available options

Point Redemption Options:

- $2/hr pay diff for 8,075PTS
- $4/hr pay diff for 15,725 PTS
- ~~$8/hr pay diff for 3,875 PTS~~

+ Curated Gift Cards

Sally has enough points with her carryover to elect the $4/hr even though she only achieved silver the previous quarter

Points expire one-year after they are awarded

WHAT HAPPENS IF POINTS ARE REDEEMED BEFORE THE END OF THE QUARTER?

Scenario 5

Nurse Kathy

Taking Action to Earn Points	Point Redemption Options

Taking Action to Earn Points

Kathy picks up **48 extra hours**.

She achieves the **Silver tier** for working a total of **516 hours.**

.

8,075 pts are credited to her bank as pending until hours are verified at the end of the pay period.

Kathy chooses to **redeem 700 points** for a $70 gift card.

She continues to pick up shifts & achieves the **Gold tier** for working a total of **540 hours.**

Earning her another **7,650 points.**

Kathy now has a total of **15,025 points** in her bank at the end of the quarter.

Point Redemption Options

Kathy can **redeem her points** from available options

$2/hr pay diff for 8,075 PTS

+

$4/hr pay diff for ~~8,025 PTS~~

$8/hr pay diff – 31,875 PTS

Curated Gift Cards

Kathy does not have enough points to elect the $4/hr even though she only achieved Gold the previous quarter

SHIFT PICK UP PROGRAM COMPONENTS

Component	Definition
Eligible Employees (job type)	All non-exempt, hospital-based full-time (FT) RNs/LPNs/LVNs/CNAs/RTs/MTs /MLTs
Eligible Job Status	Full-time non-exempt, hospital based team member
Tier Attainment Criteria + Bonus Differentials	• Silver - work 48 extra hours (516 total hours) → earn 8,075 points → $2/hr • Gold - work 72 extra hours (540 total hours) → earn 15,725 points → $4/hr • Platinum - work 96 extra hours (588 total hours) → earn 31,875 points →$8/hr
Hour Criteria (non-productive hours)	• In service • Orientation/onboarding • Unplanned callouts • Planned PTO over 40 hours in a quarter
Qualification Periods	Generally follows the four (4) quarters of the calendar • Q1: Jan 1-Mar 31 • Q2: Apr 1- Jun 30 • Q3: Jul 1-Sep 30 • Q4: Oct 1-Dec 31

GRATIA

APPENDIX- GRATIA APP STEP BY STEP GUIDE

THE GRATIA APP
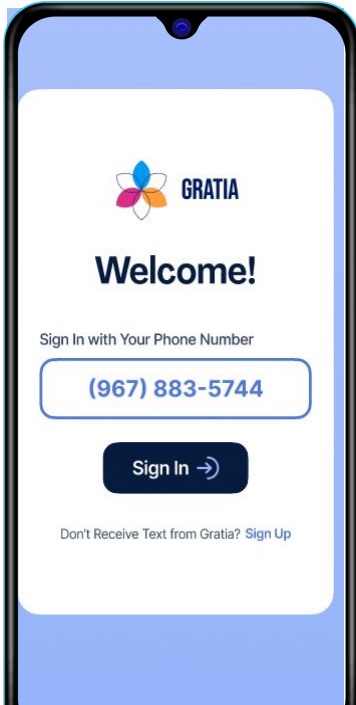
ACCOUNT CREATION

- Team members scan a QR code with a smartphone camera

- Fill in information and follow log in prompts
  - Once account is verified team members will receive a text with a link to sign in to the app

- **A Gratia account is required for reward eligibility**
  - Team members without a Gratia account will be not be able to view and select rewards

GRATIA

Welcome!

Sign In with Your Phone Number

(967) 883-5744

Sign In →

Don't Receive Text from Gratia? Sign Up

THE GRATIA APP: SIGN UP DETAILS

GRATIA

Step 1/3
Sign Up

First Name
[   ]

Last Name
[   ]

Phone Number
[   ]

Next Step →

Already Receive Texts from Gratia? Sign In

GRATIA

Step 2/3
Employment Details

Job Title
[   ]

Shift Type
[8 Hour Shift   ⌄]

Employment Status
[Full Time   ⌄]

← **Next Step →**

Already Receive Texts from Gratia? Sign In

GRATIA

Step 3/3
Employment Details

Primary Hospital Location
[   ]

Employee ID Number (Optional)
[   ]

Specialty
[Select One   ⌄]

☐ By creating an account you are agreeing to our Terms and Conditions and Privacy Policy

☐ By creating an account you are agreeing to receive text messages. Msg & data rates may apply

← Sign Up ✓

Already Receive Texts from Gratia? Sign In

GRATIA

Step 3/3
Employment Details

Primary Hospital Location
[   ]

Employee ID Number (Optional)
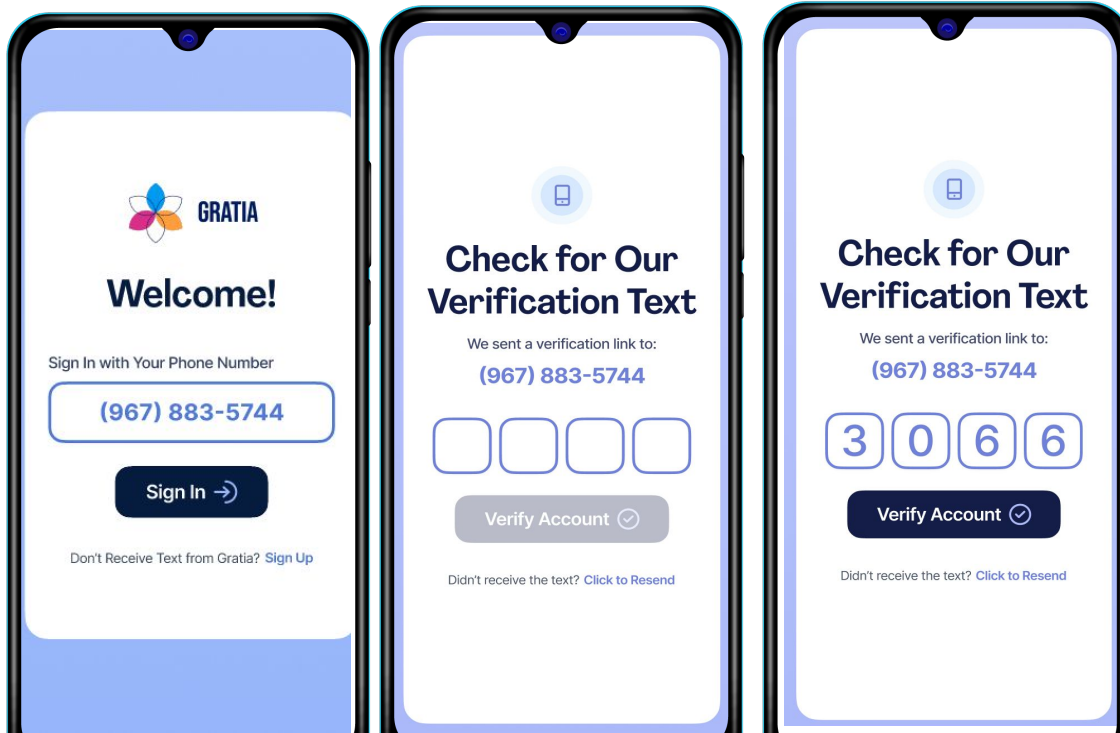[   ]

Specialty
[Select One   ⌄]

☑ By creating an account you are agreeing to our Terms and Conditions and Privacy Policy

☑ By creating an account you are agreeing to receive text messages. Msg & data rates may apply

← **Sign Up ✓**

Already Receive Texts from Gratia? Sign In

GRATIA

THE GRATIA APP: LOG IN STEPS

GRATIA

Welcome!

Sign In with Your Phone Number

(967) 883-5744

Sign In →

Don't Receive Text from Gratia? Sign Up

Check for Our Verification Text

We sent a verification link to:

(967) 883-5744

Verify Account ✓

Didn't receive the text? Click to Resend

Check for Our Verification Text

We sent a verification link to:

(967) 883-5744

3 0 6 6

Verify Account ✓

Didn't receive the text? Click to Resend

---

LOGIN PROCEDURE

The App can be accessed from any device but viewed best from smartphones

- Open a web browser
- Enter the app link
- Log in with your mobile number and follow prompts
- Add the app to your home screen
  - iPhone: Open Safari and tap the share button. Choose "Add to Home Screen" from the menu.
  - Android: Open Chrome, Edge, or Firefox and select "Add to Home Screen" or "Add to Phone" from the menu.
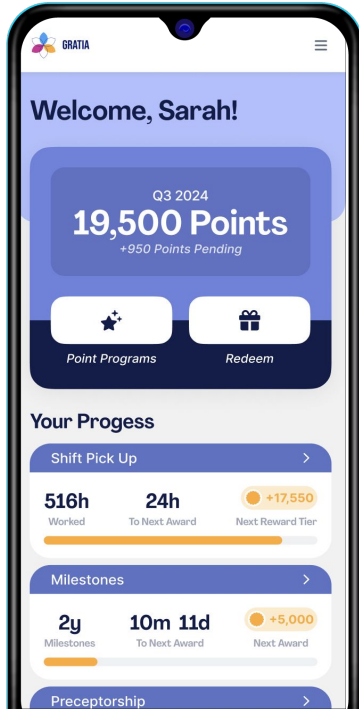
THE GRATIA APP: SIGN UP REWARD
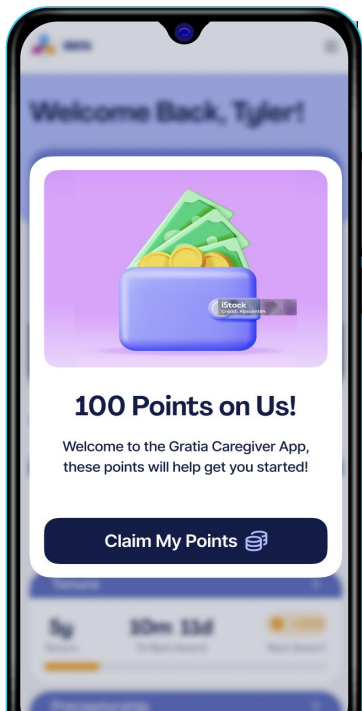
SIGN IN BONUS

First 500 team members to sign in will get **100 points** for signing into the app for the first time

Points can be used immediately for a gift card or banked for future use
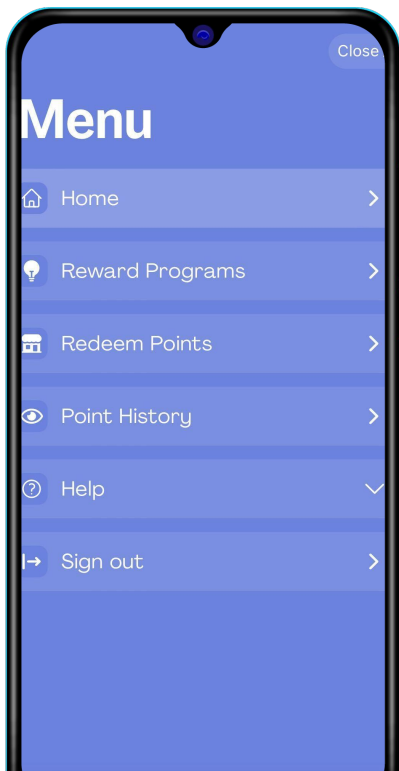
THE GRATIA APP: HOME PAGE

TRACK PROGRESS

Once signed in, team members will view their personalized home page.

View available points, available reward programs, and track progress towards a reward tier

THE GRATIA APP: MENU

Menu

- Home
- Reward Programs
- Redeem Points
- Point History
- Help
- Sign out

Close

APP NAVIGATION

From the Menu page, you can easily navigate to different sections of the app

- **Home** - View eligible programs and points progress
- **Reward Programs** -View eligible programs you can earn into
- **Redeem Points** - View reward redemption options
- **Point History** - Track progress in eligible programs and reward redemption history
- **Help** - View FAQs and give feedback on program offerings/tools
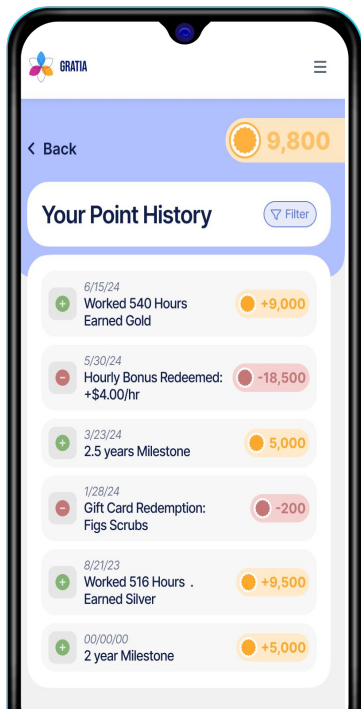- **Sign Out** - Log out of app

THE GRATIA APP: PROGRAM DETAILS
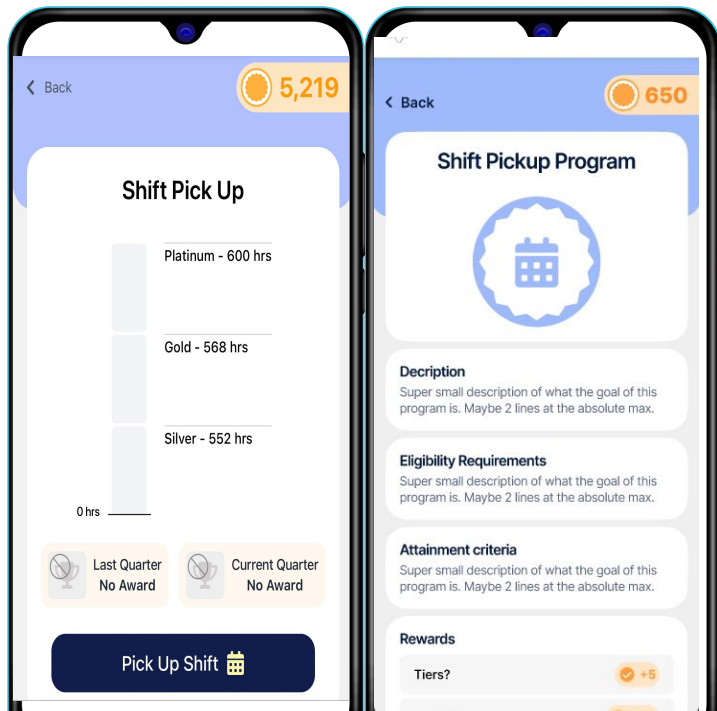
PROGRAM SPECIFIC DETAILS

- View individual hours worked, hours towards next tier, link to Kronos Advanced Scheduler

- View current program details, such as:
  - Eligibility
  - Attainment Criteria
  - Point earnings

THE GRATIA APP: POINT ACTIVITY

9,800

< Back

Your Point History ▽ Filter

|		
⊕	6/15/24 Worked 540 Hours Earned Gold	+9,000
⊖	5/30/24 Hourly Bonus Redeemed: +$4.00/hr	-18,500
⊕	3/23/24 2.5 years Milestone	5,000
⊖	1/28/24 Gift Card Redemption: Figs Scrubs	-200
⊕	8/21/23 Worked 516 Hours . Earned Silver	+9,500
⊕	00/00/00 2 year Milestone	+5,000

POINTS ACTIVITY HISTORY

Track points earned & redeemed

View includes:
- Total Points at the top
- Activity completed to earn points and how many points the activity earned
- Dates points are earned and redeemed
- Gift card or bonus differential redemption date

THE GRATIA APP: REWARD SELECTION
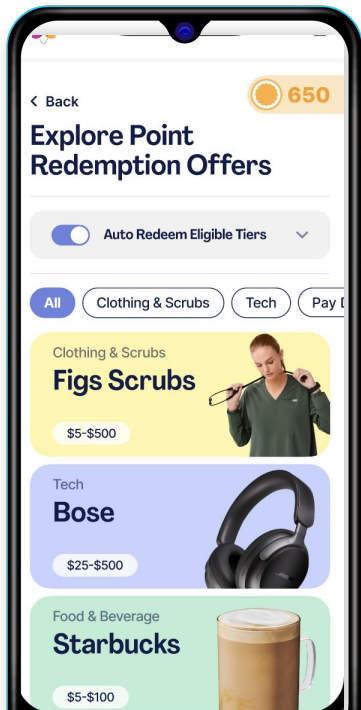

REWARD SELECTION

Reward Options:
1. Hourly bonus differential →Bonus differential applied to all productive hours the following quarter
2. Gift Cards → Available to redeem immediately

Toggle off: When the toggle is off, if no bonus differential is chosen by the predetermined date, at the end of the quarter, all available points will remain in the team members bank.

Toggle on: When the toggle is on, team members are choosing to use available points to redeem the highest bonus differential available to them.

Points expire on a rolling basis one-year after being awarded.
Points can be banked and held for redemption in subsequent quarters (ex: 9,025 points earned August 27, 2024 will expire on August 27, 2025 if not redeemed)

THE GRATIA APP: REWARD REDEMPTION
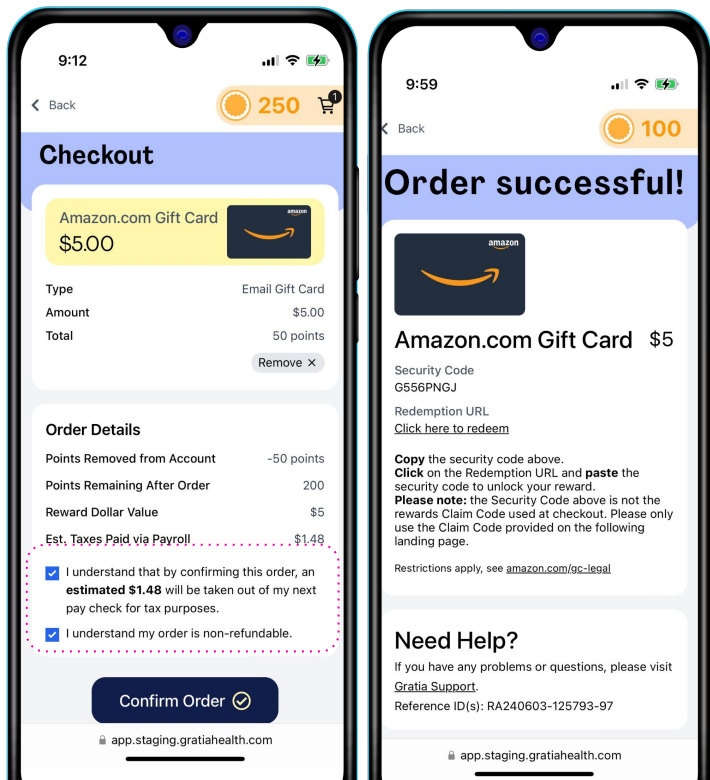
CHECKOUT PROCESS

- **Select gift card or bonus differential**
  - Employee selects for a desired amount
- **Checkout cart**
  - Once the reward is in the employee's cart, details will show:
    - How many points used
    - Dollar amount of the gift card (if selected)
    - Estimated taxes to be deducted from paycheck for gift cards
- **Confirmation**
  - Employees must confirm understanding of tax deductions by checking a confirmation box before completing their order.

Gift cards are treated as taxable income. The value of the gift card is considered part of an employee's compensation and is subject to federal income tax, as well as applicable state and local income taxes. Taxes will be taken out through the employee's paycheck.