



Krucial Staffing Professional Employee Handbook (for Temporary Employees)

Welcome to Krucial Staffing, LLC (Krucial Staffing), a project staffing agency. We have met national standards addressing how staffing firms determine the qualification, placement, and competence of our staff and how we monitor performance. Certification recognizes our continued dedication and commitment to providing quality services to both clients and staff. Our Mission can be found on our website at www.krucialstaffing.com.

We want you to find working with us both enjoyable and financially rewarding. Please take time to become familiar with the following policies. Krucial Staffing reserves the right to change these policies at any time. *It is the responsibility of the employee to check Krucial Staffing's website for updates to this document (found under the individual employee's profile).*

This handbook does not confer any contractual right, either expressed or implied, to remain in the employment of Krucial Staffing, nor does it guarantee any fixed terms or conditions of your employment. Although Krucial Staffing hopes the employment relationship will be long-term, the employee and/or Krucial Staffing may terminate the relationship at any time, for any reason, with or without cause or notice.

(For the purposes of this document the term "patient" refers to any patient, resident or individual served by clients.)

Attendance Policy

Krucial Staffing requires good attendance. Krucial Staffing expects that every employee will be regular and punctual in attendance. This means being at work, ready to work, at the scheduled starting time each day. Absenteeism and tardiness places a burden on other employees and on our clients. Temporary employees are bound to the client's attendance policies as well as those of Krucial Staffing and must therefore be aware of and responsible for following both policies. Documentation regarding reasons for attendance issues may be required. Neither transportation issues nor caregiving responsibilities are considered an excuse for attendance issues. *Cancellations, "No Call No Shows", tardiness, leaving a shift early, and misuse of break time are all considered attendance issues and will result in disciplinary action up to and including termination.*

Benefits & Bonuses

Krucial Staffing reserves the right to modify and/or eliminate any benefits or information described in this handbook. Additional information is available on some of these benefits (e.g., 401k, health insurance, etc.) on the company's website, www.krucialstaffing.com or from any local branch office and the corporate office. It is the responsibility of the employee to check Krucial Staffing's website for updates to this document (found under the individual employee's profile) or request any additional information from your branch office or corporate offices and to complete all necessary applications for participation in any benefit or bonus program.

HEALTH INSURANCE BENEFITS

We highly value the health and well-being of our employees and their families. Therefore, Krucial offers health insurance benefits (compliant with the Affordable Care Act) for qualified/eligible employees. See our website or contact Human Resources or corporate office for more information on current programs and eligibility guidelines.

WORKER'S COMPENSATION BENEFITS

The company is covered under statutory state workers' compensation laws. Employees who sustain work-related injuries must immediately notify their department supervisor and/or the worker's compensation specialist. Contact your local branch office for more information and details.

If your injury requires emergency treatment, you should seek medical attention from the nearest, most practical source. Follow-up treatment, however, should be obtained from a healthcare provider designated by Krucial Staffing. Prior authorization may be required for some procedures. Worker's Compensation benefits are administered in accordance with each state's legal requirements.

It is the policy of Krucial Staffing to drug test all employees providing notice or making a claim, regardless of fault, if they experience an on-the-job injury, as allowed by applicable law. The drug test will be performed within the first 24

hours of the occurrence and failure to submit a drug test within 24 hours will be deemed a refusal and may be subject to disciplinary action. The branch office will facilitate the drug test request, assisting with arrangements for the employee to be driven to the testing site if necessary and/or possible.

PROFESSIONAL LIABILITY INSURANCE

Krucial Staffing will provide you with professional liability insurance to cover errors, omissions, or incidents while performing duties within the course and scope of your Krucial Staffing employment. To preserve this coverage, it is your responsibility to immediately report to Krucial Staffing any actual or alleged incident involving patient injury or death. In addition, you must cooperate with all provisions of the applicable medical professional liability insurance policy and Krucial Staffing’s attorneys. Coverage may be denied if the error, omission or incident occurred while you are under the influence of drugs or alcohol or was performed during the commission of a crime.

HEPATITIS B VACCINATION (Hep B)

Employees who are occupationally “at-risk” for exposure to blood borne pathogens because of their work with Krucial Staffing, are provided the opportunity to receive the Hepatitis B vaccine at no charge. If you did not accept the Hep B vaccination offer when you completed your employment application, contact the corporate Human Resources Department for information about how to obtain this benefit.

CLIENT BONUSES

If a client offers you a discretionary bonus, please refer the client back to Krucial Staffing to discuss terms and inform your local branch office that you have done so. Krucial Staffing (not the client) is your employer and, as such, is required by law to pay payroll taxes associated with any bonus associated with your work at its clients.

401(K) - RETIREMENT PLAN

Krucial provides employees a smart way to save for retirement with the 401(k) Retirement Plan. This type of plan offers special tax advantages. It allows employees to designate a portion of their earnings to be invested for retirement through pre-tax payroll deductions (FICA and certain state and local taxes will still apply) and post-tax Roth contributions.

For investment of these funds, there is a variety of mutual funds available, meeting a wide range of retirement planning objectives. Retirement savings can be moved between funds as often as employees like via a secure Internet access. Statements of investment accounts are sent to participants quarterly.

At the end of each calendar year, the company may decide, at its discretion, to match a percentage of employee contributions. Certain restrictions relating to hours of service and the vesting of matching benefits apply — Details of these and other important plan provisions are described in a document called the Summary Plan Description and are available through our corporate office.

CEU (Continuing Education Unit) REIMBURSEMENT

To support our commitment to the ongoing education of our employees, Krucial Staffing provides CEU reimbursement. To qualify for this benefit, certain conditions apply. More information is available from our website, from your local branch office representative or payroll department.

PAYROLL LOOK-UP ON THE WEB

By logging into Workday with their username and password, employees can review their current payroll activity/pay stubs. All current and year-to-date earnings and withholding amounts are available. Employees can also find additional details there, such as the facility, hours worked, rate of pay and W-2 information at the end of the year.

CANCELLATION POLICY

Employers are not legally obligated to offer cancellation pay. However, in very rare situations, Krucial may offer compensation for being canceled at a facility. Please check with your Recruiter if you have any unusual situation occur. (Exclusions from cancellation pay include, but are not limited to, excessive cancels, no record of assignment, Krucial is unable to reach employee due to his/her inaccessibility or unavailability, employee is offered alternate assignment but refuses, employee does not have signed electronic time card from client indicating cancel).

General Information

Who is my employer?

Krucial Staffing.

Does Krucial Staffing offer training?

Krucial Staffing will provide all training required by law.

Training relating to use of Krucial Staffing's mobile application (app) are available from your branch office in video form and will be sent as a link for you to view.

Any questions can be answered by your local branch office.

How does Krucial Staffing know my availability?

It is your responsibility to provide Krucial Staffing with your available days and hours, on at least a weekly basis, to be scheduled for work. It is best to provide a month of availability at a time to be offered the best assignments.

Krucial Staffing has a mobile application (app) in both Android and iPhone app stores, which must be downloaded to use for both your scheduling and time keeping. The app is designed to provide you with notifications of work available that meets your skillset and qualifications. It is your responsibility to add your availability in the app to be eligible to work. The app allows you to save your preferences and be notified of work that is of interest to you. If you fail to enter your availability or match to shifts in the app for 90 or more days, Krucial Staffing considers such inactivity a voluntary resignation and your employment profile will be converted to an inactive status.

What happens if my availability changes?

Krucial Staffing staff is available to you 24 hours a day/365 days a year. It is important for clients that you honor all bookings. **Please keep us informed of any changes you may have with your schedule or availability and call your branch office at least once a week.**

How do I learn of assignments?

Krucial Staffing utilizes a text platform, in addition to the app, to send notifications of assignments. Replying as soon as possible once a text is received will give you the best opportunity to get the assignment. If you fail to respond to text job notifications, you may be ineligible for future assignments and/or unemployment.

Your employment profile will be converted to an inactive status if there are 90 or more days of payroll inactivity or if you have expired credentials.

What are my responsibilities after I learn of an assignment?

It is your responsibility to **be available by phone**, at the number we have on file, **two hours in advance of your scheduled arrival time** so that we can reach you in the event that your schedule changes. Failure to be available by phone two hours before an assignment may jeopardize your eligibility for cancel pay. If for any reason, you are not near the phone we have on file, please call us to verify your shift. If a shift is canceled, contact Krucial Staffing to request another assignment. Failure to contact Krucial Staffing for reassignment before filing a claim for unemployment insurance benefits may result in the denial of those benefits.

What is the dress code?

All Krucial Staffing employees must wear the name badge provided by Krucial Staffing while working at its client's facilities. Other client personnel working with you must be able to identify you according to name, class, and employer. (Some clients issue agency employees a generic name badge. Check with your local branch regarding specific client requirements.) Should you lose or damage your name badge, please call your branch office for a replacement.

All Krucial Staffing employees are expected to maintain a professional appearance. The requirements of appropriate dress may change from client to client and all employees are expected to be familiar with and adhere to the dress codes of the client to which they have been assigned. In the absence of a client dress code, Krucial Staffing requires that you follow these policies:

- Maintain a high level of personal hygiene/cleanliness, keeping hair, fingernails, etc. neat and clean. Artificial nails are prohibited.
- Perfumes, colognes, and aftershaves can trigger allergic reactions in patients and co-workers. Please be prudent in your use of these items.
- Scrubs and uniforms should be neat, clean, and in good repair. All clothing worn should be consistent with your identity as a member of the healthcare profession and in keeping with assigned client requirements.
- Jewelry should be of a type that will not interfere with your work, potentially cause injury to patients, or be easily grasped or snagged. A watch with a second hand is required.

Adherence to all client-specific dress/personal appearance codes/policies is required, even if more stringent/restrictive than Krucial Staffing's policies.

Does Krucial Staffing provide transportation?

You are expected to provide your own transportation. Transportation conflicts will not be an acceptable reason for canceling. If you rely on public transportation, take whatever measures necessary to ensure early arrival. If you have accepted an assignment, you are responsible to get to the assigned facility/location. Depending on the assignment travel requirements, company insurance requirements or upon client request, you may be asked to provide Krucial Staffing with documentation of current auto insurance coverage and valid licensure.

Certain assignments, where there is relocation or temporary housing required, may include coverage for transportation. These will be identified by a written assignment agreement.

We recommend that you select four to five facilities to which you would like to be assigned. Krucial Staffing will make its best effort to allow you to work for your preferred client and float among the others. If there is no assignment for you at your preferred facility, you can usually have adequate hours by working assignments elsewhere.

To attend orientation sessions, you must be scheduled through Krucial Staffing. You should show up with full uniform (including name badge) and appear neat and clean as if you were going to work. Jeans and casual wear are not acceptable. Orientations usually include a tour of the facility. You must always look and act professionally. Always carry your required licensure (or other documentation if your state does not issue paper licenses **and** if the assigned client requires) and CPR card to all assignments, including orientation. Also, **do not forget** to bring your time keeping app (mobile application) with you to the orientation session. Complete the electronic timecard and have the in-service instructor sign the appropriate column to verify the orientation hours to receive pay.

Please review policies regarding processing and payment for orientation shifts with your local branch representative.

If there is not a formal orientation: When arriving in a facility for the first time it is your responsibility to ask your shift supervisor, manager, and/or client contact for an explanation of fire, code, and disaster procedures, the location of emergency equipment, as well as other facility protocols, policies, and other relevant procedures. When returning to a facility, arrive early to allow time to briefly refresh your memory before proceeding with your shift.

Do not be satisfied with just a reference to the facilities manuals; in an emergency, you will not have time to read them. It is your responsibility to be familiar with the assigned facilities' procedures.

How do I report the time I worked?

It is your responsibility to obtain a compatible device to electronically submit your time using our mobile app (application) for time entry and scheduling. The app is compatible with android and iPhone devices. Please contact our Customer Service Department at 888-427-7019 for a list of compatible devices.

Make sure that your time is completed in our mobile app (application) for each shift, have a manager or supervisor complete the "approved by" screen and sign their name in the app at the **end** of each shift (example: if a shift is scheduled to end at 3pm and the timecard is approved at 2:30pm, the shift end becomes 2:30pm). Once the time is signed and submitted, you are able to check your calendar in the app to ensure that your shift has been received by payroll. Our Customer Service department is available to you 24 hours a day, 7 days a week, to help answer any questions you may have regarding completing your mobile app timecard.

Our mobile app timecard system ensures accuracy, timeliness and peace of mind. A green circle around your shift date in your calendar confirms that payroll has received your mobile app timecard. A red- broken circle indicates that your time has not been completed and has NOT been sent to payroll. **Time must be submitted to payroll by Sunday for the previous week ending on Friday or the time will not be paid until the next pay period.** Also, **late time received 30 days after time worked may require additional approval from the client and may result in disciplinary action, up to an including termination.**

Some client facilities utilize their own unique time tracking methods in the form of a sign-in sheet or electronic time entry into their system (ex. Kronos, API). If the facility where you work does so, make certain to complete the appropriate line of the sign-in sheet and/or clock in and out in their timekeeping system so that your time is entered. Make sure to specify all the requested information for each shift you work regardless of the time keeping method used. You will be compensated according to the competency level for which you are screened and the area and client to which you are assigned. Any qualified employee is eligible to earn the highest respective rate. Pay rate information is available at the branch office for your review upon request.

Periodically Krucial Staffing updates or changes its technology. You will be notified if/when Krucial Staffing changes the time entry processes or technology and you will need to follow any revised time entry procedures. You can contact Krucial Staffing's payroll department at the corporate office as needed.

Do I get paid overtime?

Overtime pay will be paid for work over 40 hours in one work week. Krucial Staffing also complies with all applicable state laws that require overtime if an employee works beyond an 8-hour or 12-hour shift. If you have a question about whether your state has such a requirement, contact Krucial Staffing's branch office.

Krucial Staffing's per diem work week schedule begins Saturday at 7:00 a.m. and ends at 6:59 a.m. the following Saturday. Although it is possible for a shift to span two work weeks, for the purpose of calculating weekly overtime pay you will be paid according to Krucial Staffing's workweek. See Krucial Staffing's payroll procedures, below.

Do I get paid for holidays?

Krucial Staffing complies with all applicable state laws that require holiday pay and with its client agreements, which may require holiday pay. If you have a question about whether your state or the facility in which you work has such a requirement, contact Krucial Staffing's branch office. Holiday hours that are not actually worked are not included in any overtime calculations. Please note that if working a holiday puts you above 40 hours in the work week and the statutory or client-required holiday rate is at least time and one half, that rate will simultaneously satisfy the overtime requirement for the holiday hours. In that scenario, you will not be paid time and one half of the higher holiday rate for the holiday hours. Questions about holiday pay can be directed to your local branch office.

Do I get paid if a Krucial Staffing client cancels my shift upon my arrival?

Employers are not legally obligated to offer cancellation pay. However, in very rare situations, Krucial Staffing may offer a small compensation for being canceled at a facility, upon arrival, for a scheduled shift (see grid below). Please check with your local branch if you have any unusual situation occur. *(Exclusions from cancellation pay include, but are not limited to, excessive cancels, no record of assignment, employee has received cancellation pay in the last eight (8) days, Krucial Staffing is unable to reach employee due to his/her inaccessibility or unavailability, employee is offered alternate assignment but refuses, employee does not have signed electronic time card from client indicating cancel).*

Can I get reassigned if a client cancels?

Yes. Krucial Staffing follows a standard automatic re-booking policy in an effort to keep our employees working, even when scheduled shifts are cancelled. Automatic re-booking has proven to be extremely successful in all our branches. Please read the following information carefully to be sure that you fully understand how automatic re-booking works.

If the facility where you are scheduled to work calls to cancel your shift, we will automatically re-book you at a facility you have previously identified. **You WILL NOT BE CALLED for approval of this re-booking change.** These are time-sensitive situations; waiting for employee approvals of re-bookings will result in shifts being lost to other agencies. Our goal is to keep our employees working as scheduled and to meet our clients' staffing needs. *With automatic re-booking, everybody wins!*

The automatic re-booking policy makes it imperative to BE AVAILABLE BY PHONE two hours before your scheduled shift begins. At that time, you can check to be sure that no changes have been made to your scheduled shift. Failure to call and confirm your schedule could cause you to report to the wrong facility. If this happens, you will be required to go directly to the correct facility. Not showing up at a facility where you have been re-booked could result in disciplinary action. Remember, this program is being implemented in the interest of keeping all our employees working, even if scheduled shifts are cancelled. Communication with your branch office is critical.

For the automatic re-booking process to work smoothly, we will maintain an ongoing list of facilities where you have been scheduled or would like to be scheduled. If your scheduled shift is cancelled, we will check the list of facilities for an open shift where you can be re-booked. It is imperative that the branch be notified immediately if you do not wish to be scheduled for future assignments at a specific facility. However, you are expected to complete any initially assigned schedules at specific facilities, even if you do not wish to be assigned there again. Simply complete the scheduled assignment and request not to be reassigned to that facility again by notifying the branch office. Otherwise, you will be re-booked at any facility where you have been previously agreed to be booked.

If you have questions about the re-booking procedure in general or a specific re-booking situation, call branch office personnel.

What are Krucial Staffing's payroll procedures?

Per Diem employees will be paid according to Krucial Staffing's work week for the purpose of calculating weekly

overtime. Krucial Staffing's work week begins Saturday at 7:00 a.m. and ends at 6:59 a.m. the following Saturday. Each facility could potentially operate under a different workweek as dictated in their contract with Krucial Staffing, which can affect when pay is generated for a specific shift, however all hours worked within Krucial Staffing's work week will be calculated and any overtime that you work will be paid accordingly (even if a shift or two are processed on a separate paycheck).

Krucial Staffing will abide by all local, city, county, state and federal regulations and ordinances. Local regulations may require that specific taxes be deducted based on where an employee lives and/or works. Additional information and/or paperwork may be required of employees as applicable to these regulations and ordinances. You are required to make a declaration of your permanent address, which will determine your tax residency.

What happens if I do not provide current contact information?

It is your responsibility to be sure your branch/division has your current contact information. If you marry and/or change your name, you must also notify us of the change. Also, please submit an updated W-4 and copies of all name changes on credentials (e.g. license/certification, social security card, driver's license).

Failure to provide this information will be considered voluntary resignation.

Do I have to update my credentials and/or references?

Yes. You are required to complete on-going credential requirements to maintain your work status with Krucial Staffing. Contact the branch office for details.

If you have not worked for Krucial Staffing for three or more months, or upon request of a client, you will be asked to provide additional references, credentials and any other employment information.

Your employment profile will be converted to an inactive status if there are 90 or more days of payroll inactivity or if you have expired credentials.

Does Krucial Staffing require health screening questionnaires?

Yes. You may be requested to complete infectious or other health disease-related screening questionnaires (i.e. Ebola, flu, TB, COVID-19, etc.) that are required by Krucial Staffing and/or Krucial Staffing's clients. When requested, completion of these screening questionnaires is a pre-requisite to being assigned work. Failure to complete the screening questionnaire will be considered a voluntary resignation.

Who owns personnel files? Can I have access to personnel information Krucial Staffing maintains about me?

Krucial Staffing's personnel files are the property of Krucial Staffing. You are entitled to copies of credentials that you provided directly to Krucial Staffing (e.g. health statement from physician), but are not entitled to copies of other records maintained in the file, unless as directed/mandated/regulated by state or federal law.

From time to time, Krucial Staffing must comply with subpoenas, court orders and other state and/or federal laws governing the disclosure of personnel information.

Do I have to follow Krucial Staffing's clients' policies and procedures?

Yes. If you have concerns about any conflict between Krucial Staffing's policies or procedures and a client's policies or procedures, contact your branch office for clarification.

What should I do if I am concerned about something regarding an assignment or my work environment? (excluding safety)

Contact Krucial Staffing with any issues or concerns. Krucial Staffing acts as your liaison to the client and will address your concern with the client following the proper channels. The safety policy governs concerns about safety.

Who evaluates my performance?

Your job performance will be periodically evaluated. Performance is evaluated based on the following: reliability, cooperation, attendance, skilled proficiency, clinical competency, job proficiency, appropriate appearance, branch/client relations, and supervisory ability (when applicable). Evaluations take the form of client feedback (annual) and branch personnel feedback (biennial).

Because Krucial Staffing relies on the direct supervision of the employee by our client facilities, all issues/complaints regarding an employee's job performance should be documented by the client and/or reported to Krucial Staffing. The following circumstances will be documented by the appropriate party and filed in the employee's personnel file:

- a. Infractions of expected professional conduct or dress code.
- b. Employee not reporting for scheduled assignment. ("No Show").
- c. Employee tardiness.
- d. Disobedience or insubordination while on assignment.

- e. Violation of Krucial Staffing's Substance Abuse policy.
- f. Theft, gambling, malicious gossip, and derogatory statements about any employee, patient, physician, or facility representative.
- g. Infractions of client policies and practices.
- h. Professional incompetence or violation of the Nursing Practice Act or other professional regulations.
- i. Cancellations to accept assignment from another agency, or excessive cancellations.
- j. Demonstration of poor or belligerent attitude, i.e. unprofessional conduct.
- k. Sleeping while on assignment.
- l. Failure to follow Occupational Health & Safety Standards, including Universal Precautions.
- m. Other circumstances as identified by the client or branch personnel.

Where do you send my W-2?

To ensure documents are sent to the correct addresses we need to have the most current address on file. Typically, your W-4 address is used. If you move or want your documentation, such as year-end W-2s, mailed to a different address, you must notify the Krucial Staffing branch of the new address and/or telephone number.

Remember: It is your responsibility to keep the local office informed of any name, address, e-mail or telephone number, tax residency changes. For your convenience, you may make updates on our website by logging in with your username and password.

Equal Employment Opportunity

Krucial Staffing provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity, national origin, age, disability, genetic information, marital status, veteran status, and any other classification protected by law, in accordance with applicable federal, state and local laws. Krucial Staffing complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

Krucial Staffing expressly prohibits any form of unlawful employee harassment based on race, color, religion, gender, sexual orientation, national origin, age, genetic information, disability, or veteran status. Improper interference with the ability of Krucial Staffing employees to perform their expected job duties is not tolerated.

Americans with Disabilities Act (ADA) and the ADA Amendments Act (ADAAA)

The Americans with Disabilities Act (ADA) and the Americans with Disabilities Amendments Act, known as the ADAAA, are federal laws that prohibit employers with 15 or more employees from discriminating against applicants and individuals with disabilities and that when needed provide reasonable accommodations to applicants which will enable them to have an equal opportunity to participate in the application process and to be considered for a job and to employees who are qualified for a job, with or without reasonable accommodations, so that they may perform the essential job duties of the position.

It is the policy of Krucial Staffing to comply with all federal and state laws concerning the employment of persons with disabilities and to act in accordance with applicable law. Furthermore, it is our company policy not to discriminate against qualified individuals with disabilities regarding application procedures, hiring, advancement, discharge, compensation, training or other terms, conditions, and privileges of employment.

As required by the law, the company will reasonably accommodate qualified individuals with a disability so that they can apply for a position or perform the essential functions of a job unless doing so causes a direct threat to these individuals or others in the workplace and the threat cannot be eliminated by reasonable accommodation and/or if the accommodation creates an undue hardship to Krucial Staffing. Contact the Human Resource representative or an Executive Officer with any questions or requests for accommodation.

Anti-Harassment Policy

Krucial Staffing is committed to a work environment in which all individuals are treated with respect and dignity. Everyone has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits unlawful discriminatory practices, including harassment. Therefore, Krucial Staffing expects that all relationships among persons in the office will be business-like and free of bias, prejudice, and harassment.

It is the policy of Krucial Staffing to ensure equal employment opportunity without discrimination or harassment on the basis of race, color, religion, gender, sexual orientation, gender identity, national origin, age, disability, genetic information, marital status, veteran status, and any other classification protected by law. Krucial Staffing prohibits any

such discrimination or harassment.

Krucial Staffing encourages reporting of all perceived incidents of discrimination or harassment. It is the policy of Krucial Staffing to investigate such reports promptly and thoroughly. Krucial Staffing prohibits retaliation against any individual who reports discrimination or harassment or who participates in an investigation of such reports.

Definitions of Harassment

Sexual harassment constitutes discrimination and is illegal under federal, state, and local laws. For the purposes of this policy, sexual harassment is defined as unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when, for example a) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; b) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or c) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Sexual harassment may include a range of subtle and not-so-subtle behaviors and may involve individuals of the same or different gender. Depending on the circumstances, these behaviors may include unwanted sexual advances or requests for sexual favors; sexual jokes and innuendo; verbal abuse of a sexual nature; commentary about an individual's body, sexual prowess or sexual deficiencies; leering, whistling or touching; insulting or obscene comments or gestures; display in the workplace of sexually suggestive objects or pictures; and other physical, verbal or visual conduct of a sexual nature.

Harassment based on any other protected characteristic is also strictly prohibited. Under this policy, harassment is verbal, written or physical conduct that denigrates or shows hostility or aversion toward an individual because of his/her race, color, religion, gender, sexual orientation, national origin, age, disability, marital status, citizenship, genetic information or any other characteristic protected by law or that of his/her relatives, friends or associates, and that a) has the purpose or effect of creating an intimidating, hostile or offensive work environment; b) has the purpose or effect of unreasonably interfering with an individual's work performance; or c) otherwise adversely affects an individual's employment opportunities.

Harassing conduct includes epithets, slurs or negative stereotyping; threatening, intimidating or hostile acts; denigrating jokes; and written or graphic material that denigrates or shows hostility or aversion toward an individual or group and that is placed on walls or elsewhere on the employer's premises or circulated in the workplace, on company time or using company equipment via e-mail, phone (including voice messages), text messages, tweets, blogs, social networking sites or other means.

Individuals and Conduct Covered

These policies apply to all applicants and employees, whether related to conduct engaged in by fellow employees or someone not directly connected to Krucial Staffing (e.g., an outside vendor, consultant, or customer).

Conduct prohibited by these policies is unacceptable in the workplace and in any work-related setting outside the workplace, such as during business trips, business meetings and business-related social events.

Complaint Process

Individuals who believe they have been the victims of conduct prohibited by this policy statement or who believe they have witnessed such conduct should discuss their concerns with their immediate supervisor, Human Resources, or any member of management.

When possible, Krucial Staffing encourages individuals who believe they are being subjected to such conduct to promptly advise the offender that his or her behavior is unwelcome and request that it be discontinued. Often this action alone will resolve the problem. Krucial Staffing recognizes, however, that an individual may prefer to pursue the matter through complaint procedures.

Krucial Staffing encourages the prompt reporting of complaints or concerns so that rapid and constructive action can be taken before relationships become irreparably strained. Therefore, although no fixed reporting period has been established, early reporting and intervention have proven to be the most effective method of resolving actual or perceived incidents of harassment.

Any reported allegations of harassment, discrimination or retaliation will be investigated promptly. The investigation may include individual interviews with the parties involved and, where necessary, with individuals who may have observed the alleged conduct or may have other relevant knowledge.

Confidentiality will be maintained throughout the investigatory process to the extent consistent with adequate investigation and appropriate corrective action.

Retaliation against an individual for reporting harassment or discrimination or for participating in an investigation of a

claim of harassment or discrimination is a serious violation of this policy and, like harassment or discrimination itself, will be subject to disciplinary action. Acts of retaliation should be reported immediately and will be promptly investigated and addressed.

Misconduct constituting harassment, discrimination or retaliation will be dealt with appropriately.

If a party to a complaint does not agree with its resolution, that party may appeal to Krucial Staffing's Human Resources team or an Executive Officer.

False and malicious complaints of harassment, discrimination or retaliation may be the subject of appropriate disciplinary action.

Professional Conduct

Employees of Krucial Staffing are expected to conduct themselves in a professional manner at all time. "Professionalism" refers to dependability and reliability in arriving for assignments on time, wearing appropriate attire, introducing yourself to charge personnel and co-workers, documenting in client health records appropriately, observing client's policies regarding the use of cell phones and computers, and following all Krucial Staffing and client policies and procedures. It also refers to providing quality services consistent with the job description for the position for which you are assigned, and in accordance with the policies and protocol of client facilities as well as those of Krucial Staffing. Krucial Staffing employees recognize that the role of agency employees is to provide competent, skilled support to the client. Every effort must be made to meet the needs of the client.

Unacceptable conduct, including attendance issues, will result in disciplinary action including and up to termination of employment. Unacceptable conduct includes, *but is not limited to*, the following:

1. "NO SHOW" for a previously accepted assignment.
2. Performance on assignment which results in client complaints.
3. Unacceptable number of tardies and/or chronic tardiness.
4. Unacceptable number of cancellations or late cancels.
5. Unacceptable number of "Do Not Returns" (DNRs).
6. Non-compliance with Krucial Staffing's Substance Abuse Policy.
7. Theft.
8. Insubordination. (Includes but is not limited to inappropriate communication such as foul language or unprofessional/inappropriate/disrespectful tone either in writing or verbal with client or Krucial Staffing personnel; and refusal or failure to follow instructions/direction by supervisory or management personnel either with Krucial Staffing or with assigned facilities.)
9. Inappropriate contact with client or client personnel without permission of Krucial Staffing.
10. Sleeping while on assignment.
11. Failure to provide required documentation for a complete personnel file.
12. Falsification of records (for example, time submission cards/entry, inaccurate criminal background authorization information, inaccurate information in on-line application, etc.).
13. Failure to follow Occupational Health & Safety Standards including Universal Precautions and Blood Borne Pathogens requirements.
14. Privacy/confidentiality or security violations (HIPAA, HITECH, ARRA requirements of Krucial Staffing and assigned facilities).
15. Inclusion on the OIG, GSA, Sexual Offender, or Terrorist databases, etc.
16. Misuse/Abuse of computer, internet, e-mail, social media, cell phone usage (calls or texting), or phone privileges.
17. Other unprofessional behavior as demonstrated to Krucial Staffing and/or assigned facilities/clients personnel.

Confidentiality

As an employee of Krucial Staffing, you are required to abide by all assigned facility, company, local, state, and federal regulations concerning the confidentiality of records. You are also required to abide by the federal HIPAA, ARRA, and HITECH (Health Insurance Portability and Accountability Act, American Recovery and Reinvestment Act, Health Information Technology for Economic and Clinical Health) regulations concerning the confidentiality and security of individually identifiable health information. Violation of this policy will result in disciplinary action up to and including termination of employment.

It is Krucial Staffing's policy to closely guard and protect confidential information to assure the dignity and the privacy of all patients and employees with whom our employees may have contact.

Confidential information includes all patient-related information and employee information including personally identifiable, medical, financial or employment related information.

As an employee of Krucial Staffing:

1. You may have access to confidential information including patient, employee, financial and operations (written and electronic) in different facilities and that you are to safeguard this information.
2. In those cases, where you are provided protected information, you will ensure that both the data and the physical medium (paper report, diskette and/or tape, etc.) is maintained in a secure work location and will not be removed, duplicated, or copied and will protect information and materials from unauthorized access or disclosure.
3. If you are assigned a computer code in a facility, you will be responsible for preventing unauthorized disclosure of information through misuse of my user code. You recognize that your user code is the

equivalent of your signature and must remain under your control at all times.

4. You are to follow all facility policies, state, and federal regulations regarding confidentiality of patient and employee information (including federal HIPAA, ARRA, and HITECH regulations).

Safety

Unsafe work conditions or practices create loss or risk of loss to both the company and its employees. Krucial Staffing has established the following safety rules to minimize loss and establish minimum policies for working safely. It is each employee's responsibility to apply these and all accepted standards of loss control, as well as follow all assigned client facility policies.

- Whenever an employee is involved in an accident of any kind that results in personal injury or property damage, no matter how small, the accident must be reported as soon as possible to Krucial Staffing and the client facility. The employee's ability to claim workers' compensation benefits may be affected if a work-related injury is not reported timely.
- An employee must immediately report, to Krucial Staffing and to the client facility, a condition or practice the employee believes may cause injury or property damage.
- Employees should follow all state reporting requirements when there is suspected child or elderly abuse or neglect.
- Krucial Staffing is certified by The Joint Commission. The Joint Commission's standards relate to quality and safety of care issues. Anyone believing that he/she has pertinent and valid information about such matters should report these to the management of Krucial Staffing. These issues may also be reported directly to The Joint Commission. The Commission's fax number is (630-792-5639) and its website is www.jointcommission.org/GeneralPublic/Complaint. No disciplinary or punitive action will be taken against employees making a report to Krucial Staffing or to The Joint Commission.
- Equipment that is not in safe condition should not be operated.
- Employees must obey all company and client rules, federal, state, and local governmental regulations, signs, markings, instructions and assigned client policies and procedures.
- When lifting, employees should use the approved lifting technique, i.e., bend knees, grasp the load firmly, raise load by keeping back as straight as possible. Employees should seek assistance for heavy loads, using gait belts and 2-person assistance when required by assigned client facility.
- **Employees should follow OSHA and their client facility's policies and procedures when using any equipment. This includes, but is not limited to, lifts, pumps, gowns, gloves, shoe covers, masks, respirators, and safety glasses. With respirators, familiarize yourself with the make and model of respirator that is used at the client facility and assure you have undergone proper fit testing procedures and education.**
- Employees should act professionally and courteously at all times.
- Employees should use the right tools and equipment for the job. Tools and equipment should be used safely and only when authorized.
- Each person is responsible for maintaining a clean and orderly work area as applicable at their assigned client facilities.
- Employees should be familiar with their environment and know where all exits are located. Escape routes should be planned in case of an emergency while following all assigned client facility policies.
- The use of drugs or intoxicating beverages is strictly prohibited. (*Also, see Substance Abuse Policy*).
- Avoid extended or unusual work shifts that could result in work schedule effects. These effects may lead to an increased risk of errors, injuries, and/or accidents. Therefore, Krucial Staffing suggests that employees work no more than 16 hours a day or 60 hours a week when applicable to the job assignment.

Continuing Education Expectations

Some states/localities have specific continuing education requirements for nursing pool/agency licensing or other state-specific regulations. Krucial Staffing will comply with these requirements and assist the employee in achieving the state-specific requirements, when possible or required by state regulation. Employees are required to comply with their own state/locality regulations. Also, please see the CEU reimbursement policy in this manual.

Employee Grievances

Krucial Staffing encourages the resolution of employee grievances at the branch level. If, however, an individual is unsatisfied with the response of the branch to their concern, the concern should be put in writing and mailed or e-mailed to the Corporate Human Resources Department. Some issues are escalated to the company's Risk Oversight Committee for review and determination. Please see our website for the corporate office address or contact the main

number for the appropriate e-mail addresses.

Complaints of discrimination and/or harassment should be reported as outlined in the Complaint Policy outlined above.

Criminal Background Checks

To ensure that individuals who join Krucial Staffing are well qualified and to ensure that Krucial Staffing maintains a safe and productive work environment, it is our policy to conduct pre-employment background checks on all applicants who accept an offer of employment.

Background checks may include verification of any information on the applicant's resume or application form.

All offers of employment are conditioned on receipt of a background check report that is acceptable to Krucial Staffing. All background checks are conducted in conformity with the Federal Fair Credit Reporting Act, the Americans with Disabilities Act, and local, state and federal privacy and antidiscrimination laws. Reports are kept confidential and are only viewed by individuals involved in the hiring process.

If information obtained in a background check would lead Krucial Staffing to deny employment, a copy of the report will be provided to the applicant, and the applicant will have the opportunity to dispute the report's accuracy. Background checks may include a criminal record check, although a criminal conviction does not automatically bar an applicant from employment.

Additional checks such as a driving record or credit report may be made on applicants for job categories if appropriate and job related.

Krucial Staffing also reserves the right to conduct a background check and drug test for current employees to determine eligibility for promotion or reassignment in the same manner as described above and as otherwise allowed by law.

Drug-Free Workplace

Purpose

Substance abuse in our society poses a threat of danger to us all. Krucial Staffing accepts its responsibility to all of its employees to provide a safe work environment. Krucial Staffing also recognizes its responsibility to its clients and to the general public to ensure that their safety and trust in our organization is protected. In accordance with this, and in compliance with the federal Drug Free Workplace Act of 1988, Krucial Staffing is committed to maintaining a Drug Free Workplace.

To ensure that the company meets its legal and ethical requirements, the following Substance Abuse Guideline has been implemented. Employees should read the contents of this Policy carefully as they will be held responsible for understanding and complying with it. This Policy explains your rights and responsibilities as they relate to Krucial Staffing' Drug Free Workplace and Drug and Alcohol Testing programs. Compliance with this Policy is required as a condition of employment.

Policy

Krucial Staffing prohibits the use, possession, transfer, diversion, or sale of alcohol and/or illegal drugs or prescription drugs obtained illegally while working, or on any premises owned or operated by the company and its clients. It also prohibits reporting for work on behalf of Krucial Staffing under the influence of alcohol and/or illegal drugs and reporting for work on behalf of Krucial Staffing under the influence of prescription drugs that adversely affect work performance or impairs the employee's ability to complete work assignments. (For related Policy for Krucial Staffing's temporary healthcare professionals, please see the Benefits, Terms & Conditions of Employment).

Violation of this Policy may result in disciplinary action, up to and including termination. "Illegal Drugs" means illicit drugs and controlled substances, and includes prescription medications, which contain a controlled substance and are used for a purpose for which they were not prescribed or intended.

Consequences of Non-Compliance

Employees who are found to be in violation of this Policy will be subject to disciplinary actions including possible termination. Disciplinary actions may also include, but will not be limited to formal reprimand, suspension without pay, or other actions as required by state and local regulatory authorities.

Drug/Alcohol Testing

- **Pre-Employment Drug Testing:**
Krucial Staffing requires successful pre-employment drug testing as a condition of employment. Once directed

(unless other required time frame is given to new employee) by the human resources department or branch office personnel, the new employee is to report for testing at the pre-arranged time and at the approved site. Employees not meeting this requirement will be disqualified from employment for the interim and can reapply after six (6) months.

- **Reasonable Suspicion and Post Accident/Injury Testing:**

An employee may be requested or required to undergo a drug and/or alcohol test if there is a reasonable suspicion (for cause) that the employee: (1) is under the influence of alcohol and/or illegal drugs; (2) has violated any part of the Policy, or Krucial Staffing Drug-Free Workplace Policy; (3) has caused himself/herself or another person to sustain a personal injury, (4) has caused a work-related accident, or (5) upon client request/expectation/ requirement.

If impairment is alleged and when notified appropriate and timely, Krucial Staffing will take reasonable precautions to protect the safety of the employee involved, whenever possible.

Right to Refuse to Undergo Drug and Alcohol Testing and the Effect Thereof:

Any applicant/employee has the right to refuse to undergo drug and/or alcohol testing. An applicant who refuses to be tested or whose behavior prevents meaningful completion of drug and/or alcohol testing will not be considered for employment. An employee who refuses to be tested or whose behavior prevents meaningful completion of drug and/or alcohol testing will be subject to termination or other disciplinary action in conformity with company Policy. Refusal to submit to a post-accident/injury test may also affect the employee's ability to receive workers' compensation benefits.

Test Results

Confirmatory Test - If the initial result on a drug test is positive, the sample tested will be subject to a second, confirmatory test. No employee will be terminated, disciplined, discriminated against solely based on an initial positive test result.

Medical Review Officer (MRO) - If the confirmatory test is also positive, the applicant or employee will be notified of the test results by an MRO and will be allowed to submit information to explain the positive test result. The MRO will either confirm the positive result or determine that the test result is negative.

Second Confirmatory Test - If the applicant/employee is not satisfied with the positive test result he or she may, at his or her own expense, request a second confirmatory retest of the original sample, conducted either by the original testing laboratory or by another licensed laboratory.

Positive Dilute – Indicates that the specimen considered positive. The dilute status does not alter the fact the result was verified as a positive drug screen.

Negative Dilute – Indicates that the specimen was not adequate to result in a confirmed negative test. A second drug screen will be required to be performed within 24 business hours. Two negative dilutes are considered a negative drug screen.

Consequences of a positive test result:

If an applicant has a positive confirmatory test on a pre-employment test, any conditional job offer will be withdrawn immediately, and the applicant will be ineligible for employment with Krucial Staffing until they satisfy a two-year waiting period.

A positive confirmatory post-accident/injury test may affect the employee's eligibility to receive worker's compensation benefits. See Worker's Compensation Policy.

Additional Rights of Applicants and Employees:

An applicant or employee who undergoes drug testing, upon their request, may be verbally provided with the results. The drug screen test results are the property of Krucial Staffing and cannot be copied unless as required by law.

Confidentiality

The fact that an employee has been requested or required to take a drug and/or alcohol test, the results of the test, and information acquired in the alcohol and/or illegal drug testing process shall be treated in a manner consistent with the company's treatment of other private and confidential information concerning employees. Voluntary disclosure by an employee of the excessive use of alcohol and/or illegal drugs before being confronted, tested, or otherwise involved in drug and/or alcohol-related discipline or proceedings will also be treated in a manner consistent with the company's treatment of other private and confidential information concerning employees. (Results of temporary healthcare professional's screening may be shared with clients if required for assignment or contractual obligations).

**MEDICAL MARIJUANA
ADDENDUM TO THE SUBSTANCE ABUSE POLICY**

Medical Marijuana:

Marijuana, including medical marijuana, remains illegal under federal law, even where its use has been approved by certain states for recreational or medical use. Accordingly, Krucial Staffing reserves the right to take adverse action based on the use of or possession of illegal drugs in violation of this policy as permitted under law. Additionally, the Company reserves the right to take adverse action where an employee is impaired at work due to the use of medical or recreational marijuana or if marijuana or marijuana products are brought to work, on site at client facilities or used in any vehicle driven if required to transport patients/residents as part of the employee's defined work duties.

Procedure:

Krucial Staffing's Human Resources Department will notify applicants/employees if their drug screen returns as a positive for marijuana, as confirmed by Krucial Staffing's vendor's Medical Review Officer (MRO).

Applicants/employees of states with applicable medical marijuana laws will be afforded the opportunity to provide documentation of their medical marijuana card or prescription to the Human Resources Department. This documentation should be sent directly to the Human Resources Department at Krucial Staffing's corporate office. Upon receipt of this documentation, Human Resources will then require the applicant/employee to have their physician complete the Physician Certification Form.

Once the completed Physician Certification Form is received, Krucial Staffing will then require applicant/employee to complete the Acknowledgement form. Upon completion of these documents, Krucial Staffing will present the applicant/employee to clients for assignment. As healthcare positions are routinely considered "safety sensitive" positions, clients may opt not to place an applicant/employee based on the client's own policies and Krucial Staffing may not be able to work the applicant/employee. If a client chooses to place the applicant/employee, all requirements of this policy regarding use of or possession of marijuana on site at our client facilities will remain in effect. The client may request a drug test at any time and may also impose additional specific requirements upon Krucial Staffing and/or the applicant/employee, as per the clients' own policies.

CBD:

Please note that *some* so-called or labeled "CBD" or "low THC" products may constitute "marijuana" under the federal Controlled Substances Act (CSA) and therefore such products continue to be federally illegal. Without extensive toxicological analysis Krucial Staffing is and will be incapable of knowing whether CBD or low THC products constitute marijuana under the CSA, and thus, to avoid all doubt, the possession and use marijuana and marijuana products prohibitions of this Policy also specifically apply to CBD and low THC products. Further, if CBD or a low THC product constitutes marijuana under the CSA, the impairment prohibitions of this Policy also apply to the extent permitted by law, and if an employee works under the influence of such CBD or low THC products, with such CBD or low THC products in his/her system or receives a positive test result for marijuana caused by such CBD or low THC product use Krucial Staffing reserves the right to take adverse employment action to the fullest extent permitted by law.

Electronic Communication and Internet Use

The following policies have been established for using the Internet, company-provided cell phones, e-mail, and other systems in an appropriate, ethical, and professional manner:

Internet, company-provided equipment (e.g., cell phones, laptops, tablets, computers, etc.) and services may not be used for transmitting, retrieving, or storing any communications of a defamatory, discriminatory, harassing, or pornographic nature.

The following actions are forbidden: using disparaging, abusive, profane or offensive language; creating, viewing or displaying materials that might adversely or negatively reflect upon Krucial Staffing or be contrary to Krucial Staffing's best interests; and engaging in any illegal activities, including piracy, cracking, extortion, blackmail, copyright infringement, and unauthorized access of any computers and company-provided equipment such as cell phones, tablets and laptops.

Employees may not copy, retrieve, modify or forward copyrighted materials, except with permission or as a single copy to reference only.

Employees must not use the system in a way that disrupts its use by others. Employees must not send or receive large files that could be saved/transferred via thumb drives. Employees are prohibited from sending or receiving files that are not related to work.

Employees should not open suspicious e-mails, pop-ups, or downloads. Contact IT representative with any questions or concerns to reduce the release of viruses or to contain viruses immediately.

Internal and external e-mails are considered business records and may be subject to discovery in the event of litigation. Be aware of this possibility when sending e-mail within and outside the company.

Right to Monitor

All company-supplied technology and company-related work records belong to the company and not to the employee. Krucial Staffing may routinely monitor use of company-supplied technology. Inappropriate or illegal use or communications may be subject to disciplinary action up to and including termination of employment. Krucial reserves the right to make changes to this policy at anytime.

Temporary Healthcare Professional Employee Handbook Acknowledgment and Receipt

I have received my copy of the Employee Handbook.

The employee handbook describes valuable information about Krucial Staffing, and I understand that I should consult my manager or Human Resources team regarding any questions not answered in the handbook. I have entered my employment relationship with Krucial Staffing voluntarily and acknowledge that there is no specified length of employment, unless otherwise outlined in an employment agreement or contract. **Accordingly, either I or Krucial Staffing can terminate the relationship at will, with or without cause, at any time, so long as there is not violation of applicable federal or state law.**

I understand and agree that, other than an Executive Officer of Krucial Staffing, no manager, supervisor or representative of Krucial Staffing has any authority to enter into any agreement for employment other than at will; only an Executive Officer of the company has the authority to make any such agreement and then only in writing signed by an Executive Officer of Krucial Staffing.

This handbook and the policies and procedures contained herein supersede all prior practices, oral or written representations, or statements regarding the terms and conditions of my employment with Krucial Staffing. By updating and/or distributing this handbook, the company expressly revokes all previous policies and procedures that are inconsistent with those contained herein.

I understand that, except for employment-at-will status, any and all policies and practices may be changed at any time by Krucial Staffing and the company reserves the right to change my hours, wages and working conditions at any time. All such changes will be communicated through official or informal notices, and I understand that revised information may supersede, modify, or eliminate existing policies. Only an Executive Officer of Krucial Staffing can adopt any revisions to the policies in this handbook.

I understand and agree that nothing in the Employee Handbook creates or is intended to create; a promise or representation of continued employment and that employment at Krucial Staffing is employment at will, which may be terminated at the will of either Krucial Staffing or me. Furthermore, I acknowledge that this handbook is neither a contract of employment nor a legal document. I understand and agree that employment and compensation may be terminated with or without cause and with or without notice at any time by Krucial Staffing or me.

I have received the handbook, and I understand that it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it.