

# Hydrate YOUR HEALTH

## FREQUENTLY ASKED QUESTIONS

### GENERAL OVERVIEW

#### WHAT IS A WELLNESS PROGRAM?

A wellness program is a health program designed to maintain a high level of well-being through nutrition, activity, stress management, and illness prevention and management.

#### HOW DOES THE HYDRATE YOUR HEALTH WELLNESS PROGRAM WORK?

Team Members and participating Spouse/Domestic Partners covered by a Niagara Medical Plan as of 1/1/2021 may voluntarily participate in the *Hydrate Your Health* Program. For Team Members, your participation helps you avoid paying the Wellness Surcharge, an additional medical premium beginning in May 2021. The surcharge is \$40 per paycheck for team members. **There will not be a surcharge for Spouse/Domestic Partners in 2021, but Spouse/Domestic Partners are encouraged to participate.**

To avoid the surcharge, the following must be completed by covered Team Members by the stated deadlines.

- Complete your **Personal Health Questionnaire (PHQ)**, an online, confidential questionnaire through Virgin Pulse **by 2/28/2021**.
- Schedule and Participate in a **Biometric Health Screening** at a participating Quest facility or by using a At Home Self Collection Test Kit ordered from Quest Diagnostics through the Virgin Pulse portal **between 12/15/2021 – 2/28/2021**.
- During the Biometric Screening or At Home Self Collection Test Kit, participate in a Cotinine Test and test negative for nicotine.

#### Biometric Screening Alternative: Personal Health Coaching

- Team Members whom do not feel comfortable participating in the Biometric Screening may enroll in **Personal Health Coaching** through Virgin Pulse.

Learn more about  
Personal Health  
Coaching on page 9

	Activity #1: PHQ		Activity #2 – Biometric Screening OR Coaching			
Activity	PHQ Online Questionnaire	AND	Option 1: Quest Patient Service Center Lab	OR	Option 2: At Home Self Collection Test Kit	OR Option 3: Complete 4 Wellness Coaching Sessions
Deadline	Complete between 12/15/2020 – 2/28/2021		Complete between 12/15/2020 – 2/28/2021		Complete between 12/15/2020 – 5/4/2021 to avoid Surcharges; complete by 9/30 to earn a refund	

#### WHAT HAPPENS IF I CHOOSE NOT TO PARTICIPATE IN THE WELLNESS PROGRAM?

Your choice to participate in the program will impact your medical premiums. If you choose not to participate in one or more features of the program, you will pay an additional \$40 per paycheck pre-tax wellness surcharge.

# FREQUENTLY ASKED QUESTIONS

## GENERAL OVERVIEW, CON'T...

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### ARE SPOUSES/DOMESTIC PARTNERS INCLUDED IN THE WELLNESS PROGRAM?

Niagara's *Hydrate Your Health* wellness program is designed to promote good health and wellbeing for all members of the Niagara family. Due to COVID-19, we have decided not to include Spouses/Domestic Partners in the 2021 Wellness Surcharge. However, as members of our Medical Plan, they are encouraged to participate in the Biometric Screening and other components of the program. The health and wellbeing of your Spouse/Domestic partner is just as important to Niagara as the health and wellbeing of our Team Members, so if your Spouse/Domestic partner would like to participate in the Biometric Screening program, we welcome them.

### ARE SPOUSES ELIGIBLE FOR ALL WELLNESS ACTIVITIES?

Yes! Spouses/Domestic Partners covered by a Niagara Medical Plan are included in all wellness program activities including completion of their own Personal Health Questionnaire, completion of their own Biometric Screening and nicotine status, and all additional wellness activities and alternative programs, with the exception of the 2021 Wellness Surcharge.

### WHAT SUPPLIERS ADMINISTER THE HYDRATE YOUR HEALTH WELLNESS PROGRAM?

Niagara has partnered with Virgin Pulse and Quest to deliver the Hydrate Your Health wellness program.

### WHERE DO I GET STARTED?

You will start with Virgin Pulse. From the Virgin Pulse platform, you will access all activities for the Hydrate Your Health wellness program, including the PHQ, scheduling your Quest Biometric Screening, engaging with the Wellness Coaches, and/or participating in wellness activities and challenges.

### HOW DO I LOGIN TO VIRGIN PULSE?

#### Have you previously registered for Virgin Pulse?

- Go to [www.virginpulse.com/member](http://www.virginpulse.com/member)
- Use your existing usernames/passwords *or* follow the Forgot Password link

#### Are you new to Virgin Pulse?

- Team Members and participating spouses/domestic partners will register separately and have unique usernames. Login to <https://join.virginpulse.com/niagarawater>
  - Enter your Legal First name and Last name, as it appears in Workday
  - Enter your Year, Month, and Day of Birth, as it appears in Workday
  - Enter your State of Residence, as it appears in Workday
  - Set a username and password you can remember

# FREQUENTLY ASKED QUESTIONS

## PERSONAL HEALTH QUESTIONNAIRE OVERVIEW

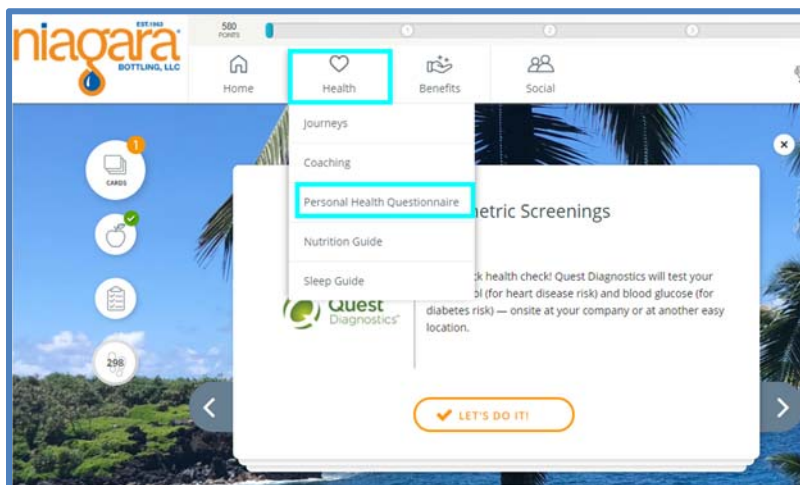
### WHAT IS A PERSONAL HEALTH QUESTIONNAIRE (PHQ)?

A Personal Health Questionnaire is an online, *confidential* questionnaire that asks about your personal health choices like nutrition, nicotine use, personal safety, physical activity, alcohol consumption, emotional well-being, etc. Your answers will never be shared with Niagara.

The PHQ, along with your lab results, are a great source of information for your personal physician. We recommend you share your PHQ results and your Biometric Screening results during your next Annual Physical, even if it's a virtual physical!

### WHERE DO I FIND THE PERSONAL HEALTH QUESTIONNAIRE (PHQ)?

- Choose the **Health** menu from the top navigation area, select Personal Health Questionnaire
- **Don't** forget to answer all of the questions!
- **Hint:** Not sure if you've completed it yet? Check the date above your score. If the date is on or after 12/15/2020. You're all set for 2021. If the date is before 12/15, go through the questions until you see today's date above your score.



**Remember:** Team Members and participating Spouses/Domestic Partners will complete separate PHQs in the Virgin Pulse system.

Your health plan is committed to helping you achieve your best health. Rewards for participating in the Niagara Hydrate Your Health Wellness Plan are available to all eligible team members of Niagara. Rewards may include both incentives paid and surcharges avoided. If you are unable to meet a standard for a reward under the Niagara Hydrate Your Health Wellness Plan, you may be able to earn the same reward by meeting the reasonable alternative standard offered under the Plan for that reward. Contact [benefits@niagarawater.com](mailto:benefits@niagarawater.com) to learn about the reasonable alternative standard offered, so that you have an opportunity to qualify for the reward offered by the Niagara Hydrate Your Health Wellness Plan.

# FREQUENTLY ASKED QUESTIONS

## PERSONAL HEALTH QUESTIONNAIRE OVERVIEW, CON'T...

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### HOW DO I ANSWER PHQ QUESTIONS I AM UNSURE OF?

- If you are completing your PHQ before your Biometric Screening, you can enter your most current results or indicate ***“I don’t know”*** and choose a best guess from the drop down menu. When your Biometric Results are available, and you re-visit your PHQ, Virgin Pulse will update the statistics.
- If you are completing your PHQ after your Biometric Screening results have been returned, then the PHQ will be updated to show your results when you take it.

### HOW CAN I CHECK IF MY PHQ IS COMPLETE?

- When you have reached the last screen, view your PHQ Score and the date above the score.
- To count for 2021, the date must be on or after 12/15/2020.

## BIOMETRIC SCREENING OVERVIEW

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### WHAT IS A BIOMETRIC SCREENING?

A Biometric Screening is a standard blood test for blood sugar, triglycerides and cholesterol. It also includes a blood pressure check, measure of waist circumference and nicotine use status through a cotinine blood test.

### WHO IS PROVIDING THE BIOMETRIC SCREENINGS?

Biometric screenings are provided through Quest Diagnostics.

### WHAT ARE THE QUALIFICATIONS OF THE BIOMETRIC SCREENING PERSONNEL?

All screening personnel are certified as required by individual state law.

### WHAT HAPPENS DURING THE SCREENING PROCESS?

During the Biometric screening process, you will have your blood pressure measured, your waist circumference measured (you hold the end of the measuring tape at your belly button, turn around and the screener will check the measurement), and a blood sample drawn.

If you participate in the Biometric Screening using the At Home Self Collection Test Kit, you will be required to accurately report your blood pressure and waist circumference. The kit will include materials for the cholesterol, glucose and cotinine test, which requires you to stick your finger and draw blood, which you will place on the card where indicated.

You will place the materials in a pre-paid envelope and mail back to Quest Diagnostics for processing.

# FREQUENTLY ASKED QUESTIONS

## BIOMETRIC SCREENING OVERVIEW, CON'T...

### HOW LONG WILL THE SCREENING TAKE?

We recommend you allot extra time at the lab for check-in and entry into the suite. Once inside, each screening takes approximately 10-15 minutes.

### SHOULD I CLOCK INTO KRONOS DURING MY SCREENING?

Team Members completing the Biometric Screening at a Quest facility will not be paid for your time.

### DO I NEED TO FAST BEFORE THE BIOMETRIC SCREENING?

Yes, the blood draw is fasting sample. For the most accurate readings, you need to fast for 9-12 hours before the Biometric Screening. Drink plenty of water and continue to take your medication as scheduled.

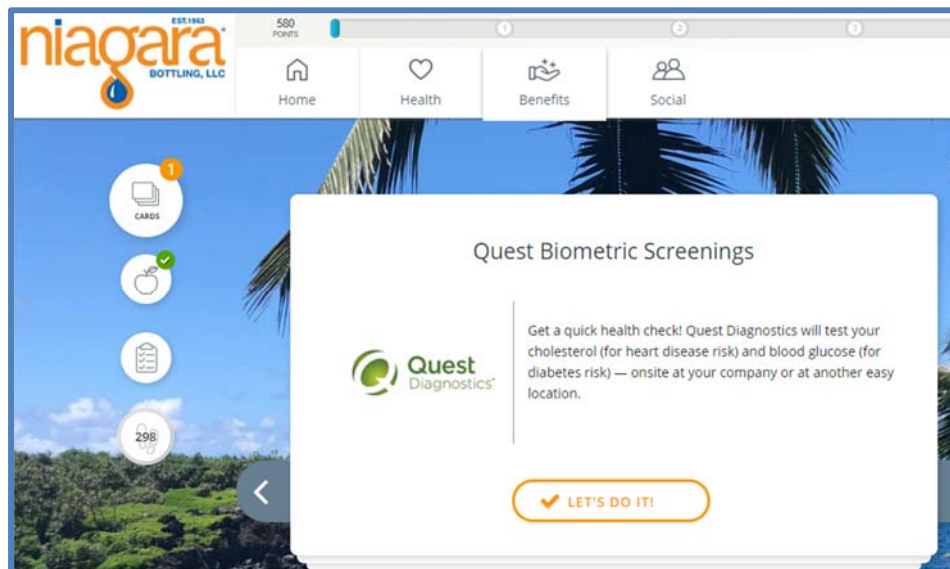
### WHAT IF I AM MEDICALLY UNABLE TO COMPLETE THE BIOMETRIC SCREENING?

Team Members that are under care of a physician for a critical condition, or those that may be pregnant may apply for a medical waiver from the Biometric Screening. Please call Virgin Pulse at 888-671-9395 to learn more about your options. All medical waivers must be requested by 2/12/21.

### WHERE CAN A NIAGARA TEAM MEMBER GO FOR A BIOMETRIC SCREENING

Schedule your Biometric Screening starting 12/15/2020. There are two ways to complete a Biometric Screening.

- Login to <https://join.virginpulse.com/niagarawater>
- After you log in, find the Quest card on your homepage and choose **Let's Do It**



# FREQUENTLY ASKED QUESTIONS

## BIOMETRIC SCREENING OVERVIEW, CON'T...

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1. **Quest Diagnostics Facility:** If you want to complete your screening at a participating Quest Patient Center Service, choose “**Schedule a Screening**” and print your Quest voucher. Find PRINT VOUCHER in the top right corner. **You must schedule through Virgin Pulse and bring your personalized Voucher to Quest Diagnostics.**
2. **At Home Self Collection Test Kit:** If you would like to complete the biometric screening using an At Home Self Collection Test Kit, choose “**Order Materials**”. **Please make sure your address is correct in Quest prior to ordering your At Home Self Collection Test Kit.**

## WHERE CAN MY COVERED SPOUSE/DOMESTIC PARTNER GO FOR A BIOMETRIC SCREENING?

Spouses and Domestic Partners will register and access the Virgin Pulse site through their own unique username/password. From the homepage, they will find the Biometric Screening card. Choose the Let’s Do It button. This will take your spouse/domestic partner to the Quest website, where they can log in and schedule appointments at their preferred Quest Diagnostics location or order an At Home Self Collection test kit.

1. **Quest Diagnostics Facility:** If your Spouse/Domestic Partner wishes to voluntarily participate and would prefer to complete at a participating Quest Patient Service Center, choose “**Find Location**” and print out your Quest voucher. Click on PRINT VOUCHER and take your Voucher to your appointment with you. **Your spouse will schedule through Virgin Pulse and bring his/her personalized Voucher to Quest Diagnostics.**
2. **At Home Self Collection Test Kit:** If your Spouse/Domestic Partner wishes to voluntarily participate and would like to complete the Biometric Screening using an At Home Self Collection Test Kit, they may order it from Quest Diagnostics through the Virgin Pulse Porta by selecting “**Order Materials**”. **Please make sure your address is correct in Quest prior to ordering your At Home Self Collection Test Kit.**

## HOW DO I RECEIVE MY BIOMETRIC SCREENING RESULTS?

You should expect your **My 5 to Health** result report to be available through the Quest Portal within 5-10 business days, and within 10-15 days, the results will also be mailed to your home. If this is your second time completing a Quest screening, you will receive your year-over-year results. This is a great opportunity to reflect on your healthy behaviors and how it impacted your health since your last screening.

Look for more information on your test results, including what the results mean to you, at <https://join.virginpulse.com/niagarawater>.

# FREQUENTLY ASKED QUESTIONS

## BIOMETRIC SCREENING OVERVIEW, CON'T...

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### WHAT IS CONSIDERED HEALTHY RANGES IN THE BIOMETRIC SCREENING?

Biometric Screening Includes:	Healthy Ranges: Men	Healthy Ranges: Women
Waist Circumference	≤ 40 inches	≤35 inches
Blood Pressure	<120/80 mmHg	<120/80 mmHg
HDL Cholesterol	≥40	≥50
Cholesterol/HDL ratio	<5.0	<5.0
Glucose	65-99 mg/dl	65-99 mg/dl

### WHAT HAPPENS TO MY INFORMATION AFTER I TAKE THE BIOMETRIC SCREENING?

You will receive a reporting package. Niagara will only learn the names of Team Members and participating Spouse/Domestic Partners who complete the screening. Your private health information is protected by HIPAA and will not be disclosed to anyone at Niagara.

### WILL THE RESULTS OF MY SCREENING BE KEPT CONFIDENTIAL?

Yes, your individual results will be 100% confidential. Niagara will know if the team member and/or participating spouse completed the Biometric Screening and Nicotine Use Status (Yes/No). Only aggregate health results will be provided to Niagara. This provides Niagara with metrics on the health of the population and helps set priorities for future Wellness initiatives. Use of any personal medical information beyond the Wellness Program is explicitly prohibited by HIPAA.

### WILL NIAGARA RECEIVE DATA ON MY FAMILY HISTORY OR GENETIC INFORMATION? CAN IT BE USED AGAINST ME?

Individual genetic information will not be shared with Niagara. A Federal Law called GINA protects against the use of Genetic Information in employment decision making. Niagara complies with all current laws and regulations. For more information in regards to privacy laws visit: [www.niagarabenefits.com](http://www.niagarabenefits.com).

### HOW WILL VIRGIN PULSE PROTECT MY PRIVATE HEALTH INFORMATION?

Virgin Pulse will provide Niagara a direct, secure feed. Niagara and Virgin Pulse are required to fully comply with HIPAA, the federally mandated law on medical privacy.

### SOMETHING IS WRONG WITH MY RESULT. HOW DO I CHALLENGE THE RESULTS?

From the date your lab results are posted by Quest, you have **60 days** to challenge any errors with a lab or cotinine result. If you wish to challenge your results, please contact the Quest service center at 1.855.623.9355 and request a biometric challenge. You will be provided two-weeks to re-test at a Patient Service Center. The alternative to re-testing is completion of 4 Wellness Coaching sessions.

# FREQUENTLY ASKED QUESTIONS

## WELLNESS SURCHARGE OVERVIEW

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### IS THERE A DEADLINE TO COMPLETE THE PERSONAL HEALTH QUESTIONNAIRE (PHQ) TO AVOID THE WELLNESS SURCHARGE?

Yes. Team Members must complete the Personal Health Questionnaire (PHQ) by February 28, 2021 to avoid the Wellness Surcharge and earn access to the Virgin Pulse Store.

### WHEN WILL SURCHARGES BEGIN AND END?

For Team Members that do not complete all activities by the deadline OR test positive for nicotine, the Wellness Surcharge will begin on 5/22/2021 and end on 12/22/2021, unless the Team Member completes 4 Personal Health Coaching sessions by the deadline of September 30, 2021.

### WHAT SHOULD I EXPECT ON MY PAYCHECK IF I AM SUBJECT TO THE WELLNESS SURCHARGE?

For Team Members that do not complete all activities by the testing deadline OR test positive for nicotine, you will see a separate deduction on your paycheck starting May 22, 2021.

- Wellness Surcharge – Team Member
- The amount will be \$40 per paycheck

### WHAT IF I DO NOT SCORE IN THE HEALTHY RANGES FOR THE BIOMETRIC SCREENING?

- For Wellness Surcharge purposes, we are asking Team Members to **complete** the Biometric Screening and test negative for nicotine use. You are not required to score in the healthy ranges to avoid the Wellness Surcharge.
- However, you will receive \$25 toward the Virgin Pulse Store for each of the 5 metrics you score in the healthy ranges. So if you score in the healthy ranges for 5 of 5, you will earn \$125 toward the store, 4 of 5, you will earn \$100, etc.

## MEDICAL WAIVERS

If you are pregnant, OR, medically unable to complete the Biometric Screening, OR under treatment for a condition, you may be eligible for a Medical Waiver.

Please contact Virgin Pulse at 888-671-9395 to request a Medical Waiver.



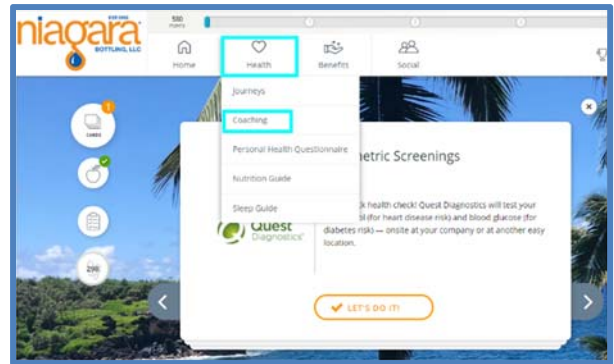
# FREQUENTLY ASKED QUESTIONS

## PERSONAL HEALTH COACHING OVERVIEW

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### HOW DO I ENROLL IN COACHING?

- Login to Virgin Pulse using the Mobile App, or on a desktop computer with Google Chrome or Mozilla Firefox
- From the top navigation menu, choose **Health** → **Coaching**
- Choose a topic of interest or find the link at the bottom of the page for a Custom Coaching program
- This will launch the scheduler. Find a date/time that fits your schedule
  - If you are unable to find any sessions available, consider a different topic or a custom coaching program



### WHAT CAN I EXPECT FROM COACHING?

- You should expect 30-40 minutes for your first call. The remaining calls will be 30 minutes long.
- The goal is to work on an area of health that could use improvement or if you are in a maintenance stage, perhaps move your progress along or provide you new ideas/tools/resources to improve or maintain your good health.

### HOW WILL COACHING HELP ME AVOID THE WELLNESS SURCHARGE?

- When you complete 4 sessions, no more than once per week prior to May 4, 2021, you will avoid surcharges for the year. If you complete coaching after the start of surcharges, but by the deadline of September 30, 2021, the surcharges will stop in your paycheck and you will earn a full refund of all surcharges paid.

## NICOTINE STATUS OVERVIEW

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### WHO IS CONSIDERED A NICOTINE USER?

A nicotine user is someone who smokes cigarettes, pipes, or cigars, uses smokeless nicotine products, or nicotine products (E-cigarettes or nicotine replacement therapy).

### WHAT DOES THE COTININE BLOOD TEST CHECK FOR?

It checks for a nicotine metabolite or byproduct called cotinine.

### HOW LONG AFTER I QUIT USING NICOTINE CAN I TEST POSITIVE FOR COTININE?

Everyone metabolizes nicotine differently, but cotinine can be found for two weeks or more after stopping use of nicotine products.

### WHAT IF I LIVE WITH A SMOKER?

Quest Diagnostics is testing for your direct use of nicotine products containing nicotine. The level for a positive test is set high enough that a non-nicotine user exposed to secondhand smoke would have a negative result.

# FREQUENTLY ASKED QUESTIONS

## NICOTINE STATUS OVERVIEW, CON'T...

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### IF I AM ON A NICOTINE REPLACEMENT THERAPY, WILL I TEST POSITIVE?

Yes. If you are on a nicotine replacement therapy, you may test positive for cotinine in your system.

### DO I HAVE TO COMPLETE THE BIOMETRIC SCREENING IF I AM A NICOTINE USER?

Participation is voluntary, however, you cannot access the Virgin Pulse Store unless you complete the Biometric Screening. Niagara recommends you complete the Biometric Screening regardless of your nicotine status. The screening will provide you FREE and confidential lab results to gauge the status of your current health and also share with your physician.

### SOMETHING IS WRONG WITH MY COTININE RESULT. HOW DO I CHALLENGE?

From the date your lab results are posted by Quest, you have **60 days** to challenge any errors with a lab or cotinine result. If you wish to challenge your results, please contact the Quest service center at 1.855.623.9355 and request a biometric challenge. You will be provided two-weeks to re-test at a Patient Service Center. The alternative to re-testing is completion of 4 Wellness Coaching sessions.

### CAN I EARN A REFUND OF THE WELLNESS SURCHARGE?

Yes, you can earn a refund of your 2021 Wellness Surcharges by completing *Personal Health Coaching* through Virgin Pulse by 9/30/2021. Call Virgin Pulse at 1-888-671-9395 to enroll now! Enroll no later than 9/2/2021 to guarantee enough time to complete by the deadline.

When you choose to participate in Personal Health Coaching, you can choose to focus on the following areas of health: Nicotine Cessation, Nutrition, Exercise, Stress or Sleep. The program requires you to interact with your coach 4 times, no more than 1 per week and complete over 2 or more months but no later than 9/30/2021.

If you complete Virgin Pulse's Personal Health Coaching program by 9/30/2021, Niagara will stop the Wellness Surcharge and issue a full refund of all surcharges withheld year-to-date!

### I QUIT USING NICOTINE AFTER THE BIOMETRIC SCREENING. CAN I RE-TEST TO STOP THE WELLNESS SURCHARGE?

No. Re-testing is not the alternative program to stop the Wellness Surcharge. The only alternative program is *Personal Health Coaching*. You can earn a refund of your 2021 Wellness Surcharges by completing *Personal Health Coaching* through Virgin Pulse by 9/30/2021. Call Virgin Pulse to enroll now!

### CAN I ENROLL IN PERSONAL HEALTH COACHING NOW?

Yes! You can enroll through Virgin Pulse prior to completion of the Biometric Screening. There is a deadline. You must enroll no later than 9/2/2021 and complete 4 sessions, no more and 1 session per week, to qualify for the Wellness Surcharge refund.

# FREQUENTLY ASKED QUESTIONS

## VIRGIN PULSE STORE OVERVIEW

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### FOR THE VIRGIN PULSE STORE HOW MUCH CAN I EARN IN 2021?

Team Members and participating Spouses/Domestic Partners covered by a Niagara Medical Plan as of 1/1/2021 are eligible for up to \$200 each toward the Virgin Pulse Store.

### WHEN CAN I ACCESS THE VIRGIN PULSE STORE?

Your points will translate to cash toward wellness-related products at the Virgin Pulse Store. You may begin spending your rewards as soon as they are available to you.

### HOW MANY POINTS DO I NEED?

- At 10,000 points, you will earn the first \$25
- At 30,000 points, you will earn the next \$25
- At 45,000 points, you will earn the next \$25
- At 70,000 points, you will earn the next \$25, for a maximum of \$200

### WILL MY POINTS ROLLOVER?

Your points will rollover from year to year as long as you are employed by Niagara and continue to enroll in a Medical Plan.

### HOW CAN I EARN OTHER POINTS TOWARD THE VIRGIN PULSE STORE?

There are many ways to earn points such as tracking steps, calories, sleep and much more. To learn of more ways to earn Virgin Pulse cash visit their site or download the Virgin Pulse App.

### HOW CAN I ACCESS THE VIRGIN PULSE STORE?

Visit <https://join.virginpulse.com/niagarawater>. Click on the sign in button, then on the home page, click on Rewards.

## PROGRAM INTEGRITY

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### HOW WILL NIAGARA ENFORCE INTEGRITY IN THE WELLNESS PROGRAM?

It is the expectation of Niagara Bottling that all Team Members make choices that uphold Niagara's values. Niagara has set **Conduct Standards** in the [Niagara Team Member Handbook](#). Please see page 26 for more information on what may occur if a team member does not uphold Niagara's values or conduct standards, including but not limited to, falsifying company records/documents, disorderly conduct, and other forms of cheating.

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