IMPROVING PARTNERSHIP AND PERFORMANCE

Staffing
» Regional joint staffing committees to address vacancies, hard-to-fill positions, traveler, and registry usage.
» Data — including vacancy rates, backfill, budget, People Pulse and service scores — will be shared at the UBT and departmental level.
» New safe staffing and workload language to ensure that every Kaiser Permanente patient receives extraordinary care every time and in every place.

Racial Justice
» Joint national task force to address issues of equity, inclusion, and diversity.
» Improves health equity for patients and employees by embedding inclusive practices into training, hiring, promotions, and unit-based team projects.

Patient and Worker Safety
» Total Health section in the National Agreement to emphasize mental health and psychological safety as well as physical health.
» Joint national committee to integrate the concepts of psychological safety and Just Culture, enterprisewide.

Problem and Dispute Resolution
» Increased support for the issue resolution process.
» Annual refresher training for members of unit-based teams and LMP councils to strengthen their interest-based problem-solving skills.

EXCELLENT WAGES AND BENEFITS

Across-the-Board Wage Increases

<table>
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<th>2021</th>
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<th>2023</th>
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<td>Wages</td>
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Health Benefits
» Preserves low-cost family medical and dental coverage with the same low copays for prescriptions and office visits.

Retirement Benefits
» Continues industry-leading retiree medical benefits.

Performance Sharing Program
» Maintains the PSP, which provides annual payouts for achieving new mutually agreed-to objectives to address affordability.

Citizen Support
» Provides funding for citizenship assistance.

AFFORDABILITY AND COMPETITIVENESS

National Task Force
» Joint body to address affordability in partnership while continuing to work together to protect high-quality patient care.

Career Growth
» Preserves $3,000 yearly tuition reimbursement benefit.
» Provides for an additional one-time contribution of $15 million for Ben Hudnall Memorial Trust.