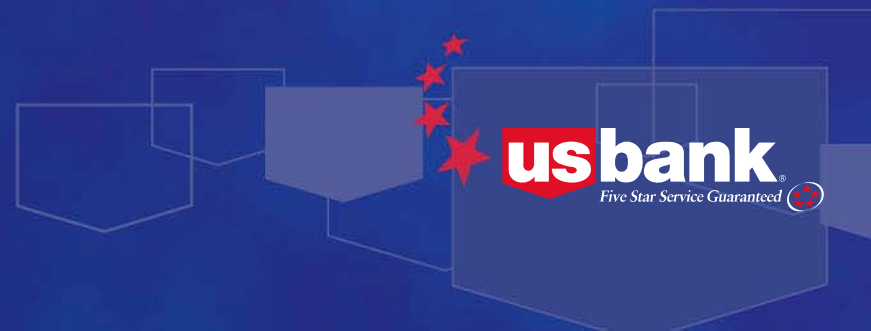


Annual Employee Training Communication Plan

June 11, 2009



Training Time Commitments



- As detailed on page 6, existing U.S. **Enterprise** employees are required to take up to 2 hours and 25 minutes of Web-based training in 2009 (excluding any additional business line training).
- As detailed on page 7, existing U.S. **Retail** employees are required to take up to 2 hours and 25 minutes of Web-based training in 2009 (excluding any additional business line training).
- As detailed on pages 8 and 9, new U.S. **Enterprise** employees (including Retail) are required to take up to 3 hours and 30 minutes of Web-based training within their first 90 days of employment (excluding any additional business line training).
- As detailed on page 10, new U.S. **Retail** employees are required to take an additional 1 hour and 15 minutes to 1 hour and 30 minutes of Web-based training within their first 90 days of employment (excluding any additional business line training).
- As detailed on pages 11 and 12, all new U.S. **Managers** are required to take an additional 4 hours and 50 minutes of training within their first 90 days and the Leadership Advantage courses within the first 6 months.
- As detailed on page 13, U.S. **Temps/Contractors** are required to take 1 hour of Web-based training in 2009.

2009 Existing U.S. Employee Training Requirements

2009 Enterprise Training Requirements

Training Requirements for U.S. Employees: These required courses are on your Learning Plan within the [U.S. Bank Learning Center](#). Check with your manager for additional business line specific training requirements. U.S. Bank updates these requirements periodically. New courses for 2009 are highlighted.

Training Requirement	Audience	Frequency	Time	Completion Date	Contact with Questions
Anti-Money Laundering 2009	All Employees	Required for 2009 and in all subsequent ODD years	30 minutes	12/15/09	Your AML officer or representative
Get Green with US – U.S. Bank's Environmental Stewardship and You	All Employees	Required for 2009	20 minutes	6/30/09	US Bank Learning Shared Mailbox
SAFE: Information Security Awareness 2009	All Employees	Required for 2009 and in all subsequent ODD years	30 minutes	6/30/09	Information Security Shared Mailbox
Recognizing and Responding to Substance Abuse in the Workplace	All Managers	Required for 2009	20 minutes	6/30/09	US Bank Learning Shared Mailbox
SAFE: Manager Security Awareness 2009	All Managers	Required for 2009 and in all subsequent EVEN years	30 minutes	12/15/09	Information Security Shared Mailbox
Legal Records Hold 2009	Grade 10+, Grade H+	Yearly	15 minutes	12/15/09	US Bank Learning Shared Mailbox

2009 Existing U.S. Retail Employee Training Requirements

Training Requirements for U.S. Retail Employees: These courses are on your Learning Plan within the [U.S. Bank Learning Center](#). Check with your manager for additional business line specific training requirements. U.S. Bank updates these requirements periodically. New courses for 2009 are highlighted.

Training Requirement	Audience	Frequency	Time	Completion Date	Contact with Questions
Anti-Money Laundering 2009	All Employees	Required for 2009 and in all subsequent ODD years	30 minutes	12/15/09	Your AML officer or representative
Get Green with US – U.S. Bank's Environmental Stewardship and You	All Employees	Required for 2009	20 minutes	6/30/09	US Bank Learning Shared Mailbox
SAFE: Information Security Awareness for Retail 2009	All Employees	Required for 2009 and in all subsequent ODD years	30 minutes	12/15/09	Information Security Shared Mailbox
Recognizing and Responding to Substance Abuse in the Workplace	All Managers	Required for 2009	20 minutes	6/30/09	US Bank Learning Shared Mailbox
SAFE: Manager Security Awareness 2009	All Managers	Required for 2009 and in all subsequent EVEN years	30 minutes	12/15/09	Information Security Shared Mailbox
Legal Records Hold 2009	Grade 10+, Grade H+	Yearly	15 minutes	12/15/09	US Bank Learning Shared Mailbox

2009 New U.S. Employee Training Requirements

Training Requirements for New U.S. Employees: New employees include all new regular employees and rehires who are within their first 90 days of employment. These courses are on your Learning Plan on the [U.S. Bank Learning Center](#). New courses for 2009 are highlighted.

Training Requirement	Audience	Frequency	Time	Completion Date	Contact with Questions
Anti-Money Laundering 2009	All New Employees	Required for 2009 and all subsequent ODD years	30 minutes	90 days from hire date	Your AML officer or representative
Code of Ethics and Business Conduct with Certification	All New Employees	Required for 2009	20 minutes	30 days from hire date	Your HR Representative
Diversity - Working Together	All New Employees	Once	45 minutes	90 days from hire date	Your HR Representative
Get Green with US – U.S. Bank's Environmental Stewardship and You	All New Employees	Required for 2009	20 minutes	90 days from hire date	US Bank Learning Shared Mailbox
SAFE: Information Security Awareness 2009	All New Employees (excluding Retail Branch and 24 Hr. Banking & Financial Sales Employees)	Required for 2009 and all subsequent ODD years	30 minutes	90 days from hire date	Information Security Shared Mailbox
The Service Advantage for Customer Facing Employees OR The Service Advantage for Internal Employees	All New Employees	Once	30 minutes	90 days from hire date	US Bank Learning Shared Mailbox
Workplace Harassment Awareness for Employees	All New Employees	Required 2009	20 minutes	90 days from hire date	Your HR Representative
Legal Records Hold 2009	Grade 10+, Grade H+	Yearly	15 minutes	90 days from hire date	US Bank Learning Shared Mailbox

2009 New U.S. Retail Employee Training Requirements

Note: Additional Training Requirements for New U.S. Retail Employees: These are Retail Branch specific courses that are required in addition to the previous New U.S. Employee Training Requirements. These courses are on your Learning Plan on the [U.S. Bank Learning Center](#). Retail employees (Branch and 24-Hour Banking & Financial Sales) will be required to complete the [SAFE: Information Security Awareness for Retail 2009](#) course instead of the [SAFE: Information Security Awareness 2009](#) course. New courses for 2009 are highlighted.

Training Requirement	Audience	Frequency	Time	Completion Date	Contact with Questions
Ethics for Retail Tellers	All New Tellers	Required for 2009	45 minutes	90 days from hire date	US Bank Learning Shared Mailbox
Ethics for Retail Bankers	All New Bankers	Required for 2009	45 minutes	90 days from hire date	US Bank Learning Shared Mailbox
Ethics for Retail Managers	All New Managers	Required for 2009	60 minutes	90 days from hire date	US Bank Learning Shared Mailbox
SAFE: Information Security Awareness for Retail 2009	All New Retail Branch and 24 Hr. Banking & Financial Sales Employees	Required for 2009 and all subsequent ODD years	30 minutes	90 days from hire date	Information Security Shared Mailbox

2009 New U.S. Manager Training Requirements

New Managers – In addition to the New U.S. Employee courses, Managers need to complete the following. New courses for 2009 are highlighted.					
	Audience	Frequency	Time	Completion Date	Who to Contact
Leadership Advantage: Critical Conversations for Leaders OR Leadership Advantage: Critical Conversations for Senior Leaders -Getting Started for Leaders/Senior Leaders -Managing Performance Goals for Leaders/Senior Leaders -Planning for Development for Leaders/Senior Leaders -Coaching for Excellence for Leaders/Senior Leaders -Selecting Great Talent for Leaders/Senior Leaders -Retaining Great Talent for Leaders/Senior Leaders	All new Managers	Once	Varies	6 months from hire date	Your HR Representative
Recognizing and Responding to Substance Abuse in the Workplace	All new Managers	Required for 2009	20 minutes	90 days from hire date	US Bank Learning Shared Mailbox
SAFE: Manager Security Awareness 2009	All new Managers	Required for 2009 and in all subsequent EVEN years	30 minutes	90 days from hire date	Information Security Shared Mailbox
The Service Advantage for Managers	All new Managers	Once	60 minutes	90 days from hire date	US Bank Learning Shared Mailbox

2009 New U.S. Manager Training Requirements (continued)

New Managers – In addition to the New U.S. Employee courses, Managers need to complete the following. New courses for 2009 are highlighted.	Audience	Frequency	Time	Completion Date	Who to Contact
Wage and Hour Laws	All new Managers	Required for 2009	60 minutes	90 days from hire date	Your HR Representative
Workplace Harassment Awareness for Managers: Introduction	All new Managers	Once	60 minutes	90 days from hire date	Your HR Representative
Workplace Harassment Awareness for Managers: 2009	All new Managers	Required for 2009	60 minutes	90 days from hire date	Your HR Representative
<p>If a current employee becomes a manager of people (<i>manager of individual contributors or a manager of managers</i>) during 2009; in addition to their other requirements, they are required to complete the following courses:</p> <ul style="list-style-type: none"> • The Service Advantage for Managers • Wage and Hour Laws • Workplace Harassment Awareness for Managers: Introduction • Workplace Harassment Awareness for Managers: 2009 <p>The courses listed above are automatically added to Manager learning plans as part of a curricula titled <u>2009: All U.S. Managers Annual Due 12/15/09 (includes Elavon)</u>.</p> <p>Additionally Leadership Advantage curricula should be self assigned and completed within 6 months of becoming a manager. Access this curricula through the U.S. Bank Learning Center Curriculum catalog, under Access Available Curriculum. Depending upon your management role, the curricula are titled:</p> <ul style="list-style-type: none"> •Leadership Advantage: Critical Conversations for Leaders (Existing Mgrs) – OR - •Leadership Advantage: Critical Conversations for Senior Leaders (Existing Mgrs) 					

2009 New U.S. Temps/Contractors Training Requirements

Note: Any U.S. temp or contractor who will be with U.S. Bank for 90 days or more is required to complete the training listed below. Temps and contractors must self-assign the appropriate courses in the [U.S. Bank Learning Center](#).

A temporary employee is someone who is hired directly by U.S. Bank on a temporary basis. Contractors and vendors are not employed by U.S. Bank, they are either self-employed or employed by a vendor firm. For additional questions about temps/contractors training requirements refer to the [Temp/Contractor FAQ](#) document.

Training Requirement	Audience	Frequency	Time	Completion Date	Contact with Questions
Anti-Money Laundering 2009 Note: There are several versions of this training, work with your manager to complete the appropriate version	Any temp or contractor who will be with U.S. Bank for 90 days or more	Once	30 minutes	90 days from hire date	Your AML officer or representative
SAFE: Information Security Awareness 2009 Note: There are several versions of this training, work with your manager to complete the appropriate version	Any temp or contractor who will be with U.S. Bank for 90 days or more	Once	30 minutes	90 days from start date	Information Security Shared Mailbox