Dear fellow employees:

Thank you!

Thank you for being part of U.S. Bank and for contributing to our success. You should be very proud of our accomplishments and looking forward to a great future. This may be your first handbook, or it may be your 31st. Regardless, we’re thrilled to have you as part of the team and our team is better because you are on it.

I would like you to consider your time and commitment with U.S. Bank as a career-long opportunity. I understand that we have an obligation to you as well, and we want to provide every opportunity for development, fun, and success. We sincerely hope that you will grow, be challenged, and be rewarded during your time with U.S. Bank. This handbook provides an overview of our programs and policies that are meant to support you and your professional growth. This handbook also complements the U.S. Bank Code of Ethics and Business Conduct handbook, which explains the professional and ethical conduct standards that are critical to our continued success and make us a valuable part of our communities.

Please review your handbooks carefully. We are always interested in your feedback. I invite you to provide comments to your manager or HR representative, and know that I am grateful for your contributions!

Sincerely,

Richard K. Davis
Chairman, President and Chief Executive Officer
“We put the power of us to work for you.”
# Contents

## Corporate Highlights
- Our Mission 6
- Our Promise to Customers: Service Sets Us Apart 6
- Privacy Pledge To Our Customers 7
- Our Promise to Employees: Our People Strategy 8
- Open Communication 9
- U.S. Bank Ethics Line 9
- Integrity in the Reporting Process 9
- Non-Retaliation Policy 9

## Working at U.S. Bank
- Introductory Period 10
- Performance Reviews 10
- Performance and Conduct Counseling 10
- Career Advancement 10
- Employment of Relatives/Personal Relationships 12
- Business Appearance 12
- Use of Tobacco Products 12
- Working in More Than One Position at U.S. Bank 12
- Verification of Employment, Employment References, and Recommendations 12

## Your Pay and Time Reporting
- Employee Status 13
- Payroll and Time Reporting 14
- Accurate Employment Records 15
- Attendance/Tardiness 15
- Occasional Sick Days 15

## Time Away From Work
- Reporting Absences 16
- Excessive Absenteeism 16
- Job Abandonment 17
- Employees With Sick Leave Accrual Balances 17
- Family and Medical Leave 17
- Paid Leave for Birth or Adoption 19
- Medical Absence 19
- Jury Duty 19
- Military Leave 19
<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Leave for Court Proceedings/Legal Matters</td>
<td>20</td>
</tr>
<tr>
<td>Funeral/Bereavement Leave</td>
<td>20</td>
</tr>
<tr>
<td>Personal Leaves</td>
<td>21</td>
</tr>
<tr>
<td>Leaves Exceeding One Year</td>
<td>21</td>
</tr>
<tr>
<td>U.S. Bank Employee Emergency Event (E3) Line</td>
<td>21</td>
</tr>
<tr>
<td>Hazardous Conditions and Weather Emergencies</td>
<td>22</td>
</tr>
</tbody>
</table>

**Security and Safety on the Job**

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Background Inquiries</td>
<td>22</td>
</tr>
<tr>
<td>ID Access Cards or Security Access Systems</td>
<td>23</td>
</tr>
<tr>
<td>Security at the Workplace</td>
<td>23</td>
</tr>
<tr>
<td>Photographic Equipment</td>
<td>23</td>
</tr>
<tr>
<td>Workplace Violence</td>
<td>24</td>
</tr>
<tr>
<td>Restraining Orders</td>
<td>24</td>
</tr>
<tr>
<td>Weapons</td>
<td>24</td>
</tr>
<tr>
<td>Accidents and Injuries at Work and Workers’ Compensation Insurance</td>
<td>24</td>
</tr>
<tr>
<td>Communicable Diseases</td>
<td>25</td>
</tr>
<tr>
<td>Holidays</td>
<td>26</td>
</tr>
</tbody>
</table>

**Employee Benefits**

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vacation</td>
<td>28</td>
</tr>
<tr>
<td>Adoption Assistance</td>
<td>30</td>
</tr>
<tr>
<td>Educational Assistance</td>
<td>31</td>
</tr>
<tr>
<td>Tuition Reimbursement</td>
<td>31</td>
</tr>
<tr>
<td>Employee Assistance</td>
<td>32</td>
</tr>
<tr>
<td>Employee Assistance Fund</td>
<td>34</td>
</tr>
<tr>
<td>Discounts on Financial Products and Services</td>
<td>34</td>
</tr>
</tbody>
</table>

**Career Development**

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Learn</td>
<td>35</td>
</tr>
<tr>
<td>Harvard Resources</td>
<td>35</td>
</tr>
<tr>
<td>Network</td>
<td>35</td>
</tr>
<tr>
<td>MentorConnect</td>
<td>35</td>
</tr>
<tr>
<td>Development Network</td>
<td>36</td>
</tr>
<tr>
<td>Leadership Development</td>
<td>36</td>
</tr>
</tbody>
</table>

**Employee Community Involvement**

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>U.S. Bank Five Star Volunteer Day Policy</td>
<td>37</td>
</tr>
<tr>
<td>U.S. Bancorp Matching Gift Program</td>
<td>38</td>
</tr>
<tr>
<td>Environmental Affairs</td>
<td>39</td>
</tr>
</tbody>
</table>
At U.S. Bank, one thing is clear: we are a company committed to our mission. And we know every employee plays an important role in achieving that mission. From how you greet customers when they walk into your branch, to collaborating with a coworker, our mission is reinforced by the actions you take every day. As a company, we’re focused on making every action lead to our mission’s success.

Our Mission

We fulfill our mission by:

- Engaging our employees
- Increasing value for our shareholders
- Deepening service and relationships for our customers
- Building our communities

Engaging our Employees

U.S. Bank highly values the employees of our company. It is their hard work and commitment that creates our success as a company. The programs in this handbook have been designed to enable each of us to connect, develop, feel rewarded, and lead to the best of our abilities every day.

Increasing Value for Shareholders

Continued strong earnings support the company’s ability to pay and increase dividends, while expected future growth in revenue and earnings drives our stock price.

Deepening Service and Relationships for our Customers

Our loyal customers are highly satisfied with U.S. Bank, are very likely to continue their relationship with us and willingly refer their family and friends to us for business.

Building Our Communities

U.S. Bank places a high priority on investing in the communities we serve and communities in which our customers, our employees and our shareholders live and work.

Our Promise to Customers: Service Sets Us Apart

Only U.S. Bank guarantees customer service by every business line and every employee for every transaction every day.

From your first day with U.S. Bank, we count on you to provide exceptional service, both to your internal clients and to our customers.

The level of service is defined through the tenets of our Service Values and comes to life through five key philosophies. Every employee is expected to adopt these tenets and demonstrate them in every customer interaction.

**Our Service Values**

- Take Ownership
- Make It Personal
- Add Value to Every Interaction
- Make Courtesy Common
- Share Your Knowledge
Privacy Pledge To Our Customers

Protecting the privacy of our customers is important to U.S. Bank. Successful banking relationships are built on trust and integrity. In the course of transacting business with our customers, we gather pertinent personal information in order to accurately maintain accounts and offer services to help our customers attain their personal financial goals. All of this information is very private in nature. Therefore, we are committed to confidentiality.

To show that we take customer privacy very seriously, we send our customers a privacy pledge each year. Customers first receive the pledge upon opening an account, and interested parties can find the pledge at www.usbank.com/privacy. The privacy pledge maintains compliance with recent laws and gives customers detailed information on why we gather data, how data is used, how it is maintained and protected, and the circumstances in which data may be shared.

The privacy pledge promises all U.S. Bank customers that we will:

• collect only relevant information about customers;
• strive to keep accurate records;
• limit employee access to customer information on a need-to-know basis;
• disclose to customers what information is shared with U.S. Bank companies and with others;
• provide customers ways to limit how their information is shared; and
• investigate customer concerns about inappropriate sharing of information.

Familiarize yourself with the pledge, and follow all consumer customer privacy procedures related to your job. Above all, remember that your actions should always respect and protect customer privacy.
As you can see, everything you do makes a big difference for our customers. So, as your employer, we want to make the difference for you by striving to make your employee experience the best it can be.

We firmly believe that Your Career is Here at U.S. Bank.

**Our Promise to Employees: Our People Strategy**

We want you to view your time with U.S. Bank as a career-long opportunity. How do we support this? It’s simple — we attract and retain great people, then keep them engaged and develop their skills and knowledge by offering competitive benefits and programs.

All of our employee-focused initiatives and programs currently fall into four key areas:

- **Connect**
  Programs such as MentorConnect and the Development Network give you the opportunity to meet and share experiences with U.S. Bankers across the organization.

- **Develop**
  Through internal and external learning resources, we provide a comprehensive framework of opportunities to help you explore your career development options, learn new skills, establish networks of colleagues and managers who can help you achieve your goals, and build a development plan that will move you to that next step, whatever it may be.

- **Reward**
  From individual and corporate award programs such as the Exceptional Service Bonus, to the variety of special offers available in our Employee Value Package, we recognize you for your contributions and showcase all of the great benefits we offer you and your family.

- **Lead**
  We offer you development and networking opportunities to build skills, implement important leadership practices into your daily business routines, and lead the development planning of your teams.
Open Communication

Open lines of communication are essential to employee engagement and corporate success. At U.S. Bank, we strive to create excellent relationships between and among all employees, including management. To facilitate this, we maintain an open communication policy.

When you have questions or concerns about your work responsibilities, environment, disciplinary actions or general work issues, meet with your supervisor or manager to discuss them. If you do not feel comfortable discussing the situation with your supervisor or manager, consider discussing it with his or her manager. Supervisors and managers strive to do whatever they can to be of assistance. Experience shows that most work-related problems are best resolved between the employee and his or her manager or supervisor; however, your supervisor or manager cannot help if he or she is not aware of the problem.

It is important to keep the lines of communication open. Sometimes just talking about a difficult situation is a tremendous first step toward resolving the problem.

If you are concerned about discussing the problem with your supervisor or manager, there are other options. Your Human Resources generalist is also available to assist you in resolving or escalating your concerns. Human Resources will work with you, your supervisor or manager, and other levels of management to resolve a job-related problem. Human Resources staff are interested in helping with any type of problem, but their overall perspective might be especially useful in cases where you feel the problem is sensitive or confidential in nature, such as issues around inappropriate workplace behavior (including harassment and discrimination), performance, salary increases or discipline.

Please also see the U.S. Bank Sexual Harassment Policy located on USBnet for specific information about the U.S. Bank policy against sexual harassment and reporting procedures. In addition, see the policy against Offensive Behavior and Harassment contained in the U.S. Bank Code of Ethics and Business Conduct (Section 5, Demonstrate Workplace Respect).

U.S. Bank Ethics Line

You may also contact the U.S. Bank Ethics Line to report concerns about inappropriate workplace behavior confidentially, anonymously if desired. You may reach the Ethics Line at 866-ETHICS4 (866-384-4274). The Ethics Line is staffed 24 hours a day, 7 days a week, 365 days a year, by an independent call center. Please be aware that the Ethics Line call center cannot provide advice, offer opinions, or answer questions about U.S. Bank’s Code of Ethics and Business Conduct policies. Also, if you have general questions about payroll, benefits, or Human Resources policies, please contact the U.S. Bank Employee Service Center at 800-806-7009, or contact your Human Resources generalist.

The resource or resources you choose are up to you, but keep in mind that a problem is likely to remain a problem until you do something about it. We strongly encourage you to take the initiative and ask for help.

Integrity in the Reporting Process

Making false allegations, due to improper motives, is a serious issue and may result in disciplinary action. Such allegations undermine the effectiveness of the reporting process, compromise the reputation of others and will not be tolerated.

Non-Retaliation Policy

U.S. Bank does not tolerate any retaliatory action against any individual for good-faith reporting of ethics violations, illegal conduct, sexual or other forms of harassment, discrimination, inappropriate workplace behavior or other serious issues. Allegations of retaliation will be appropriately investigated and, if substantiated, appropriate disciplinary action will be taken, up to and including termination. Diligent enforcement of non-retaliation measures is vital to the success of the reporting process because employees must feel they can report problems without fear of reprisals. You may report suspected retaliation to a supervisor, manager, Human Resources, the Legal Department, or the Ethics Line.
Introductory Period

The first 90 days of employment are considered an introductory period. During this time, you and your supervisor or manager should work together to ensure that your new position is a good match. Generally, it is expected that you will receive performance feedback during your first 90 days.

Should your work performance or conduct not meet expected requirements at any time during or after the introductory period, you may decide it is not a good job fit and voluntarily terminate your employment. U.S. Bank reserves a similar right to terminate your employment without first providing formal discipline.

Completion of the introductory period does not alter the at-will employment relationship that continues throughout your employment.

Performance Reviews

U.S. Bank pays for performance, and we believe in providing positive and constructive feedback about performance. We are committed to an active performance review process to encourage open discussions between you and your manager or supervisor about your strengths as well as areas of potential skills development.

Formal performance reviews at U.S. Bank begin with your first review at ninety days and typically continue annually. We also encourage employees and supervisors or managers to hold frequent, informal performance discussions throughout the year.

Performance and Conduct Counseling

Our objective is to retain employees who demonstrate the skills, knowledge and behaviors consistent with the goals and values of U.S. Bank. If your performance or conduct does not meet the expectations of the company, counseling or coaching may be provided to allow you a reasonable opportunity to make the necessary improvements in order to succeed. In all cases, however, U.S. Bank has the ability to take action regarding counseling, coaching or disciplinary measures it believes are appropriate in its discretion, up to and including immediately terminating an individual’s employment.

Career Advancement

For many of us, continued strong performance in our current jobs will eventually lead to exploring job opportunities with greater challenge inside U.S. Bank.

With so many career paths available, we make it easier for you to explore potential opportunities by providing information about other departments, product areas, and positions on the Career Development site on USBnet (available on the Human Resources tab, under Learning & Development) and through the U.S. Bank Career Center. These online resources make it easy for you to learn about, search for, and apply for other positions in the company.

It is a true win-win situation when U.S. Bank can fill open positions by promoting or transferring qualified internal candidates and when employees are able to progress in their career goals. Visit the U.S. Bank Career Center on USBnet to view open positions.

Career advancement is an individual process and ownership is maintained with the employee. Career advancement can be achieved through exceptional work and a development plan worked through with a manager. Any questions should be directed to your manager or Human Resources generalist.

To be eligible to apply for a position:

- You must have a minimum of 12 months of service in your current position at the time you apply for the new position;
- You must have satisfactory performance (including conduct) in your current position;
- You must meet the qualifications of the new position;
- You must inform your current manager of your intent to apply prior to applying for the open position; and
- You must complete your profile and apply for the specific requisition online through the U.S. Bank Career Center.

While the above requirements are considered mandatory, management may elect to deviate from the listed criteria under circumstances it deems are, in its sole discretion, appropriate. In addition, employees who are displaced and who are eligible for severance may apply for open positions at any time.

If, as you explore the positions available at U.S. Bank, you decide you need to refresh your skills, or learn new ones, to help you progress along your career path, be sure to take advantage of the wide variety of opportunities we offer employees, discussed at greater length in the Career Development section of this handbook.
Employment of Relatives/Personal Relationships

Employment of relatives is permissible; however, it is U.S. Bank policy to minimize the impact of personal relationships in the workplace and to avoid the hiring, transfer, or promotion of relatives of employees into situations where the possibility or perception of favoritism or conflicts of interest might occur. Decisions regarding the employment of relatives will be made on a case-by-case basis and in compliance with state laws.

Applicants will generally not be hired and/or employees will not be promoted or transferred into the same department where a relative is already employed or areas where relatives may have direct supervision or significant influence.

Related employees generally are not permitted to occupy positions that would result in one of the employees being in the direct chain of authority or influence of the other. Such a reporting relationship has the potential to negatively impact employee morale and otherwise adversely affect the company.

If personal relationships occur, and one of the employees is in the chain of authority or influence of the other, the relationship must be reported to the next level supervisor or manager as soon as the situation arises. This includes situations that occur through promotion, transfer, restructuring, etc. Each situation will be reviewed individually to determine what action, if any, is appropriate. A change of assignment may be made for one of the two individuals affected.

In addition, other personal relationships should be reported in those situations where the relationship may give the appearance of compromising internal controls, even if there is no chain of authority or influence.

Business Appearance

We take pride in our professional reputation with customers, and we work hard to maintain the standards that customers expect. The impression you make on a customer begins with your appearance. You are expected to use good judgment and dress in a professional manner that is appropriate to your work surroundings and suited to your particular job. Grooming and hygiene should always reflect a professional standard in all positions, including those that do not have direct contact with customers. In all cases, including work areas where business casual dress is the standard, employees are expected to maintain a professional appearance that avoids extremes.

Be aware that your off-duty conduct and/or personal habits can cause an unprofessional or unpleasant impression on your coworkers or customers. Please avoid wearing heavy perfume scents, as well as excessive smoke and/or residual alcohol odors that may remain from off-duty activities.

Managers and supervisors are responsible for defining appropriate attire and department dress code guidelines and for asking employees to change their attire if and when, in their opinion, it is considered unprofessional. In some cases, you may be provided with a uniform. If you have a question about appropriate dress for your work area, please discuss it with your manager or supervisor.

Use of Tobacco Products

U.S. Bank is committed to providing a safe and healthy work environment for all employees and prohibits smoking and use of tobacco products in all indoor spaces occupied by employees (or as otherwise required by state law). This includes, but is not limited to, employee desks, private offices, stairwells, rest rooms, conference rooms, company vehicles, lunch or break rooms, copy or file rooms, and storage areas. Employees also are required to observe all posted outdoor smoking restrictions.

Working in More Than One Position at U.S. Bank

Occasionally, employees express an interest in pursuing part-time assignments at U.S. Bank or one of its subsidiaries in addition to their current positions. These part-time opportunities may be available directly through a U.S. Bank supervisor or manager or indirectly through a temporary agency that is working with a U.S. Bank manager.

Generally, these arrangements are discouraged because the cost of overtime is not budgeted for part-time positions, and wage and hour laws may require that the hours of both positions be considered to determine if overtime wages are due. Before applying for or pursuing a second position within U.S. Bank, you must consult with and receive approval from your manager and Human Resources.
Verification of Employment, Employment References, and Recommendations

Employment verifications are provided by The Work Number, a third party vendor. Employees, former employees, and authorized third parties (such as social services agencies and prospective employers) may obtain employment verification information for purposes such as buying a home or a car, applying for a loan or signing a lease, or seeking references for other employment. Employees seeking verification of employment information should call the Employee Service Center (800-806-7009, option 3, then option 1) or visit The Work Number website at www.theworknumber.com.

U.S. Bank and its employees generally do not provide employment references to third parties unless required by federal, state, local law, or regulation. This includes requests from employees for references for other employment, as well as references or recommendations on internet social media/networking tools such as LinkedIn. Exceptions may be made for certain circumstances such as adoption, immigration, or security clearances. All requests for employment references beyond what is provided by The Work Number should be referred to Human Resources.

Providing employment verifications, references, or recommendations to, on, or about current or former U.S. Bank employees without first obtaining approval from Human Resources is a violation of this policy.

Temporary: Employees who are brought into the organization with the intent that they will be employed for a limited duration (e.g., special assignments). Temporary employees are generally ineligible for U.S. Bank-sponsored programs.

Non-Exempt/Exempt: Legal classifications based on job responsibilities have been established under the federal Fair Labor Standards Act and applicable state laws. Non-exempt refers to an employee who is eligible for overtime. Exempt describes an employee who works in an executive, administrative or professional capacity, outside sales, or other exemptions as defined by the law, and thus is not eligible for overtime. If you are an exempt employee, your salary is intended to compensate you for all the hours you work, rather than only for work performed during your regular work schedule.

Payroll and Time Reporting

Employees are paid twice a month - on the 15th and on the last day of the month. When a scheduled payday falls on a Saturday, Sunday, or holiday, you will be paid on the workday that precedes it.

Your Pay and Time Reporting

Employee Status

An employee’s status is defined as follows:

Full-Time: Employees whose standard hours are 30 - 40 hours per week.

Regular Part-Time: Employees whose standard hours are 20 - 29 hours per week, or a minimum of 1,000 hours in a calendar year.

Part-Time: Employees whose standard hours are fewer than 20 hours per week or fewer than 1,000 hours in a calendar year.
Pay Methods

Employees are paid by one of two methods: actual time reported or base salary plus/minus exception time. (Exception time includes vacation or sick hours reported and, for non-exempt employees, includes pay for additional hours worked in excess of weekly standard hours or a deduction for standard hours not worked).

Generally, part-time non-exempt employees regularly scheduled to work fewer than 20 hours per week are paid hourly based on actual time reported, while other employees are paid a base salary plus/minus exception time.

- U.S. Bank’s standard workweek is Sunday through Saturday.
- If you are paid hourly based on your actual time reported, two to three weeks of time is collected and is generally paid on the payday for the following pay period.

For example, hours worked during weeks ending 7th and 14th would be paid on the 31st. See your supervisor or manager for the current time-reporting schedule.

- If you are paid a base salary plus/minus exception time, you are paid a base salary each payday. Your base salary is your standard weekly hours, times your rate of pay, times 52 weeks, divided by 24 pay periods. Any exception time from weeks ending during the pay period is generally reflected on the following payday.

For additional information about pay methods, see How Payroll Computes a Paycheck on USBnet.

Time Reporting

Regardless of the method by which you are paid, it is important that non-exempt employees report their time according to the procedures prescribed by their supervisors. You should record the exact times you start and end each work shift, including any meal period and calculate your total hours worked for each day, rounded to the nearest one-tenth of an hour. Exempt employees should accurately report sick and vacation time in the manner prescribed by their managers and, in some circumstances, may be required to report their time. You will be notified of any such requirement by your supervisor or manager.

It is a violation of company policy and federal and state wage and hour laws to over- or under-report your time worked, or to report time in a week other than the week in which it was worked.

Work Schedule

The number of hours required to be worked at your location may vary from department to department according to customer activity and work volume. Your supervisor or manager will explain your workweek and schedule to you and answer any specific questions.

Overtime

If you are eligible for overtime, you will receive overtime pay at the rate of one and one-half times your regular rate for any time in excess of 40 hours that you work in a standard workweek (or as required by state law). Although you will be paid for overtime you work, you should not work overtime unless it is approved in advance by your supervisor or manager. Failure to obtain advance approval for overtime may result in disciplinary action, up to and including termination of employment. Absences such as sick days, Floating Holidays (when used), excused absences, or vacation are not counted as hours worked in the calculation of overtime; however, Holiday Pay hours will count as hours worked for the purpose of calculating overtime.

Deductions from Pay

It is important to understand that in the event you become indebted to U.S. Bank for any reason connected with your employment (not as a customer), the company may, as permitted by federal and state law, deduct the debt from any pay or other monies owed to you. In the event you are overpaid, the company may, in its discretion (and in compliance with state law), withdraw the overpayment from your direct deposit account, or from subsequent paychecks, or may demand payment directly from you. If
you receive payments that are not due to you, you must report the overpayment to your supervisor or manager and Payroll immediately.

U.S. Bank prohibits deductions that do not comply with state and federal law. If you believe that U.S. Bank has improperly deducted money from your pay, please report this concern immediately to Payroll or your Human Resources generalist. You will be reimbursed for any deductions that do not comply with state or federal law.

Accurate Employment Records

Accurate employment records are important to pay and benefit administration and to comply with government regulations. Please ensure that you update your records in the following situations:

- Change of address or phone number
- Change of person to notify in case of an emergency
- Change in your legal name (Note: your name on the Payroll system must match exactly that shown on your social security card).
- Change in marital status
- Change in W-4 filing status or state or city of tax residency
- Change in insurance beneficiary or covered dependents

Attendance/Tardiness

Good attendance and punctuality are essential to successfully serving our customers and are important for good job performance. However, there may be occasions when you are unable to work. In such circumstances, your manager has the authority to approve use of paid time off for absences up to the amount of time off permitted by U.S. Bank policy (and/or state or federal law). Please review the following provisions for further information.

Occasional Sick Days

Unless otherwise required by law, full-time and regular part-time employees regularly scheduled to work 20 or more hours per week may be eligible to receive sick pay
for up to 6 days in a calendar year prorated based on the employee's standard hours. Part-time employees whose standard hours are fewer than 20 hours per week and temporary employees are not eligible to receive pay for such absences unless required by law. New employees also may be eligible to receive sick pay for absences; however, Occasional Sick Days will be prorated in the first year of employment as follows:

<table>
<thead>
<tr>
<th>Date of Eligibility or Hire</th>
<th>Paid Sick Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st quarter</td>
<td>5 days</td>
</tr>
<tr>
<td>2nd quarter</td>
<td>4 days</td>
</tr>
<tr>
<td>3rd quarter</td>
<td>3 days</td>
</tr>
<tr>
<td>4th quarter</td>
<td>2 days</td>
</tr>
</tbody>
</table>

Use of Occasional Sick Days must be approved by your supervisor or manager, and you are expected to use your designated sick days only for legitimate purposes. Generally, sick days may be used for medical appointments, time off to care for your personal illness or the illness of your spouse/partner or dependent children. In addition, employees may be eligible to use available sick time, vacation or time off without pay to attend school conferences for their child that cannot be scheduled during non-working hours, or as otherwise required by law. (See also, the Family and Medical Leave Policy, Important Notes About Leaves Under This Policy section of this handbook for use of Occasional Sick Day pay for unpaid FMLA-covered absences).

Occasional Sick Days are not accrued, accumulated or paid out. In addition, unless otherwise required by state law, unused Occasional Sick Days may not be carried into another calendar year.

Employees who are paid on commission basis (including draw-plus-commission) may not be eligible for sick pay.

**Reporting Absences**

You are expected to report all absences yourself, including late arrivals, as soon as practicable after you become aware of the need for the absence. Although exceptions may be made for extenuating circumstances, this generally means reporting your absence prior to your scheduled start time. You must speak directly to your manager or supervisor and follow all reporting procedures required by the department. You may not report an absence by leaving a voicemail, sending an email or text message, or telling your co-workers, unless your supervisor or manager specifically approves of reporting absences in one of these manners. In addition, absences should not be reported by family members or friends except in an extreme emergency. You should state the reason for the absence and the expected time you will return to work, and a phone number where you can be reached in case your manager or Human Resources need to contact you during your absence. You will be expected to return your manager’s or Human Resources phone call promptly. Please note that contacting the U.S. Bank Employee Service Center or Human Resources does not satisfy the requirement to contact your supervisor or manager directly to notify him or her that you will be absent, even if you are using or applying for Short-Term Disability (STD) and/or Family Medical Leave Act (FMLA) time. Additionally, employees approved or applying for STD and/or FMLA must also comply with any reporting procedures required by the STD plan, the Family Medical Leave Policy in this handbook, and/or the U.S. Bank FMLA administrator (The Hartford).

This policy applies to any and all absences discussed in this handbook, including leaves of absence (personal or otherwise) and requests for use of paid vacation or Floating Holidays (or Paid Time Off where applicable).

**Excessive Absenteeism**

Good attendance is vital to the successful operation of our business.

Although you are provided with a certain number of paid sick days away from work (whether by company policy or pursuant to state or local law), as well as paid vacation time, which may be substituted for unplanned absences with manager’s approval, supervisors and managers retain discretion to determine whether absences are excessive. In determining whether absences are excessive, supervisors and managers may consider the frequency and length of the absences, as well as the reasons for the absences. For example, while sick days are generally tracked on a calendar-year basis, managers may view absences exceeding 6 days in any 12-month period as excessive. In addition, managers may detect patterns demonstrating abuse of the Occasional Sick Day Policy even though sick days remain available. (Examples of potentially abusive patterns include 3 or 4 partial or full-day absences in a short period of time; tardiness or early departures occurring 3 or more times in a 60-day period;
and calling in sick on a day you previously requested off but which was denied).

Excessive absenteeism may result in unsatisfactory performance ratings, prohibition of any further use of paid absences until the attendance problem is resolved, and/or disciplinary action up to and including termination (unless state or local law provides otherwise).

**Job Abandonment**

If you remain absent from work for 2 consecutive work days and fail to report the absences directly to your manager or supervisor, absent extenuating circumstances, you may be assumed to have voluntarily abandoned your job. Contacting the U.S. Bank Employee Service Center or your Human Resources generalist does not satisfy the requirement to contact your manager directly to notify him or her that you will be absent, even if you are using or applying for STD and/or FMLA time. The voluntary termination will be processed as soon as practicable. The effective date of the Job Abandonment termination will be the end of the day on the second day of the absence.

**Employees With Sick Leave Accrual Balances**

If you joined U.S. Bank as part of an acquisition that carried over sick leave accrual, you may continue using the sick days you previously accrued. Sick time under the Occasional Sick Days Policy may be available to you once your accrual is exhausted.

All of your qualifying time off with pay must be recorded on a time record and will be charged against your accrual, reducing the amount of accrued sick leave you have left. The availability of the accrual does not guarantee that employees can take as much time off as they want or need, even if they have the sick leave accrual balance to support the time off. In addition, employees with sick leave accrual balances are responsible for following the same reporting and leaves procedures as employees without sick leave accrual balances. Check the Short Term Disability Summary Plan Description (SPD) to see how eligible accrued sick leave balances are treated for purposes of Short Term Disability (STD) pay for approved disability leave or for approved Family Medical Leave Act (FMLA) leave or state leave.

Sick leave accrual balances expire upon termination and are not paid out. In the event you are subsequently rehired, your previous sick leave accrual balance is not reinstated.

**Family and Medical Leave**

What follows is a general description of the U.S. Bank policy relating to the Family and Medical Leave Act of 1993 (FMLA). In addition to the guidelines that follow, U.S. Bank will comply with any applicable provisions required by federal and state laws. Important information about employee rights and responsibilities under the FMLA is also available in the U.S. Bank Life Event Guide titled, You Take an FMLA or State Leave, which is available from the Human Resources tab of USBnet under the Life Event Guides link in the left-navigational bar.

Under the Federal Family and Medical Leave Act of 1993 (FMLA), eligible employees are entitled to an aggregate of 12 weeks of unpaid, job-protected leave in a rolling 12-month period for the following reasons (the rolling 12 months is measured backwards from the date the employee uses FMLA leave):

- For incapacity due to the employee’s pregnancy, prenatal medical care, or childbirth.
- The care of a newborn child, the adoption of a child or placement of a child with an employee for foster care.
- The care of a spouse/partner, child (generally under 18 years of age) or parent with a serious health condition.
- The employee’s own serious health condition in which the employee is unable to perform the functions of his or her position.
- Any qualifying exigency, as defined by law, due to an employee’s spouse/partner, child, or parent’s active duty or being called to active duty in a foreign country (Active Duty leave).

Additionally, an eligible employee is entitled to up to 26 weeks of leave during a single 12-month period, measured from first day of leave, to care for a spouse/partner, child, parent, or next of kin (as defined by law) who is a current member of the Armed Forces, including a member of the National Guard or reserves. This leave is available to care for a service member who incurs a serious illness or injury in the line of duty (or has a medical condition which existed before the beginning of the member’s active duty and was aggravated by service in the line of duty on active duty in the Armed Forces) that renders the individual medically unfit to perform the duties of the individual’s office, grade, rank or rating (Military Caregiver leave).
The Military Caregiver leave is also available to care for a spouse/partner, child, parent, or next of kin (as defined by law) who is a veteran of the Armed Forces and is undergoing medical treatment, recuperation, or therapy for a serious injury or illness (as defined above) that manifested before or after the individual became a veteran, as long as the veteran was in the Armed Forces within five years preceding the date on which the medical treatment, recuperation, or therapy is provided. During that single 12-month period, the eligible employee is entitled to a combined total of 26 weeks of leave for any qualifying purpose under the Family and Medical Leave Policy.

**Eligibility Requirements**

You may be eligible for leave under this policy if you have been employed by U.S. Bank for at least 12 months and have completed at least 1,250 hours of work during the 12-month period immediately preceding the commencement of the leave. (Eligibility for leaves covered by state law varies by state.)

If you do not meet the above criteria, you may request a leave, but the approval, terms and conditions of the leave will be left to management discretion and/or any applicable state leave laws.

**Your Responsibilities**

Follow all appropriate reporting procedures, whether your leave is continuous or intermittent:

- Provide notice of the need for leave to both your manager and The Hartford (800-863-5166) within the timeframes set forth in this policy.
- Provide at least 30 days advance notice for leaves that are foreseeable, such as birth, adoption, planned medical treatment, etc. Where 30 days advance notice is not possible, and for leaves that are not foreseeable, such as medical emergencies, provide notice when you become aware of your need for leave and in accordance with U.S. Bank’s regular attendance policies and procedures. Although exceptions may be made in extenuating circumstances, this generally means providing notice prior to your scheduled start time.
- Notice of Active Duty leave, if foreseeable, must be made as is reasonable and practicable. Failure to provide notice may affect the approval of your request for a leave.
- Complete the required forms and follow all designated procedures required by U.S. Bank and The Hartford.
- Furnish the appropriate certification and periodic recertification for serious illnesses, injury or qualifying exigency within 15 business days of request by The Hartford. Failure to do so may result in U.S. Bank denying your leave and possible termination of your employment.
- Comply with all rules and responsibilities required by U.S. Bank disability plans if all or part of your leave is eligible for disability coverage.
- Keep your manager informed of your leave status as well as your plans to return to work. Communicating only with The Hartford and/or Human Resources is not sufficient.
- If required, provide documentation from your health provider of your release to return to work.
- If you live in a state or location with a state disability insurance fund (e.g., California, New York, New Jersey, Rhode Island, Hawaii, Puerto Rico), you must comply with state procedures for applying for state disability benefits. If your leave is eligible for disability coverage through U.S. Bank disability plans, U.S. Bank will automatically offset any benefits you receive or are eligible to receive from the state, whether you apply for them or not.

**Important Notes About Leaves Under This Policy**

All absences that qualify under the FMLA will count toward your qualifying FMLA leave entitlement.

You will be required to use accrued unused paid time that may be available to you at the time your leave begins (e.g., vacation) as allowed by state law, if the leave would otherwise be unpaid. Note that pay under the Occasional Sick Days Policy may be substituted only for unpaid FMLA-approved absences which arise from your own, or your eligible family member’s, serious health condition (unless otherwise required by state law).

Paid time off, including disability, workers’ compensation, sick leave, and/or vacation that is used as part of a leave, will count toward the qualifying FMLA leave entitlement.

The total amount of FMLA leave taken by spouses who are both employed by U.S. Bank may be limited as allowed by law.

U.S. Bank reserves the right to require a second and/or third medical opinion.
You are entitled to continue your current health care coverage provided you continue your current health care premium payments while you are on leave.

You will be returned to the same job or to a job equivalent to the job you had when your FMLA leave began if you return from your leave immediately following the conclusion of the leave available to you, unless you are terminated, reassigned or your job changes due to reasons unrelated to your leave. In the event job changes or job elimination occurs while you are on leave, or if there are other factors that affect your reinstatement, you will be informed of those decisions.

If you are released to return to work and fail to do so, you may be deemed to have abandoned your job (see the Job Abandonment section of this handbook).

Vacation accrual and Holidays while on FMLA leave: see Effect of Leave of Absence on Holiday Benefits and Effect of Leave of Absence on Vacation Accrual sections of this handbook explaining vacation accrual and holidays when on leave of absence.

A number of rules, restrictions and procedures may affect your eligibility or the terms and conditions of your leave. Talk with your manager or Human Resources as early as possible to ensure all provisions are considered before you plan a family or medical leave.

### Paid Leave for Birth or Adoption

Employees who wish to take time off in conjunction with the birth or adoption of a child and who are eligible for FMLA or other applicable state leave, and who are not otherwise eligible for pay continuation under the U.S. Bank Short-Term Disability program, will be provided with a total of up to 2 weeks paid leave in any 12-month time period. This two-week leave will count toward the employee’s total available FMLA annual allotment.

In addition, all paid and unpaid FMLA leave taken for birth or adoption purposes must be taken in a consecutive time period, unless otherwise agreed to by the manager, and the leave must be completed upon the one-year anniversary of the birth or adoption (unless state law allows otherwise). If both parents are employees of U.S. Bank, only one two-week period of paid leave will be provided. All other FMLA policy provisions apply to this leave. Please contact the Employee Service Center to initiate this type of leave, or contact your Human Resources generalist with any questions.

### Medical Absence

U.S. Bank offers short-term disability (STD) and long-term disability (LTD) benefits to eligible employees based on their scheduled hours. U.S. Bank also provides workers’ compensation benefits where applicable. If you qualify for STD and/or workers’ compensation benefits and you are eligible for Family and Medical Leave (federal or state), the leave will be classified as a disability leave, as well as Family and Medical Leave (FMLA).

Disability leave can be full or partial, depending on your doctor’s orders as well as the approval of U.S. Bank’s STD/LTD or workers’ compensation insurance carriers (e.g., The Hartford). If you are released to work part-time while you are still disabled (partial STD), you will be paid for the hours that you work, in addition to receiving any eligible STD pay for the hours that The Hartford approves as STD. Your benefits (e.g., vacation and holidays) will be prorated according to hours worked.

If you are approved for any STD time in a given week, that time counts as a full week of your 26-week maximum for STD, and the hours approved as STD will also be counted as FMLA time, if applicable.

### Jury Duty

All full-time and regular part-time employees will receive normal pay during the first 20 days of jury duty unless otherwise required by law; however, you are expected to report to work during all regular working hours if your presence is not required in a jury room or court. If jury duty exceeds 20 days, U.S. Bank will pay the difference between jury pay and your regular pay for a reasonable period of time, as defined by your manager, provided, however, that U.S. Bank will pay the full weekly salary of an exempt employee for any week in which the employee performs any work, and subject to any applicable legal requirements. If you are a second- or third-shift employee summoned to jury duty, consult with your manager about your schedule during this period.

### Military Leave

U.S. Bank supports the service by its employees in the Uniformed Services. Accordingly, U.S. Bank provides pay and benefits continuation to covered employees who are called to service for training or active duty deployment as described in this policy. U.S. Bank also complies with the provisions of applicable state and federal law pertaining to
employees and applicants who are or have been members of the Uniformed Services.

A full-time, regular part-time, or part-time employee with U.S. Bank who is a member of the Uniformed Services is a covered employee. Employees who enlist in the National Guard or Reserve before or after commencing employment with U.S. Bank will be covered by this policy. However, an employee who enlists as a full-time career member of the military after commencement of employment will be provided leave as required by state and federal law, but the pay and benefit continuation provisions of this policy will not apply to such leaves.

**Notice of Leave:** Employees should notify their manager of military leave (training or active duty) at least 30 days prior to the commencement of leave or as soon as practicable if less than 30 days. Notice may be provided by the employee or a representative of the employee. The employee must provide a copy of the employee's military orders to the manager as soon as possible.

**Training Pay:** A covered employee will be eligible for up to 10 workdays of pay continuation per calendar year for required training that falls during the employee’s normally scheduled hours, unless otherwise required by law. Any remaining military training days in the calendar year will be unpaid.

**Active Duty Deployment Pay:** A covered employee who is called to active duty (including anyone called for short-duration local disaster assistance) may receive up to a total of 30 workdays of full base pay each year in connection with a new call to duty in that calendar year, in addition to any military pay the employee may receive, and pay differential for up to two years in any rolling three-year period.

*Pay differential* is the difference between the employee's base pay and the employee's military pay rate, including hazardous duty pay but excluding travel allowances or other expenses or reimbursable payments not specifically pay for military service. Covered employees will be required to provide documentation of their military pay rate in order to receive pay differential.

*Active duty* is used to describe the pay practice for active duty deployment or mobilization. Active duty excludes periods of active duty for training. Periods of active duty for training will be eligible for training pay.

**Base Pay**, for purposes of this policy, equals the employee's annual base salary and excludes incentive pay, bonuses, shift differentials or any forms of non-cash compensation, up to a maximum amount of $125,000. In the case of covered part-time employees, base pay equals the employee's hourly rate times the employee's standard hours as reflected in U.S. Bank's payroll systems. In the case of 100% commission employees, base pay will be determined based on the employee's prior three months' cash earnings, not to exceed an annualized rate of $125,000.

**Accrued Vacation:** Employees may elect to use earned vacation days to cover any military leave, whether for active duty or training, that would be otherwise unpaid.

**Employee Benefits:** An employee who is called to active duty deployment will continue to receive benefits until the end of the month during which the employee’s full pay ends. An employee who is called for military training activities will continue to receive active benefits for up to 90 days. When active benefits end, the employee will become eligible for COBRA.

**Return from Leave:** Upon return from leave, employees may be required to provide certain notice of their return to work. Employees will be reinstated in accordance with state and federal law.

For more information about this policy and return-to-work procedures, please refer to the Life Event Guide, *What to Do When You Take a Military Leave of Absence*, which is available from the Human Resources tab of USBnet under the *Life Event Guides* link in the left-navigational bar. Some restrictions to this policy may apply. Please contact your Human Resources generalist for additional information and procedures regarding this policy.

**Leave for Court Proceedings/Legal Matters**

Employees attending meetings, depositions, or court proceedings relating to the company at the request of U.S. Bank will be provided with pay for this time. Time off for purposes of personal legal matters will be at the discretion of management, except where otherwise required by state law, and will be without pay unless vacation time is available.

**Funeral/Bereavement Leave**

All full-time and regular part-time employees are generally allowed up to 3 days with pay to attend the funeral of
a member of their immediate family or step-family. Immediate family or step-family members include spouse/partner, children of the employee or the employee’s spouse/partner, parents of the employee or the employee’s spouse/partner, and the employee’s brothers, sisters, grandparents and grandchildren. Other significant close personal relationships not explicitly covered by this policy may qualify for leave under this policy at the discretion of your manager or supervisor. In addition, if the funeral is more than 200 miles from your home, you may take an additional day off with pay. The paid time off is limited to the hours you are scheduled to work during the three-day period surrounding the funeral.

If you need additional time-off in connection with funeral/bereavement, speak with your supervisor or manager, and/or your Human Resources generalist about the possibility of taking Short-Term Disability or personal leave.

If paid leave is not available for a funeral/bereavement under this policy, or additional time is needed, talk with your supervisor or manager about the possibility of using vacation time.

### Personal Leaves

Full-time or regular part-time employees may request an unpaid personal leave of absence, which is defined as an approved absence from work that is not covered by paid sick leave, vacation or holidays or any other leave policy. Your manager and Human Resources may consider the reason for your request, the demands of your job, the needs of your department, your work record, and your length of service when you request a personal leave. The approval of a personal leave is generally limited to 90 days and is left to the discretion of the manager and Human Resources, who will discuss the terms and conditions of the leave with you.

Taking a personal leave of absence may affect certain benefits provisions and/or procedures. Talk with your manager or Human Resources as early as possible to ensure you understand all applicable procedures before you plan a personal leave. In order to initiate a personal leave of absence, you must work through the Employee Service Center.

Personal leaves of absence may be approved for purposes of obtaining extensions to expired work permits, visas, or any other government paperwork. However, in accordance with legal requirements, in such cases, employees will not receive any benefits, including vacation accrual, Floating Holidays, 401(k) contributions, and health and welfare benefits. Changes to benefits for immigration documentation reasons will be effective the first of the month following being placed on a personal leave of absence. U.S. Bank Payroll and Benefits departments must be notified to ensure that leave taken for this purpose is processed correctly.

### Leaves Exceeding One Year

In order to avoid undue disruption to our business operations, employment will generally be terminated when an employee does not return to work within one year from the time he or she commenced the leave of absence, except in the case of military leaves covered by state or federal law or as otherwise required by law. Exceptions also may be made in extenuating circumstances.

---

**U.S. Bank Employee Emergency Event (E3) Line**

U.S. Bank provides a specific telephone number to assist in communication between the company and employees during emergencies. In the event of a weather-related or other emergency, you may call the U.S. Bank Employee Emergency Event (E3) Line at 888-USBANKS (888-872-2657) for emergency-related updates. (Note: this is an 888 toll-free number, not an 800 number.)

Simply dial the E3 Line and enter your telephone area code at work. If there is a situation impacting your location, a message on the E3 Line will provide information and further direction as needed. This includes information regarding closings or delays due to weather issues, power outages, or other events.

You may also use the E3 Line to update U.S. Bank on your personal situation in the event of a major emergency. For instance, employees who are evacuated due to a hurricane can update U.S. Bank on their location and status.
Hazardous Conditions and Weather Emergencies

In order to ensure uninterrupted service to customers, all U.S. Bank units will remain open during regularly scheduled hours under most weather conditions. You should make every reasonable effort to report to work when scheduled, even if weather or road conditions may cause late arrival.

In unusual cases of severe weather, U.S. Bank management may decide to close a facility or office. This will usually occur when the National Weather Service or the state highway patrol reports that road conditions make travel to or from work particularly hazardous or when the availability of public transportation is severely affected.

There may be other hazardous conditions (floods, earthquakes, power outages, etc.) that necessitate the closing of some work sites.

Generally, the senior manager of each market will make decisions about office closings for their locations. A call-tree notification procedure or other process for communicating decisions may be used to inform employees of office closings. It is your responsibility to contact your manager or supervisor to determine whether the office will be open or closed. Questions regarding pay procedures should be directed to your supervisor or manager.

At times, employees may be stranded at a work site due to serious weather conditions. In those situations, the senior manager and Human Resources will determine the most appropriate course of action.

You may use the U.S. Bank Employee Emergency Event (E3) Line discussed in this handbook to find out further information about weather or other hazardous conditions that may affect your location.

Security and Safety on the Job

U.S. Bank provides a variety of programs and procedures to help ensure the safety of all employees at work, as well as the security of information and property of our customers. By teaming up with your manager or supervisor, you are the best link to keeping the workplace safe. Following are several specific security issues and procedures that directly affect every U.S. Bank employee.

If your location has an access system, your manager or supervisor will coordinate issuance of an appropriate ID access card or code for you. Your ID card or code is for your personal use only.

Background Inquiries

Background inquiries will be conducted on all new employees. Inquiries will also be conducted on current employees who are offered a promotion, transfer to a position that has been predetermined by U.S. Bank to require a background inquiry, or where there is otherwise a legitimate business need (subject to applicable law).

Human Resources will work with managers to determine which positions will require a background inquiry. In all cases, continued employment with U.S. Bank will be conditioned upon satisfactory results of the background inquiry.

Generally, a conviction record will not automatically disqualify an applicant from employment with U.S. Bank or affect the employment of a current employee.
However, employees who fail to disclose convictions or pre-trial diversions of criminal or civil offenses on their employment application may be subsequently terminated for falsifying their application and/or omitting background information.

There are certain exceptions to the above general policy, such as where national banking laws prohibit the employment of individuals who have been convicted of a criminal offense involving a breach of trust or dishonesty and/or theft. In addition, regulations governing the financial securities industry require the fingerprinting of certain employees.

To ensure compliance with such banking laws, employees have an ongoing obligation to report to Human Resources any pending charges and/or convictions of laws involving dishonesty and/or theft or breach of trust, including drug-related charges, occurring at any time while employed with U.S. Bank even if they were unrelated to the individual’s employment. Further, admissions to acts involving dishonesty and/or theft or breach of trust may result in termination, whether or not such acts resulted in a conviction or involved law enforcement. However, the facts and circumstances will be reviewed on a case-by-case basis.

These inquiries serve as an integral step in maintaining the safety and soundness of the banking and securities industry. You will be informed if the positions you are applying for require a background inquiry and/or fingerprinting. U.S. Bank will comply with all applicable federal and state laws governing background inquiries. Information obtained through background inquiries will be kept confidential and used only for business-related purposes.

### ID Access Cards or Security Access Systems

Some U.S. Bank locations require ID access cards or codes for entry into buildings and certain restricted areas. If your location has an access system, your manager or supervisor will coordinate issuance of an appropriate ID access card or code for you. Your ID card or code is for your personal use only. Sharing it with other employees or non-employees represents an unauthorized security breach that may subject you to disciplinary action up to and including termination. In the event your ID is lost or stolen, immediately notify Corporate Security and your manager or supervisor. A processing fee is assessed for a new card. If you transfer to a different location or leave the company, your ID card must be returned to your manager or supervisor or Human Resources on your last day of work.

### Security at the Workplace

Security is everyone’s responsibility. The following are a few reminders that you can use to preserve a safe and secure environment at U.S. Bank:

- Keep your valuables with you or secured in a locked desk or cabinet.
- Check the ID or work order of any repair-person, salesperson, or inspector who wishes to enter secured or employee-designated areas.
- Always carry your keys and ID access card with you.
- Report suspicious persons or activity to your manager or supervisor.
- Review and understand the U.S. Bank Information Security Policies. The policies are available on the Intranet as well as from your Human Resources generalist or manager.
- Please review the Workplace Violence Policy contained in this handbook for additional information.

### Photographic Equipment

The use of photographic equipment (including film, digital cameras, video recorders or any other device capable of capturing or reproducing an image) by unauthorized parties is prohibited.

If you see an unauthorized person taking photos inside or outside of any U.S. Bank facility, please contact the Security Control Center immediately at 800-685-5515 to report the incident.

Representatives from Corporate Security, Corporate Real Estate, Corporate Marketing and Media Relations are regularly authorized to use photographic equipment at U.S. Bank facilities. In all such instances, the senior site manager of the facility will be notified prior to any photos being taken. All other parties must receive approval from their facility’s senior site manager prior to taking photos.
Photos of proprietary bank information, customer records or highly sensitive areas of any facility will be allowed only with the approval of Corporate Security and the responsible senior site manager. Sensitive areas include, but are not limited to: bank lobbies (particularly the security cameras), data centers, cash vaults or any other area not accessible to the general public.

In addition to the above, please review the Prohibited Recordings and Photography policy in the U.S. Bank Code of Ethics and Business Conduct as well as U.S. Bank Information Security Policies on this topic. The policies are available on the Intranet as well as from your Human Resources generalist or manager.

**Workplace Violence**

U.S. Bank is committed to providing a safe work environment. Threatening or intimidating behavior by employees, customers, contractors, vendors, suppliers, partners, or others is not tolerated. Such threatening behavior includes, but is not limited to, any action, word or use of an object that is intended to harm or intimidate or which has the effect of harming or intimidating another person. Violation of this policy may result in disciplinary action, including immediate termination.

Employees are required to immediately report to management, the Security Control Center at 800-685-5515, or Human Resources any threats or behavior regarded as intimidating or potentially dangerous. Such behavior should be reported, even if there was no actual violence or direct threat, where there is a risk of the behavior becoming an issue in the workplace.

Taunting, malicious teasing, non-physically abusive conduct, harassing phone calls, and stalking are some behaviors that may escalate into violent conduct and should be reported. If the situation does not create immediate safety concerns, employees may also contact the Ethics Line at 866-ETHICS4 (866-384-4274) to report concerns about behaviors described in this policy.

**Restraining Orders**

Employees who obtain a restraining order listing U.S. Bank locations as protected areas are responsible for immediately reporting this information to management and U.S. Bank Corporate Security. Corporate Security will evaluate security measures for the workplace. Changes to or termination of a restraining order must also be reported immediately.

You may find information about the U.S. Bank Domestic Violence Policy from the HR tab of USBnet, under HR Policies & Ethics.

**Weapons**

No form of weapon (e.g., knives, guns, stun guns, tasers, explosives, toxic substances or other items designed to inflict bodily injury on another person) will be allowed on company premises or at company-sponsored functions. This includes all weapons, including those for which a concealed weapons permit has been issued, to the extent permitted by law.

Employees who bring weapons on company premises or to functions, imply they have such weapons on company premises or at functions or make statements that appear to threaten the safety of others may be subject to disciplinary action, including termination. This provision applies to any person who is on company premises, with the exception of law enforcement or designated security guards, or unless otherwise required by state law.

**Accidents and Injuries at Work and Workers’ Compensation Insurance**

If you have an accident or are injured on the job, you must report the incident immediately to your manager or supervisor, who will report it to the claims administrator as appropriate. Specific reporting procedures and answers to common questions may be found on the Corporate Insurance Intranet Site. From USBnet, select Business Lines, CFO Organization, then click on Corporate Insurance, under the Controller section.

U.S. Bank provides workers’ compensation insurance for employees who are injured at work or on company business. You may be contacted for further information by a workers’ compensation insurance representative. Benefits that may be available to you will be communicated in detail once your eligibility for workers’ compensation is determined. Please refer to the Time Away From Work section of this handbook for applicable policies and information regarding FMLA, Medical Absence, and Leaves Exceeding One Year.

Should a customer or other non-employee be injured on company premises, please notify your manager or supervisor or Corporate Security as soon as possible and follow any other reporting procedures required in your location.
Of course, if the accident or injury is an emergency, follow your local emergency procedures immediately.

**Communicable Diseases**

In order to keep U.S. Bank, its employees, and its customers safe, we need your help. If you are diagnosed with a communicable disease that may cause a threat to the safety of yourself or others in the workplace, you will be expected to notify your Human Resources generalist immediately. Human Resources will consult with the U.S. Bank Employee Relations team to determine whether precautions need to be taken. Information about your medical condition will be kept confidential to the extent possible, consistent with state and federal law.

A communicable disease is one that is likely to cause debilitating or life-threatening illness or death and is readily spread from person-to-person through casual contact. Examples of communicable diseases include tuberculosis, hepatitis A, SARS, measles, and influenza.

If you have an accident or are injured on the job, you must report the incident immediately to your manager or supervisor, who will report it to the claims administrator as appropriate.
Holidays

Eligibility

U.S. Bank generally follows the Federal Reserve’s annual holiday calendar and recognizes a total of 10 holidays per year for eligible active full-time and regular part-time employees. Eligible employees do not actually have to be scheduled to work on a holiday in order to be eligible for the holiday. Holidays are recognized by either Holiday Pay or Floating Holidays as described in this policy.

Part-time employees whose standard hours are fewer than 20 hours per week and temporary employees are not eligible for holidays under this policy. In addition, employees on leave are not considered active for purposes of this policy and are not eligible for holidays. Employees who are paid on a commission basis (including draw-plus-commission) may not be covered by the provisions below.

New employee eligibility for Holiday Use

New employees are not eligible for Floating Holidays until the first of the month following 3 full months of service, regardless of whether the employee is scheduled to and/or actually works on the holiday. For example, an employee who starts working on 9/1 will be eligible for Floating Holidays beginning 12/1, whereas an employee who starts working on 9/2 will be eligible for Floating Holidays beginning on 1/1.

New employees working in areas where offices or operations are closed* during general or market-specific holidays are eligible to receive Holiday Pay. These guidelines apply to all new active employees (including exempt).

*Whether a department, office, or operation is considered closed or open for purposes of this policy will be determined by the line of business. Please consult your manager or Human Resources generalist to find out how holidays work in your department.

Generally Recognized Holidays

Generally, the following 6 holidays are observed by closing of the office or operations; however, such closings may vary among units depending upon local practices:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day
In addition to the holidays listed above, U.S. Bank recognizes the additional 4 following holidays; however, many U.S. Bank offices may remain fully or partially open depending upon the market:

**Martin Luther King, Jr., Day**

**Presidents Day**

**Columbus Day**

**Veterans Day**

(See also the State-Recognized/Market-Specific Holidays section of this handbook.)

If a holiday falls on a Saturday and your department, office, or operations are closed, eligible employees will generally receive a Floating Holiday. In contrast, where the holiday falls on a Sunday, the holiday is typically observed the following Monday and eligible employees will generally receive Holiday Pay.

**Holiday Pay**

**Non-Exempt Employees**

Eligible active non-exempt employees may receive Holiday Pay based on the hours the employee regularly works. Generally, when your department, office, or operations are closed in observance of a designated holiday, you will receive one-fifth of your weekly standard hours as Holiday Pay, regardless of the number of hours you would typically have worked. For example, if your standard hours are 40 hours per week, you will be eligible to receive eight hours of Holiday Pay; if your standard hours are 30 hours per week, you will be eligible to receive six hours of Holiday Pay. If your daily hours vary, your manager may adjust your schedule to account for your Holiday Pay.

In addition, there may be some occasions when a non-exempt employee is asked to work when their department, office, or operations are closed in observance of the holiday. In such cases, a non-exempt, eligible employee will be paid for the number of hours worked, plus Holiday Pay as described above. (In this case, the employee will not receive a Floating Holiday).

If a non-exempt employee has an unplanned absence the last scheduled workday before a holiday or the first scheduled workday after a holiday, the employee may be denied Holiday Pay.

Holiday Pay hours will count as actual hours worked for the purpose of determining overtime for non-exempt staff.

**Exempt Employees**

Exempt employees receive a salary regardless of the hours/days worked. Therefore, exempt employees will receive their regular salary in any week in which there is a holiday, regardless of whether the employee performs work on the holiday.

**Floating Holidays**

**Non-Exempt Employees**

In the event your department, office, or operations remain open on any of the generally recognized holidays, and you are an eligible non-exempt employee on the date of the holiday, you will receive your regular pay for any hours you work and earn a Floating Holiday in lieu of Holiday Pay according to the below guidelines:

- You need not actually be scheduled for and/or work on the holiday in order to be eligible to receive the Floating Holiday (for example, if your business line operations remain open on a designated holiday and you are not scheduled to work, you will receive any pay for hours worked during the week and you will receive a Floating Holiday).
- If you have an unplanned absence on a holiday you were scheduled to work, you may not be eligible to receive a Floating Holiday.

### Examples of How Holiday Pay and Floating Holidays Apply:

<table>
<thead>
<tr>
<th>Operations State</th>
<th>Non-Exempt</th>
<th>Exempt</th>
</tr>
</thead>
<tbody>
<tr>
<td>Open/Scheduled to work</td>
<td>Floating Holiday</td>
<td>Floating Holiday</td>
</tr>
<tr>
<td>Operations Open/Not scheduled to work</td>
<td>Floating Holiday</td>
<td>Floating Holiday</td>
</tr>
<tr>
<td>Operations closed/Scheduled to work</td>
<td>Holiday Pay AND Hours worked</td>
<td>Salary pay only (unless otherwise approved by management for a Floating Holiday)</td>
</tr>
<tr>
<td>Operations Closed/Not scheduled to work</td>
<td>Holiday Pay</td>
<td>Holiday Pay</td>
</tr>
</tbody>
</table>
• You must use your Floating Holiday before the end of the calendar year in which you receive it.
• You should notify your manager as soon as practicable regarding your request to schedule use of a Floating Holiday and follow any process or procedure for your workgroup regarding the scheduling of Floating Holiday time.
• Floating Holidays (when used) are not counted as hours worked in the calculation of overtime for non-exempt staff.
• Floating Holidays are equal to 1/5 of your standard weekly hours.

An eligible non-exempt employee may, with management's approval, take a Floating Holiday before earning it. If the employee terminates his or her employment (voluntarily or involuntarily), any used but unearned Floating Holidays may either be deducted from the employee's final pay, or the company may request repayment from the employee (as permitted by applicable law).

In certain business lines (e.g. 24-Hour Banking), it may be difficult for employees to use Floating Holidays that are earned at the end of the year (e.g. Thanksgiving and/or Christmas). In those cases, management may determine the best approach to observing those holidays.

**Exempt Employees**

If an exempt employee’s department, office, or operations remain open on a designated holiday, the eligible exempt employee will receive a Floating Holiday for that day regardless of whether the employee was scheduled to work. If an exempt employee is asked to work on a day where his or her department, office, or operation is closed in observance of the holiday, the employee will receive his or her regular salary and the manager may, at his or her discretion, provide a Floating Holiday.

**Effect of Leave of Absence on Holiday Benefits**

For purposes of this policy, if you are on a leave of absence, you are not an active employee. If you are on an unpaid leave of absence when a designated holiday occurs, you will not receive Holiday Pay or a Floating Holiday for the holiday. If you are on an approved paid leave of absence, you will not receive pay in addition to the paid leave you receive on the holiday. If you are working a temporarily reduced schedule due to disability (or other approved purposes), you will receive prorated holiday pay based on the number of hours that you are working at the time of the holiday.

**Religious Holiday**

Employees may request time off, with sufficient advance notice, for observance of a religious holiday of the employee's faith. Managers are expected to reasonably accommodate such requests and should arrange to have the employee use a Floating Holiday, vacation day, or take the time off without pay.

**State-Recognized/Market-Specific Holidays**

Some markets may determine that it is necessary to close in recognition of locally designated holidays (e.g., Family Day in Nevada, Pioneer Day in Utah). In these cases, the additional holidays may be observed by the closing of the office, and employees who are scheduled to work will receive pay for the day. The observance of local holidays must be discussed with Human Resources and approved by senior management.

**Vacation**

U.S. Bank provides annual paid vacation to all full-time employees and regular part-time employees who are regularly scheduled to work 20 or more hours per week. Part-time employees who are regularly scheduled to work fewer than 20 hours per week and temporary employees are not eligible for paid vacation. In addition, employees who

<table>
<thead>
<tr>
<th>Years</th>
<th>Grades 7-9 or A-G</th>
<th>Grades 10-13 or H-J</th>
<th>Grades 14+ or L</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-4</td>
<td>2 weeks</td>
<td>3 weeks</td>
<td>4 weeks</td>
</tr>
<tr>
<td>5-9</td>
<td>3 weeks</td>
<td>3 weeks</td>
<td>4 weeks</td>
</tr>
<tr>
<td>10-14</td>
<td>3 weeks</td>
<td>4 weeks</td>
<td>4 weeks</td>
</tr>
<tr>
<td>15-24</td>
<td>4 weeks</td>
<td>4 weeks</td>
<td>4 weeks</td>
</tr>
<tr>
<td>25+</td>
<td>5 weeks</td>
<td>5 weeks</td>
<td>5 weeks</td>
</tr>
</tbody>
</table>
are paid on a commission basis (including draw-plus-commission) may not be covered by the provisions below.

**Vacation Schedules**

Your vacation is based on your years of service, salary grade, and standard hours as of your first day at work each year. In some circumstances, such as acquisitions or restructuring, exceptions are made to this schedule. Such exceptions are communicated to the employees affected.

**Earning Schedule**

On your first day of active work each year, you will be allocated vacation according to the following schedule. Your years of service are determined by looking at the next anniversary of your employment with U.S. Bank. For example, if your fifth anniversary will be during the year 2011, you will be allocated vacation on your first day of active work in 2011 based on five years of service. Although this vacation is allocated on your first day of active work, it is earned during the year, at a rate of 1/12th of the allocated amount for each month of service. As a result, leaves of absence, terminations, or other periods of inactive employment may affect the actual amount of vacation you accrue.

Vacation hours will not count toward the calculation of overtime.

**Proration of Vacation**

Employees with standard hours of fewer than 40 hours per week will be allocated vacation hours on a prorated basis. For example, a 40-hour employee with 2 weeks of vacation will be allocated 80 hours of vacation, while a 30-hour employee with two weeks of vacation would be allocated 60 hours.

**Effect of Leave of Absence on Vacation Accrual**

Employees will continue to accrue vacation for the first 12 weeks of leave in any calendar year, whether taken in a single leave of absence or multiple leaves of absence. Once an employee has been on leave for more than a total of 12 weeks in any calendar year, the employee will not accrue vacation during any further leave of absence until the next calendar year, or until the employee returns to work, whichever is later.

**New Employees and Other Mid-Year Changes in Eligibility, Grade and Standard Hours**

Current employees who become eligible for vacation or additional vacation midway through the year, or whose standard hours or salary grade change during the year, are allocated a prorated share of vacation, based on the number of full months at each vacation level. For example, an employee promoted on July 16 will be allocated 5/12th of the vacation shown in the table above for his/her salary grade.

New employees will begin to earn vacation the first of the month following 3 full months of service. For example, an employee starting January 18 will begin to earn vacation on May 1.

<table>
<thead>
<tr>
<th>Example</th>
<th>Date</th>
<th>Activity</th>
<th>Prorated</th>
<th>Annual Vacation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Promotion</td>
<td>Jan. 1</td>
<td>Starts at Grade 13</td>
<td>3 wks x 40 hrs x 3/12 = 30 hours</td>
<td>Total = 150 hours</td>
</tr>
<tr>
<td></td>
<td>April 1</td>
<td>Promoted to Grade 14</td>
<td>4 wks x 40 hrs x 9/12 = 120 hours</td>
<td></td>
</tr>
<tr>
<td>Standard Hours</td>
<td>Jan. 1</td>
<td>Not eligible (part-time)</td>
<td>0 wks x 00 hrs x 4/12 = 0 hours</td>
<td>Total = 40 hours</td>
</tr>
<tr>
<td>Increase</td>
<td>April 20</td>
<td>Increased to 30 hours/week</td>
<td>2 wks x 30 hrs x 8/12 = 40 hours</td>
<td></td>
</tr>
<tr>
<td>Standard Hours</td>
<td>Jan. 1</td>
<td>Start at 40 hours/week</td>
<td>2 wks x 40 hrs x 6/12 = 40 hours</td>
<td>Total = 70 hours</td>
</tr>
<tr>
<td>Decrease</td>
<td>July 1</td>
<td>Decreased to 30 hours/week</td>
<td>2 wks x 30 hrs x 6/12 = 30 hours</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Example</th>
<th>Date</th>
<th>Activity</th>
<th>Vacation Accrual Begins</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Hire</td>
<td>March 12</td>
<td>Hired, Grade 13</td>
<td>July</td>
</tr>
<tr>
<td>New Hire</td>
<td>Oct. 15</td>
<td>Hired, Grade 13</td>
<td>February</td>
</tr>
</tbody>
</table>
Please refer to the tables for additional examples of how mid-year changes are prorated and when vacation accrual begins for new employees.

**Scheduling of Vacation**

Your manager will approve vacation based on such factors as workflow, operational requirements, business needs, and the requests of all employees within the department. Generally, vacation is used in weekly or daily increments; however, managers have the discretion to approve the use of vacation in hourly increments. Exempt employees generally use vacation in increments of half days or more. You should notify your manager as soon as practicable regarding your vacation schedule requests and follow any process or procedure for your work group regarding the scheduling of vacation time.

Vacation must be used in the calendar year in which it is earned and may not be carried over into a subsequent calendar year. Vacation that is not used on or before December 31 will be forfeited, if permitted by state law (for example, California law prohibits the forfeiture of vacation). Therefore, it is important to schedule and use vacation within the prescribed period.

For auditing and security purposes, some positions require that employees take specified blocks of time away from work (i.e., 5 consecutive business days, 4 consecutive trading days, etc.). This requirement may be satisfied by using vacation, a leave of absence, or other designated time away from work that spans the time period required for that position. This provision does not apply to all positions at U.S. Bank. Please check with your manager to determine the requirements for your position.

**Termination**

Although you are allocated vacation in accordance with the above policy, vacation is earned by service throughout the entire year. At any given time, you may have earned more vacation than you have taken, or you may have taken more vacation than you have earned. Except as required by state law, if your employment ends, and you have not taken all of the vacation you have earned, you will be paid for any unused vacation only if you leave in good standing and have provided at least a two-week notice. Employees are not considered in good standing if they abandon their jobs, are involuntarily terminated for misconduct, or fail to return from a leave without giving proper notice. Similarly, by accepting vacation, you agree that any vacation pay received but not yet earned at the time of your termination is a debt to the company, and that the company may, as permissible by applicable law, withdraw the overpayment from any final pay due, or from your direct deposit account, or may demand payment directly from you.

**Breaks in Service**

Vacation eligibility for former employees who are rehired will be determined on the basis of their current rehire date. In other words, credit will not be given for previous employment.

Active full-time employees who are regularly scheduled to work 30 or more hours per week and who will have at least 6 months of service at the time the course is scheduled to commence, are eligible to receive reimbursement for qualified tuition expenses.

**Adoption Assistance**

U.S. Bank offers financial assistance to employees residing in the U.S. who choose to legally adopt a child. Full- and regular part-time employees are eligible for reimbursements of up to $2,500 per adoption, with a maximum of $2,500 per year, per family. Part-time and temporary employees are not eligible for financial assistance.
Reimbursable expenses include:

- Agency and placement fees
- Legal fees and court costs
- Temporary foster care costs
- Immigration, immunization and translation fees

Expenses not considered eligible include voluntary donations or contributions, medical expenses, travel, and other costs that you are not legally required to pay as part of the adoption process. Reimbursements for adoption-related expenses are not subject to federal income tax withholding, but are subject to FICA tax withholding (exception: reimbursements made to an employee who adopts his/her spouse’s child are considered taxable income under IRS regulations). In addition, payments made to employees located in certain states are considered supplemental wages and are subject to state income tax withholding. Also, as discussed in the Paid Adoption Leave Policy in the Time Away from Work section of this handbook, employees who are eligible for FMLA may take two weeks paid leave in conjunction with the adoption of a child.

Educational Assistance

U.S. Bank supports the educational and professional development of employees and recognizes the importance of contributing financially to their development. The educational assistance program supports an employee’s educational goals by providing reimbursement for a portion of the employees tuition-related expenses as described below.

Tuition Reimbursement

NOTE: This description of the Tuition Reimbursement Program is only a summary of the rules, provisions, and procedures. You must refer to the full U.S. Bank Tuition Reimbursement Policy on the Human Resources tab of USBnet (under Learning & Development > External Training Resources) for complete information.

Eligibility

Active full-time employees who are regularly scheduled to work 30 or more hours per week and who will have at least 6 months of service at the time the course is scheduled to commence, are eligible to receive reimbursement for qualified tuition expenses. (For purposes of this policy, active means employees who are not on a leave of absence at the time of taking the course.) Reimbursement is limited to 75% of eligible tuition expenses, up to the following amounts:

- Graduate degree program: up to $5,250 each calendar year.
- All other courses: up to $3,000 each calendar year.

Current employees on an inactive status may complete courses that were commenced when the employee was an active employee. Inactive status employees may not apply for additional reimbursement under this policy until the employee resumes active employment status.

Eligible Courses

Reimbursement for eligible courses applied to a graduate degree program is limited to those courses that meet one of the following criteria:

- Coursework relevant to the employee’s current job assignment;
- Coursework relevant to a position within U.S. Bank for which the employee is being trained; or
- Coursework relevant to a written development plan established by the employee’s manager.

Reimbursement for all other eligible courses is limited to those courses that meet one of the following criteria:

- Coursework relevant to the employee’s current job assignment;
- Coursework relevant to a position within U.S. Bank for which the employee is being trained; or
- Coursework that applies to a specific business-related degree (some restrictions apply).

Procedures

Please visit the Human Resources tab of USBnet, or log on to www.usbankhr.com; select Learning & Development; then select Tuition Reimbursement Policy to locate the procedures for program qualifications and to request reimbursement for an approved course.

Other Provisions

In order to be eligible for reimbursement, the following provisions may also apply:

- Satisfactory completion of a course evidenced by appropriate documentation from an accredited college or university showing a passing grade of C- or better. If a grade is not awarded, a statement of satisfactory
completion must be provided.

- Eligibility for tuition reimbursement ceases upon notice of termination of employment. The only exception will be for employees whose jobs are eliminated and who are eligible for severance.

- Eligibility for tuition reimbursement ceases when an employee receives an overall performance rating below a 3 (on a scale where 1 is the highest and 5 is the lowest rating) or receives a performance corrective action plan.

- Registration fees, textbooks, school supplies or other costs do not qualify for reimbursement. Lab fees associated with an approved course are generally reimbursable.

- Certain restrictions apply to eligibility and/or reimbursement amounts for applicants who receive assistance from outside sources (e.g., scholarships, grants, fellowships, and other stipends).

- Coursework that applies to a business-related degree but is not related to business may not be approved.

Refer to the full U.S. Bank Tuition Reimbursement Policy located under Human Resources on USBnet for further information on all rules, provisions, procedures, and restrictions applicable to the Tuition Reimbursement Policy. Answers to frequently asked questions are also available. (At this time, the Tuition Reimbursement Policy only applies to employees residing in the U.S.)

American Institute of Banking

U.S. Bank supports participation in the American Institute of Banking (AIB) by paying 100% of tuition and book costs for eligible employees. Note: AIB courses may be offered by some Center for Financial Planning (CFT) and by the American Bankers Association (ABA) or their local State Bankers’ Associations, depending on location.

Eligibility

Full-time and regular part-time employees who are regularly scheduled to work 20 or more hours per week are immediately eligible to take American Institute of Banking classes. 100% of the employee’s tuition and required textbooks for the course will be paid by U.S. Bank.

Procedures

- Complete the necessary enrollment forms, and have them approved by your cost center manager. Please note that enrollment forms may vary by vendor (CFT or ABA). Visit the appropriate site and follow their instructions for enrollment.

American Bankers Association website or Center for Financial Training website

Select your state on the map to be directed to the closest chapter.

- Process the forms according to the requirements of the Center for Financial Training or state Bankers’ Association, depending on where you registered for AIB classes. Be sure to have your manager approve prior to submitting.

- Successfully complete the course with a grade of C- or better. If a grade is not awarded, a statement of satisfactory completion must be provided.

Other Provisions

- If an employee withdraws from a course, resigns from U.S. Bank, or receives a grade lower than a C-, the employee will be charged for the expenses associated with the class, including any cancellation fees.

- Annual membership dues, class supplies, seminars or other expenses do not qualify for reimbursement.

Employee Assistance

How we handle life’s everyday challenges can significantly affect our professional and personal lives. The employee assistance program at U.S. Bank provides a variety of tools to support you as you try to balance your work and life needs. All of the tools can be accessed through a single provider: LifeWorks.

U.S. Bank contracts with Ceridian, an external vendor, to make the LifeWorks program easy and confidential for you to access. LifeWorks goes beyond the typical employee assistance program. There is a wide range of services readily available such as referrals for childcare and elder care, practical tips on reducing the stress of moving and managing your financial concerns. There is even general health and wellness information ranging from personal safety to fitness. Just a few of the resources you will have access to include:

Traditional EAP Counseling:

24-hour confidential and professional counseling (either by phone or in person with a referral) for employees and their family members on a broad range of personal issues, such as relationships, stress, substance abuse, grief and loss, physical abuse, health concerns and legal problems. Counselors will attempt to help you sort out the problem
and, when appropriate, refer you to an in person qualified resource. Efforts will be made to align such a referral with any medical plan you may have, and if a referral is made, any applicable charges will be billed to your health insurance or you may be required to pay out of pocket for such expenses. Confidentiality will be respected except in situations where there is a perceived threat of violence in the workplace or when notification is required by law.

**Information Resource:** Consultation and personalized searches for information or assistance you may need for everyday living. This might include subjects such as consumer issues, parenting classes, home remodeling and repair, specific health topics, fitness, and community services. In addition to personalized information searches, materials, booklets and kits are available free of charge and mailed to employees or are available on the LifeWorks website.

**Child Care Resource and Referral:** Information and assistance in locating local child care providers including day care centers, nursery schools, licensed family day care, summer camps and school age programs, as well as consultation on becoming a parent, exploring adoption, strategies for working parents, special needs programs, choosing a school, finding scholarships, applying for college, study skills and options after high school.

**Elder Care Referral Service:** Information and counseling on caring for elderly family members regarding such issues as finances, housing options, family relationships, long-distance caregiving, community services, Medicare and Medicaid, fitness, home health, dealing with disability, living wills, home safety checks and health care.

**Legal and Financial Issues:** Information and assistance in family matters, criminal matters, wills/living wills, credit management, budgeting, divorce and custody issues.

**Accessing LifeWorks**

There are three ways you can use the program:

1. **Help Line:** The first option is a telephone call to a counselor at LifeWorks. This free service is available 24 hours a day through the following toll-free numbers:
   - 800-884-4720
   - 800-999-3004 for TDD

2. **In-Person Counseling:** Your second option is to ask the Help Line for a referral to a local professional assistance resource so you may schedule an in-person appointment with that resource directly. The Help Line will attempt to find resources in your area that are covered under your medical plan, or other available community resources, in an effort to limit your out-of-pocket expenses for this assistance.

3. **Online:** The LifeWorks website is a convenient, personalized resource available to you and your family any time day or night. It gives you immediate access to an array of work and life services. The site is filled with useful information and quick tools that can help you balance your work and personal life. You may access the website at [www.lifeworks.com](http://www.lifeworks.com); **the user ID is usbank, and the password is 5960.** You can also link to the LifeWorks site from USBnet.

Here are just a few features of the website:

**Child Care Locator:** Search for child care centers near your home or work.

**Elder Care Finder:** Locate nursing homes, assisted living arrangements and home health agencies in any community.

**School Locator:** Access information about thousands of colleges and universities.

**Newsletters:** Sign up for a free newsletter subscription that addresses a variety of life issues.

**Moderated Chat:** Chat on a variety of issues, moderated by trained consultants for advice and information accuracy.

**Interactive Tools:** Try out one of many quizzes to assess particular health topics, such as depression, or use the financial calculators to help you determine the cost of loans or the size of mortgage for which you might qualify.

**Advice:** E-mail access to a LifeWorks consultant.

**Supporting Resources:** View, listen, or print an array of informative materials.

There is no charge for services provided by LifeWorks. However, if you are referred to an outside service, such as a health professional for additional counseling or for rehabilitation services, you will be responsible for any costs incurred. Check your benefit materials to determine the extent to which these types of services may be covered by your health care plan.
Employee Assistance Fund

The U.S. Bank Employee Assistance Fund ("Fund") was created in celebration of the employees who have made U.S. Bank so successful. It is funded entirely by generous donations from individual employees, so that we can provide assistance to U.S. Bank colleagues facing significant financial hardship because of a natural disaster, a life-threatening or serious illness or injury, loss of life, or other circumstances beyond the employee’s control.

From providing shelter after natural disaster strikes, to helping with the uninsured costs associated with an unexpected illness, the Fund seeks to make a real difference in the lives of U.S. Bank employees who need it most. Detailed information about the Fund, including how to make tax-deductible donations, may be found on the Employee Assistance Fund page on USBnet.

The Fund assists employees who are experiencing economic hardship and are unable to afford housing, food, utilities, clothing and other basic living expenses because of a natural disaster, a life-threatening or serious illness or injury, loss of life, or other circumstances beyond the employee’s control. The minimum grant amount available is $250, and the maximum amount available per employee in a 12-month period is $10,000.

Who decides whether an employee will receive a grant?
The Fund is managed and administered by The Minneapolis Foundation in order to ensure confidentiality and impartiality. The Minneapolis Foundation will base its decisions on the factors outlined on the Eligibility Requirements section of The Minneapolis Foundation Employee Assistance Fund website.

Who is eligible to apply for assistance from the Employee Assistance Fund?
In order to apply for assistance through the Fund, applicants must meet income and other established qualification requirements, outlined in detail on The Minneapolis Foundation Employee Assistance Fund website, under Do I Qualify for Assistance?

How does the application process work?
Please refer to The Minneapolis Foundation Employee Assistance Fund website, How to Apply for Help section, for a review of the eligibility requirements and application process. Employees will be instructed to complete a number of documents describing their situation and the incident that precipitated the financial hardship and to then mail their completed documents to the Employee Assistance Fund, in care of The Minneapolis Foundation.

For more details about the Fund, visit the Employee Assistance Fund page on USBnet.

Discounts on Financial Products and Services

At U.S. Bank, employees are our best customers. Our ability to sell the right products and be advocates of those products is critical to our image and our reputation as a great place to work. This is why U.S. Bank provides a superior employee benefits package featuring reduced-rate financial products and services for all employees and retirees. Some differences may exist among geographic locations in the products and services offered. Specific information is available on USBnet under Employee Perks or from your Personal Banker.

Your eligibility for such services will depend on your individual financial situation. Employees who have resigned or been terminated are not eligible to apply for discounted rates or services. All current discounts will be discontinued upon termination of employment. In addition, eligibility for discounted products and services may be contingent upon your agreement to have the loan payments automatically deducted from your U.S. Bank account and/or to have your pay automatically deposited to your checking account. Executive officers and directors who are covered by FIRA and Regulation O may not be eligible for discounted rates.

Discounts may be changed or discontinued at any time. Should a current discount or service be discontinued or a new service added, you will receive information through special mailings, or specific information will be available from your Personal Banker.
Career Development

There may be times throughout your career with us that you decide you need to refresh your skills, or learn new ones to help you progress along your career path. Whether your development plan calls for additional networking opportunities or formal training programs, we will help you find the resources you need to take that next step, whatever it may be.

In addition to the programs highlighted in this section of the handbook, visit Your Career is Here page on USBnet for the full range of development resources and tools available to you, as well as guidance on how to build your own development plan. Find the Your Career is Here page on the Human Resources tab of USBnet, under Learning & Development.

Learn

While all U.S. Bank employees are required to complete certain courses annually and biennially under our enterprise-wide training program, we also offer a variety of optional skills development courses through the U.S. Bank Learning Center. These courses offer both electronic and traditional classroom settings, depending on subject matter and your location.

We also offer links to external resources for continuing education through professional associations or local college programs and offer tuition reimbursement to help you complete these programs when additional education supports your career goals. (See the discussion of Tuition Reimbursement in the Employee Benefits section of this handbook.)

Finally, we partner with a number of organizations that offer informal educational resources, such as the Harvard Resources, discussed in detail in this section, and LifeWorks. These programs are designed for you to be able to review and implement on your own time, at the pace that works best for you.

Harvard Resources

Harvard Resources is an online learning and development resource for all employees. This online tool includes:

- Over 40 topic areas that range from Writing and Presentation Skills to Project and Time Management;
- 200 learning activities and practice scenarios to expand your knowledge and build skills based on your interests and career development goals;
- More than 500 tools and worksheets to access quickly and conveniently and apply on the job right away.

The Harvard Resources will give you the opportunity to explore a wide variety of topics presented in an interactive format using real-world scenarios. You will be tested on your understanding of the concepts and offered practical tools, steps, and tips for applying concepts on the job.

Network

We offer a variety of ways – including MentorConnect and the Development Network - to meet other U.S. Bank employees and managers from departments across the organization who will expand your knowledge of the work of our company, share their unique perspectives and skill sets, and provide you the support you need to accomplish your personal goals.

MentorConnect

One of the most effective ways to enhance your career development is through mentoring programs. At U.S. Bank, we offer MentorConnect, a program with significant proven success in helping participants – mentees and mentors – improve specific skills, learn from the experiences of others, and formulate the next steps in their career paths. Through a dedicated online tool, MentorConnect walks you through the steps of finding – or becoming – a mentor. From there, the program helps you develop professionally and personally through collaboration on purposeful, fun, and challenging sessions designed to help you achieve your career goals.

Who benefits from MentorConnect?

U.S. Bankers who participate in MentorConnect as mentees report growth in knowledge, skill, and their overall connection to the mission of the company. Mentors report improved confidence, deeper knowledge of the organization and the satisfaction of helping another U.S. Bank employee achieve his or her career goals.

How to get started:

To get involved in MentorConnect as a mentor or mentee, visit the MentorConnect page on USBnet.
Development Network

At U.S. Bank, we understand that our greatest asset is you, our employees. We offer you the Development Network as an opportunity to learn, grow, meet others and participate in community events. The Development Network is composed of Chapters with a common mission — to promote the personal and professional development of U.S. Bank employees by encouraging and capitalizing on their diversity.

The Development Network empowers employees to succeed in many aspects of their lives. The program is designed to achieve three main objectives:

- **Personal and professional development**
- **Networking**
- **Community involvement**

The Development Network brings groups of U.S. Bank employees together to discover and discuss issues common to all employees. By interacting with colleagues from other areas and all levels of the company, U.S. Bank employees build teamwork, network and find ways to be an active member of their communities.

Participation in the Development Network is voluntary, allowing employees to take an active role in their career and personal development. All U.S. Bank employees may participate in Development Network activities. Non U.S. Bank employees (including contractors and temporary agency employees) generally may not participate, with the exception of limited involvement of U.S. Bank alumni in charitable, civic or community events.

Employees may ask, “What is in it for me?” The answer is simple — individual growth. The fact is that every employee has different goals, and the Development Network offers vast opportunities that allow employees to tailor their program participation to meet their needs.

Speakers from inside and outside the company, including senior executives and outside professional presenters, provide valuable and timely information at Development Network events. The Development Network leaders, who are elected annually, plan events based on suggestions from employees.

Development Network Chapters currently exist in more than 50 geographic locations and a virtual Development Network. The Development Network continues to grow. Ask your manager or Human Resources if there is a Chapter in your area. You may also log on to USBnet, select the Human Resources tab (or go to http://www.usbankhr.com), and follow the links to Learning & Development, followed by Development Network to take advantage of the opportunities provided.

Leadership Development

We offer you many leader development resources to support you in your current leadership role or to prepare you for a future leadership position. The programs are designed to enable you to build skills, implement important leadership practices into your daily business routines, and lead the development planning for your team. These resources include:

- **Leading US**: A one-stop, online platform for relevant news, events, and resources. Access Leading US from the left-navigational bar of the USBnet home page.
- **Leader Forums**: Interactive, 45-minute teleconference sessions that help leaders expand knowledge, build skills, and exchange best practices with other leaders across the company. Link to Leader Forums from the Leading US website.
- **Leader Foundations**: A set of six self-study courses on key leadership development topics. Leader Foundations are offered through the U.S. Bank Learning Center.
- **Leader’s Guides**: These guides provide critical information for managers and supervisors on key U.S. Bank initiatives or issues facing our employees (e.g., annual Code of Ethics campaign, Keeping the Workplace Safe During a Pandemic, Guide to the Talk to US Employee Surveys for New Leaders). Find Leader’s Guides on the Leading US website.
- **Harvard Resources**: Find out more about Harvard Resources under the Learn topic of this section of the handbook.
Employee Community Involvement

At U.S. Bank, we believe that our success depends on the vitality of the communities we serve. We bring together many resources to help build solutions for individuals, businesses and community organizations as they pursue social, economic, educational and cultural goals. From the smallest towns to the largest cities, U.S. Bank strives to be a generous corporate citizen in a variety of ways:

**Corporate Giving and Volunteerism:** Our employees donate their time and expertise, and we provide millions in cash and in-kind donations to support nonprofit organizations throughout our banking region.

**Community Development:** U.S. Bank is committed to helping revitalize our neighborhoods. Working with local communities and businesses, we offer a variety of lending, investment and service programs that improve the vitality of our communities.

**Sponsorships and Events:** U.S. Bank supports a wide variety of professional, minor league and collegiate sports; innovative arts and cultural venues and programs; as well as festivals and civic events. Our sponsorship of state high school associations facilitates sports and fine arts activities for hundreds of thousands of students per year.

**U.S. Bank Five Star Volunteer Day Policy**

U.S. Bank is committed to making the communities we serve a better place because of our presence. We encourage employees to become actively involved in their local communities by providing regular opportunities for involvement and providing paid time off for eligible employees who are interested in volunteering.

To encourage employee volunteerism, U.S. Bank provides eligible employees up to 8 hours of paid time off per year. Time off may be taken in increments of no less than one hour and is subject to management approval and the guidelines that follow.

**Eligible Employees:** To be eligible for volunteer time off, employees must be located in the United States and:

- be an active full-time employee regularly scheduled to work 30 or more hours per week. (Regular part-time and part-time employees, employees on leave, temporary employees, employees in a bargaining unit, and employees who are paid on commission basis - including draw-plus-commission - are not eligible for this policy);
- have 6 or more months of employment service with U.S. Bank prior to the request for time off; and
- be an employee of good standing, meaning that the employee has achieved past performance appraisal scores of 3 or better and is not currently subject to any performance or disciplinary action at the time of the request for time off.

**Requesting Volunteer Day Time Off:**

Volunteer Day time off must be approved in advance with your manager and typically must be requested at least two weeks prior to the time off (exceptions may be made for emergency situations such as a natural disaster). Your request for Volunteer Day time off may be denied if the activity conflicts with peak work schedules or work-related responsibilities, creates a need for overtime, causes conflicts with other employees’ schedules, or does not meet the guidelines within this policy.

**Organizations and Activities That Qualify for Paid Time Off**

Qualifying time off must generally be:

1. Located in the United States and serve a market where U.S. Bank conducts business.
2. A 501(c)(3) nonprofit.

In addition, where the organization is not a traditional 501(c)(3) entity, the entity or activity may nonetheless fit the spirit and intent of the policy. Examples include:

- Nonprofit civic agencies such as a nonprofit fire department or community library.
- Public or private schools.
- Municipal entities and/or community-related volunteer activities.
- Charitable programs coordinated through religious organizations, such as free meals programs, emergency housing assistance, or disaster relief efforts.
- In unique circumstances (i.e., local catastrophic events such as flooding, fires, etc.) managers may approve the time off for the purpose of assisting the community in
local clean-up and/or recovery and rebuilding efforts.

Organizations and Activities That Do Not Qualify for Time Off

Organizations and activities that are excluded from coverage under this policy include:

- Volunteer activities that occur outside of the employee’s scheduled work hours. Paid time off means the employee will not be financially penalized for work hours that were dedicated to an approved volunteer activity. It does not allow an employee to be paid for volunteer hours that are outside of or in addition to their regularly scheduled work hours (exceptions will be made for 2nd- and 3rd-shift employees as described below).
- Fraternal or professional associations.
- Purely religious activities or political activities (such as political campaigns or lobbying).
- Activities that represent a conflict of interest for the company or that are inconsistent with the company’s Equal Employment Opportunity Policy.
- Activities in which the employee receives any monetary compensation or gift of significant value for his/her service (de minimis gifts such as t-shirts, cups/mugs, etc., will not be considered compensation under this policy).
- Court-required community service.
- Events where the employee is merely serving as an attendee. The employee must serve in a volunteer capacity to be eligible for paid time off.
- Activities that, in the opinion of U.S. Bank, do not meet the spirit and intent of this policy.

Special exception for 2nd- and 3rd-shift employees only: Recognizing that few volunteer opportunities will exist during working hours for 2nd- and 3rd-shift employees, exceptions may be made to permit second- and third-shift employees to take up to 8 hours of paid time off to pursue volunteer activities outside of their regularly scheduled working hours. Employees should work with their manager and Human Resources generalist to arrange time off. Employees may be permitted to miss an entire shift, report late or leave early depending on the circumstances.

Five Star Volunteer Award Program:
Activities performed under the Five Star Volunteer Day Policy may also qualify under the Five Star Volunteer Award Program. Please review the Five Star Volunteer Award Program USBnet page (available on the Human Resources tab, under HR Policies & Ethics) for further information.

Questions concerning this policy should be directed to Human Resources.

U.S. Bancorp Matching Gift Program

Through its charitable giving activities, U.S. Bank is committed to working in partnership with employees to strengthen community organizations and educational institutions. Essential to this partnership is the support that the U.S. Bancorp Foundation offers through its Community and Higher Education Matching Gift Program. With the Employee Matching Gift Program, the U.S. Bancorp Foundation supports employees in their efforts to improve the community. The following information is a summary of this program.

Employee Matching Gifts

The U.S. Bancorp Foundation will match an employee’s personal charitable contributions of cash (including check or credit card payments) or stock of $50 or more, up to a maximum aggregate per employee of $1,000 per calendar year. All full-time, regular part-time, and part-time employees of the company who have been employed for at least one year are eligible to apply. (Temporary employees are not eligible for this program).

Nonprofit Board Members: An employee who serves on the volunteer governing board of an eligible 501(c)(3) nonprofit may apply for an additional contribution amount matching his or her personal charitable cash contribution to that organization, up to an additional $2,000 per calendar year, for a combined total of up to $3,000 in Employee Matching Gifts per calendar year.

How it Works

The Matching Gift Program is administered by the U.S. Bancorp (“Foundation”). In any calendar year, gifts will be matched dollar-for-dollar per participant from a minimum of $50 to a maximum aggregate amount outlined above.

Eligible Community Organizations

Organizations must be tax-exempt public charities pursuant to IRS section 501(c)(3) and be located in the United States. Eligible organizations include the areas of: health and human services, arts and culture, the environment, museums, public radio and television, zoos, food banks, and youth development programs.
Eligible Schools and Colleges

The Foundation will match fully tax-deductible gifts to an accredited public or private K-12 school, college, (including junior college) or university that is tax-exempt pursuant to IRS section 501(c)(3) and located in the United States.

Getting More Information

For further information regarding ineligible gifts and organizations, how to apply for this program, and answers to frequently asked questions about this program, please refer to the Matching Gifts Program on USBnet. You may also speak with your Human Resources generalist with any questions.

Note: The U.S. Bancorp Foundation Community and Higher Education Matching Gift Program is not part of the company’s employee benefits program but is offered by the U.S. Bancorp Foundation. The U.S. Bancorp Foundation reserves the right to alter, suspend or terminate the program at any time and to determine the eligibility of organizations to receive funds.

Environmental Affairs

U.S. Bank is committed to environmental stewardship and has a formal Environmental Sustainability Policy which provides a framework for our efforts. Led by our Environmental Affairs department, we are implementing several strategies that focus on those areas where we can have the greatest impact: environmental principles and practices; environmental investments, products, and services; and employee engagement.

Our Environmental Stewardship Council, a team of senior business line leaders from across the company, meets regularly to discuss strategies and ensure the commitments made within the policy are upheld.

To address the environmental impacts of our business, U.S. Bank actively works with our employees, partners and customers to be better stewards of our natural resources. We believe we can have a positive impact on sustainability by protecting and conserving natural resources through methods such as:

• Developing less resource intensive business practices
• Embracing opportunities for financial products and services that incorporate features or benefits for reduced environmental impact
• Investing in environmentally beneficial, profitable business opportunities
• Engaging and educating employees and customers

We encourage all of our employees to be conscious of the use of natural resources and supportive of our efforts, such as: focusing on reducing our energy consumption and our use of paper, expanding our recycling efforts and encouraging employees and customers to use electronic bills, statements and payments.

We celebrate those teams and individuals who have found creative ways at work to put green strategies in place for their colleagues and customers. And to support our employees’ individual efforts, we provide our employees with a host of ways to reduce their personal environmental impact. Be sure to check these resources on USBnet for promotions and ideas on how you can get green with US both at work and outside of work:

• Environmental Affairs website
• Weekly Green Tips offered on USB Today
• U.S. Bank Employee Carpool Site
• Get Green with US Employee Recognition Program
An Important Note About This Document

Please note that the programs, policies and procedures explained in this document change from time to time. Although changes will be communicated periodically, U.S. Bank reserves the right to implement changes without notice. This document supersedes materials that were previously issued by U.S. Bancorp and by companies that it has acquired. This handbook is intended only as a summary of policies and programs. Additional provisions that are not addressed in this document may apply.

These programs, policies and procedures do not alter your at-will employment relationship. This means that we recognize your right to resign at any time for any reason; similarly, U.S. Bank or its affiliates may terminate any employee, at any time, for any reason.

A Note About Terminology

Throughout this handbook, the term *spouse/partner* is occasionally referenced. The term *partner* refers to a domestic partnership which is defined as an ongoing and committed spouse-like relationship between adults of the same or opposite gender.