

Smoking Policy Procedures/Questions and Answers

Procedures:

Employees will be informed of this policy through: CorpNews and On the Agenda, signs posted inside and outside all Blue Cross facilities; the Corporate Policies database; and new employee orientation provided by Human Resources.

Visitors will be informed of this policy through: signs posted at the property entrance and upon entrance to the buildings; their host will provide further explanation if necessary.

Smoking cessation programs are available for employees who wish to quit smoking. Employees can find information about these programs on the Blue Balance database.

Violations of this policy will be handled according to the corrective action procedures outlined in the employee policy manual.

Options for Employee Response:

Employees are not required to approach any individual. Some people do not feel comfortable doing that. Other people who might usually say something may choose not to if they do not feel comfortable in a particular situation.

When you remind someone of the policy, keep it short, simple, and friendly. Avoid any confrontation, lecturing, threatening, etc. We want to keep Blue Cross buildings and grounds as safe and friendly — and healthy — as possible for all employees, contractors, and visitors.

If you do not know the person, especially if you think she or he may be a visitor, you may approach them and courteously say, “You might not know that we now have a smoke-free campus policy. Smoking is not allowed on any Blue Cross property.” Then continue on your way.

If the person is an employee you know, and you know or guess that he or she is already aware of the new policy, you can just say “Hi --remember that we’re smoke-free now”. Then continue on your way. The individual may not stop smoking on the spot, but may go off campus in the future.

If you see someone repeatedly disregarding the policy, you are encouraged to contact human resources, either by e-mail to the **Human Resources Lotus Notes** e-mail box or by contacting your department's HR consultant.

All employees are encouraged to be supportive and respectful as co-workers who smoke make the transition to the new policy. Smoking is a powerful addiction, and people who smoke many cigarettes each day will probably be trying different strategies to see how they can best comply with the new policy.

Questions/Answers:

Q I currently smoke. Does this mean I have to quit?

No. The policy only requires that you do not smoke at Blue Cross buildings or grounds.

Q I would like to quit smoking. Where can I get help?

If you are enrolled in one of the medical plans Blue Cross offers employees, you can enroll in the BluePrint for Health stop-smoking program at 1-800-835-0704. Online help is available to all employees through QuitNet.com through December 31, 2003. Refer to the Blue Balance database for additional resources.

Q Can I smoke in my car while parked on Blue Cross property?

Employees are not allowed to smoke in vehicles parked on Blue Cross property at any time.

Q Where can I smoke?

Employees who wish to smoke must leave Blue Cross property. Employees who choose to smoke on property adjacent to Blue Cross property are asked to be considerate of neighboring businesses and property owners by appropriately disposing of all materials used for smoking, including cigarette butts and matches. Blue Cross does not condone leaving the premises for smoking during breaks.

Q I don't know where Blue Cross property begins and ends. How will I know I'm not smoking on Blue Cross property?

Property maps will be placed on the Real Estate and Facilities database and will be distributed at building meetings. You can check these maps to ensure you are not smoking on Blue Cross property.

Q If I leave Blue Cross property to smoke and incur an injury or accident, will I be compensated under Worker's Compensation?

If any employee leaves the premises to smoke, Blue Cross is not responsible for any injuries or property damage.

Q If I see someone smoking on Blue Cross property, what should I do?

Use your judgment based on the situation. Refer to the Options for Employee Response for specific suggestions.

Q How will the smoking policy be enforced?

All employees share the responsibility for adhering to the policy. Any problems should be brought to the attention of the appropriate supervisor or Human Resources and handled according to the corrective action procedures outlined in the policy manual. Human Resources will investigate and work with management

to take appropriate corrective action, depending on the facts. Refer to policy 6-40 Correction Action.

Q Do smokers get longer breaks?

Smokers do not get longer breaks. All employees are expected to follow the break schedule established for their work area. Refer to Policy 6-75 Work Hours/Flextime.