



Rang Healthcare (a division of Rang Technologies, Inc.)

Employee Handbook

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Welcome to the Rang Healthcare team!

We are pleased to add you to our team of talented professionals. Your performance on the pre-requisite competency tests, clinical skills assessment, academic accomplishments, and interview responses are reflective of your professionalism.

Members of our team are available to assist you with the transition into working with a temporary staffing company.

About US

Rang Healthcare (company) is a staffing company that provides travel and per diem healthcare professionals to facilities across the United States.

Mission Statement

Our mission is to provide reliable, competent healthcare professionals dedicated to quality patient care and exceptional patient experience. We strive to simplify the staffing process for our clients and support our clinical team's success by consistently providing fulfilling assignments. Rang Healthcare values respectful business practices to ensure the delivery of safe healthcare by a compassionate, skilled team. We provide a growth-oriented learning environment for employees worldwide enabling individual excellence.

Conflict of Interest

All employees have a duty to support and respect Rang Healthcare's goals, and to work on behalf of everyone's best interest. Employees should not place themselves in a position where the employee's actions or personal interests may conflict with those of Rang Healthcare. Examples include soliciting or profiting from the Company's client/prospect base or other company asset for personal gain, acting on behalf of the Company if servicing or obtaining a client and limiting the best solution for the client/prospect for personal financial gain, and acting as director, officer, employee, or otherwise for any business or institution with which the Company has a competitive or significant business relationship without the written approval from Rang Healthcare.

Employees should report to their manager any situation or position (including outside employment by the employee or any member of the employee's immediate household) which may create a conflict of interest with the company.

Code of Business Ethics

The first element of the Code of Business Ethics is putting the interests of the client's facilities and ultimately the patient above our personal and individual interests. It is in the best interest of Rang Healthcare to avoid conflicts of interest between the client and employees.

Rang Healthcare has developed corporate compliance guidelines to supplement and reinforce our client facilities' existing policies and procedures. This assists Rang Healthcare in complying with all applicable laws, rules, and regulations.

- All employees are responsible for conducting their jobs in a manner reflecting standards of ethics that are consistent with accepted criteria for personal integrity.
- Preserving Rang Healthcare's reputation for integrity and professionalism is an important objective. The manner in which employees carry out their responsibilities is as important as the results they achieve.
- All activities are to be conducted in compliance with both the letter of the law and spirit of the law, regulations, and judicial decrees.
- No employee should, at any time, take any action on behalf of Rang Healthcare, which is known or should be known to violate any law or regulation.

- Marketing materials, regardless of medium, shall accurately describe the services, facilities, and resources of Rang Healthcare.
- To maintain high standards of performance, Rang Healthcare employs only those individuals it believes are most qualified without regard to race, color, religion, sex, age, national origin, handicap, or disability in compliance with all federal and state laws regarding discrimination.
- Rang Healthcare is committed to maintaining a workplace environment in which employees are free from sexual harassment.
- Rang Healthcare will not tolerate violence or threats of violence in the workplace, including but not limited to abusive language, threats, intimidation, inappropriate gestures and/or physical fighting by any employee. These actions are strictly prohibited and may lead to severe disciplinary action up to and including termination.
- Rang Healthcare recognizes that its employees, including clinical employees are its most valuable assets and is committed to protecting their safety and welfare. Employees are required to report accidents and unsafe practices or conditions to their supervisors or other management employees. Timely action will be taken to correct unsafe conditions.
- Employees that are licensed or certified in any profession shall follow all applicable rules and professional codes of conduct pertaining to that profession, in addition to the rules stated herein.
- Rang Healthcare prohibits the use or possession of illegal drugs and alcohol use on Rang Healthcare property or while engaged in company activity.
- Rang Healthcare is committed to protecting the privacy, confidentiality, and security of personal (education, employment and health) information of its employees. This policy is designed to assure compliance with applicable state and federal laws and regulations.
- Rang Healthcare is committed to protecting its own and its client's trade secrets, proprietary information and other internal information.
- It is the desire of Rang Healthcare to provide authorized third parties with information whenever requested while committing to our responsibility to control the release of information to protect the privacy and confidentiality of the employee and/or corporate information.
- Employees are not authorized to issue any statement, written or oral, to any news media representative or grant any public interview pertaining to the company's operations or financial matters.

Any employee that becomes aware of any ethical issues or unethical practices must immediately report it to their supervisor. If the supervisor is unavailable or you believe it would be inappropriate to contact that person, because of their involvement in the situation, you should immediately contact the Rang Healthcare Corporate executive team. Any employee can raise concern and make reports without fear of reprisal or retaliation.

All reports and inquiries are handled confidentially to the greatest extent possible under the circumstances. You may choose to remain anonymous, though in some cases that can make it more difficult to follow up and ensure resolution to the situation.

Rang Healthcare wants every employee to report violations of our ethical or other principles whenever you see them or learn about them. In fact, it is a requirement of your employment. If you do not know whether something is a problem, please ask a member of management.

American Nurses Association – Code of Ethics

In addition to the Rang Healthcare Code of Business Ethics, Registered Nurses are expected to practice nursing according to the American Nurses Association Code of Ethics:

- The nurse, in all professional relationships, practices with compassion and respect for the inherent dignity, worth and uniqueness of every individual unrestricted by considerations of social or economic status, personal attributes or the nature of health problems.
- The nurse's primary commitment is to the patient, whether an individual family, group or community.
- The nurse promotes, advocates for and strives to protect health, safety and rights of the patient.
- The nurse is responsible and accountable for individual nursing practice and determines the appropriate delegation of tasks consistent with the nurse's obligation to provide optimum patient care.
- The nurse owes the same duties to self as to others, including the responsibility to preserve integrity and safety to maintain competence and to continue personal & professional growth.
- The nurse participates in establishing, maintaining, and improving health care environments and conditions of employment conducive to the provision of quality health care and consistent with the values of the profession through individual and collective action.
- The nurse participates in the advancement of the profession through contributions to practice, education, administration, and knowledge development.
- The nurse collaborates with other health professionals and the public in promoting community, national and international efforts to meet health needs.
- The profession of nursing, as represented by associations and their members, is responsible for articulating nursing values, for maintaining the integrity of the profession and its practice for shaping social policy.

American Nurses Association: <https://www.nursingworld.org/coe-view-only>

Standards of Conduct

It is the responsibility of every employee to exercise appropriate judgment and conduct themselves in a manner that reflects the highest standards of professional and personal ethics and behavior.

Professional Conduct

The following set of standards are to inform and guide, all employees assigned to work in hospital units. The guidelines below include but are not limited to the following:

- Rang Healthcare employees are to render care in a manner that enhances the personal dignity and rights of each patient. Any form of patient abuse and/or neglect will not be tolerated.
- Interactions with all hospital patients, visitors, employees, physicians, vendors, etc., must be always conducted in a courteous and professional manner ensuring that Rang Healthcare is always presented in the most favorable light.
- The practice of counseling of the patient regarding personal problems and / or participation of the

Rang Healthcare's employees including clinical employees in conversations with patients about topics not relevant to the plan of care is discouraged and unacceptable.

- Patients are to be dealt with equality and fairness and the selection of "favorites" is not acceptable.
- Appropriate language is to be always used; when on assignment at a client facility, and in any patient care area i.e. private and / or public. Abusive, profane, threatening, demeaning, language resulting in violation of HIPAA regulations or compromising patient confidentiality can result in immediate termination.
- Touching patients, except in the direct delivery of care or by a greeting, is prohibited.
- Socializing with patients and/or patient's significant others outside of the facility is unacceptable. This includes connections with such individuals through means of social media applications (e.g. Facebook, Twitter, Instagram, etc.).
- All Rang healthcare employees will uphold all rules and regulations related to patient confidentiality in all areas including patient care, public and non-patient care areas. These rules and regulations include but are not limited to the following:
 - Healthcare employees are not to divulge to anyone any information or records concerning any patient without proper authorization. Unauthorized release of confidential information may constitute grounds for termination and/or civil action.
 - Conversations regarding patients are not to be held in the presence of other patients or any other person not privileged to this communication.
 - Problems of a patient are not to be discussed with another patient.
 - Patients are not to be named or discussed with anyone in or outside of the facility who does not have the legal right to receive information about the patient.
- Personal problems, concerns or personal life information of healthcare employees are not to be discussed with any patient, patient group or family/significant others.
- Rang Healthcare employees are not to discuss disagreements or criticize other healthcare professionals or physicians with patients/families/significant others. A professional difference of opinion must be discussed in an appropriate private space, preferably with a supervisor present for the dialogue.
- Behavior in patient areas and at the nurse's station shall be oriented toward patient care. Personal reading and conversations, including personal phone calls and use of personal cell phone are not to be conducted in these areas.
- Employees must avoid any situation which involves a possible conflict between their personal interests and those of Rang Healthcare. Employees shall not solicit or accept gifts or compensation of any kind from any individual or organization outside of Rang Healthcare as a consequence of their position at Rang Healthcare.
- Any inappropriate interactions between patients and employees and others within the hospital will be met with investigation and quick response within the framework of Rang Healthcare policy and procedure.
- Employees who are licensed or certified in any profession shall follow all applicable rules or professional codes of conduct pertaining to that profession, in addition to the rules stated herein.

- All Rang Healthcare employees will be expected to maintain English proficiency standards and use English during all paid working hours.
- Rang Healthcare name badge, or badge issued by client facility must be worn at all times while on assignment, above the waist with employee's picture, name and title fully visible.
- While at the hospital, all employees must follow these basic rules:
 - Eating and drinking are only permitted in the cafeteria, designated employee lounges, unit conference rooms and in private offices, when not in use for patient care.
 - Sleeping is not permitted during paid working hours.
 - Personal phone calls on the unit during work time are prohibited, except in emergency situations.
 - Assigned duties must be carried out in a timely, efficient manner as directed or delegated.

Dress Code

Professional clothing, good grooming, safety and consideration for others should govern the appearance of all employees. Neatness and cleanliness are evidence of concern for patients, their families, the public and each other. Personal neatness and appropriate attire provide an atmosphere of professionalism and inspire confidence in our ability to provide healthcare services to our clients. Hospital and/or Department policies may specify additional requirements as appropriate for employees and patient safety. The employee is responsible for following these policies as well. Nursing Service employees are expected to project a positive, professional image by being well-groomed and wearing clean, well-maintained clothing or uniforms.

Specific Requirements:

- Identification badges must be worn while on duty; they must be clearly visible (displayed at the lapel level of the employee's body).
- Open toed shoes are prohibited for direct patient care responsibilities.
- Hair should be clean, neat and styled for safety (for direct care positions).
- Nails should be clean, neat and cut short for direct care positions. No artificial nails are allowed.
- No sunglasses are to be worn indoors unless specifically prescribed.
- No hats, caps, or other head coverings are to be worn indoors unless required by sanitation standards, nature of job or religious practices. Medical (doctor's) notes to wear a head covering must have a sound and true clinical reason.
- Street clothes should be conservative, neat and clean, suitable for bending, stooping and meeting the demands of the job. The following MAY NOT be worn while on duty:
 - Halter styled, exposed mid-riff tops, sheer "see through" clothing, spandex/exercise clothing or sexually provocative clothing.
 - All backless, strapless-styled clothing must be covered with a jacket or sweater.
 - Patched, torn or cut-out jeans.
 - Clothing/badges that carry a message or symbol, which is profane, in poor taste, or refers to sex, alcohol, drugs, politics or religion.
 - Pants, skirts, and shorts that are significantly shorter than the bend of the knee when standing.
 - Pants must be worn that fit; under garments or skin cannot be exposed.

- Employees directly involved in sports activities may wear shorts during the time of the activity only. These shorts shall be no shorter than fingertip length (when standing with arms straight down by side).
- Shoes: All employees are required to wear shoes appropriate for the work performed as determined by department heads. In some instances, safety and/or sanitation requirements dictate that proper or special footwear be worn at all times on the job. For those persons involved in significant direct patient contact, shoes should have no more than 2-inch heels. Closed toed and closed heeled shoes are required for direct care employees.
- No dress code can possibly address societal norms for appearance and dress in the healthcare workplace. General appearance, clothing or accessories shall not be:
 - Bizarre
 - Sexually suggestive or provocative
 - Advertisement for alcohol or tobacco (or other products and/or services)
 - Sloppy, dirty, or unkempt
 - Offensive or discriminatory to others; including words, phrases or slogans on T-shirts.
 - Incompatible with work activities including work-related play/recreation.

NOTE: You are required to abide by any other requirements of the hospital and/or department where you are working.

Repeated violation of the Dress Code policy will lead to disciplinary action up to and including termination.

Disciplinary Action

Rang Healthcare has established workplace standards of performance and conduct as a means of maintaining a productive and cohesive working environment. A positive, progressive approach is taken to solve discipline problems, which appeals to an employee's self-respect, rather than create the fear of losing a job. Our system emphasizes correction of offensive behavior. If correction of the problem and sustained improvement does not occur, termination may result.

The following may be grounds for disciplinary action, up to and including termination:

- Accepting an assignment and not reporting to work or not notifying Rang Healthcare.
- Unauthorized possession, use, or removal of property belonging to Rang Healthcare or any client of Rang Healthcare.
- Failure to comply with all safety rules and regulations, including the failure to wear safety equipment when instructed.
- Reporting to work under the influence of alcohol, illegal drugs, or in possession of either item on company premises or work sites of client companies.
- Lewd, unacceptable behavior, possession of weapons or explosives and provoking, instigating, or participating in a fight is prohibited at Rang Healthcare and/or at its client premises.
- Violation of the harassment policy.
- Insubordination of any kind is grounds for immediate termination. (For example, refusal to carry out your supervisor's reasonable works request).
- Leaving an assignment without notice (i.e. patient or assignment abandonment).

- Falsifying records, including but not limited to time records or claims pertaining to injuries occurring on company premises or work sites of client companies or personnel records.
- Disclosing confidential information without authorization.
- Disregard for established policies and procedures.
- Excessive cancellations or tardiness.
- Discourtesy to clients or fellow employees.

Substance Abuse

Rang Healthcare believes that maintaining a workplace that is free from the effects of drug and alcohol abuse is the responsibility of all persons involved in our business, including Rang Healthcare employees and clients.

The use, possession, sale or transfer of illegal drugs or alcohol on company property, in company vehicles, or while engaged in company activity is strictly forbidden. Also, being under the influence of drugs or alcohol, while on company property, in company vehicles, or while engaged in company activities is strictly forbidden. A violation of this policy will result in disciplinary action up to and including termination. Depending upon the circumstances, other actions, including notification of appropriate law enforcement agencies or licensing boards, may be taken against any violator of this policy. In accordance with the Drug-Free Work-Place Act of 1989, as a condition of employment, Rang Healthcare Professionals must comply with this policy and notify management within five (5) days of conviction for any use of, or distribution of a controlled substance. Failure to do so will result in immediate termination of employment pending the outcome of any legal investigation and conviction.

For the protection of our employees, the public and to assure an environment as free from the influence of illegal drugs as is reasonably and practically possible, the company requires a pre-employment drug screen, and reserves the option to conduct a "for cause" or random drug screen for the presence of illegal drugs under certain conditions. Consent to the testing program will be a condition of further employment of each and every employee. If any director, manager, supervisor or other company officer or client representative has any suspicion that an employee under his or her supervision may be affected by or under the influence of illegal drugs, the employee under suspicion will be asked to undergo a laboratory test to determine the presence of illegal drugs. Refusal to take the test will subject the employee to immediate termination. Additionally, consistent with the law, drug and alcohol screening tests will be given after accidents or near misses, or upon reasonable suspicion of alcohol or drug use, when a client requires pre-assignment testing, or upon any other circumstances which warrant a test.

Sexual and Other Unlawful Harassment

Sexual Harassment is defined as unwanted sexual advances, or visual, verbal, or physical conduct of a sexual nature. This definition includes many forms of offensive behavior and includes gender-based harassment of a person of the same sex as the harasser. The following is a partial list of sexual harassment examples.

- Unwanted sexual advances—verbal and/or non-verbal.
- Quid pro quo - offering employment benefits in exchange for sexual favors.
- Making or threatening reprisals after a negative response to sexual advances.
- Visual conduct that includes leering, making sexual gestures, or displaying of sexually suggestive objects or pictures, cartoons, or posters.
- Verbal conduct that includes making or using derogatory comments, epithets, slurs, or jokes.
- Verbal sexual advances or propositions.

- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, or suggestive or obscene letters, notes, e-mails, or invitations.
- Physical conduct that includes touching, assaulting, or impeding or blocking movements.

Unwelcome sexual advances (either verbal or physical), requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

- Submission to such conduct is made either explicitly or implicitly as term or condition of employment.
- Submission or rejection of the conduct is used as a basis for making employment decisions, or
- The conduct has the purpose or effect of interfering with work performance or creating an intimidating, hostile, or offensive work environment.

Actions, words, jokes, or comments based on an individual's sex, race, color, national origin, age, religion, disability, sexual orientation, or any other legally protected characteristic will not be tolerated.

Upon experiencing or witnessing sexual or other unlawful harassment in the workplace, report it immediately to your supervisor. If the supervisor is unavailable or you believe it would be inappropriate to contact that person, you should immediately contact the Rang Healthcare Corporate Office. You can raise concerns and make reports without fear of reprisal or retaliation.

All allegations of sexual harassment will be quickly and discreetly investigated. To the greatest extent possible, the alleged victim's confidentiality, that of any witnesses, and the alleged harasser will be protected against unnecessary disclosure. When the investigation is completed, the alleged victim will be informed of the outcome of the investigation.

Any supervisor or manager who becomes aware of possible sexual or other unlawful harassment must immediately advise any member of management so the allegation can be investigated in a timely and confidential manner. Anyone engaging in sexual or other unlawful harassment will be subject to disciplinary action, up to and including termination of employment.

Resolution of Complaints (From Employee and Client)

A Customer Service Complaint is any complaint and/or concern from one of our valued customers/clients regarding a situation or incident that results in dissatisfaction of that customer/clients. The purpose of our complaint policy is to:

- To have a positive impact in improving customer service and satisfaction.
- To understand the causes that underlie a complaint and to focus on making changes to systems and processes to reduce the probability of a similar complaint in the future.
- To prevent potentially compensable events and to protect corporate financial resources potentially jeopardized by customer/client dissatisfaction.
- To analyze and trend data to identify opportunities for organizational performance improvement.

All Rang Healthcare employees, including internal office employees, are entitled to full and equal accommodations, advantages, facilities, privileges, and services provided by the company.

Rang Healthcare accepts complaints from persons who believe that they have experienced a violation of their rights. The following guidelines shall be followed in resolving complaints.

- Complaints must be filed within 30 days of the alleged act.
- The complaint is the written document that describes the occurrence and why the person filing the complaint believes the action or incident was in violation of his/her rights.
- An individual seeking to file a complaint needs to contact Rang Healthcare management. An intake interview or phone interview will be conducted with the complaining party.
- After a careful screening process, the complaint is investigated to determine if there is sufficient evidence to support the allegation.
- A complaint may be settled at any time after it is filed. Opportunities will be given to all parties involved to ask questions, provide information, and suggest witnesses in order to resolve the complaint.
- As the investigation proceeds, individuals will be interviewed, and pertinent records and documents will be reviewed.
- The person filing the complaint must cooperate fully by providing accurate information and by supplying documents to support the allegations.
- All information gathered in the course of an investigation is subject to disclosure unless otherwise protected by the individual's right to privacy (e.g. medical records).

Our goal is to always provide you with a consistent level of service. If for any reason you are dissatisfied with our service or the service, we encourage you to contact Rang Healthcare Management to discuss the issue. Rang Healthcare has processes in place to resolve complaints in an effective and efficient manner. If the resolution does not meet your expectations, we encourage you to call the Rang Healthcare corporate office at 732-947-4119. A corporate representative will work with you to resolve your concern. Any individual that has a concern about the quality and safety of patient care delivered by Rang Healthcare's healthcare employees, which has not been addressed by Rang Healthcare management, is encouraged to contact the Joint Commission at www.jointcommission.org or by calling the Office of Quality Monitoring at (630)792-5636.

Clinical Incidents & Sentinel Events

Clinical employees must recognize the importance of following effective procedures and are encouraged to speak up if something has compromised or might compromise patient safety and quality.

A Clinical Incident is any event or series of events that resulted in or had the potential to result in an adverse patient outcome. Examples of a clinical incident include but are not limited to omission of treatment, deviation from policy, medication errors, improper equipment usage, complications from a blood transfusion, patient fall, inaccurate clinical assessment, patient, or physician complaint. Clinical employees should notify Rang Healthcare of any clinical incidents that occur while on assignment, regardless of an adverse outcome.

A sentinel event is an unexpected occurrence involving serious physical or psychological injury or death or the risk thereof. These events must be reported to the Clinical Director within 24 hours of the occurrence. The hospital will conduct a Root Cause Analysis for all sentinel events, to identify the causes of the error. The Clinical Director will work closely with any employee involved in an error, including supporting them through the difficult time, facilitate communication between the clinical employee and the client about the event, and based on the root cause analysis, plan for improvement activities.

In the event of deviation of practice according to the professional practice act, fraudulent behaviors, narcotic abuse or deviation and/or other aberrant or illegal behavior, each event is documented, and a report is made, which includes information from the client. The Clinical Director reports each situation according to the guidelines of the appropriate professional association or licensing board.

Orientation

Rang Healthcare will provide all new employees with an orientation of the company's policies and procedures. Each employee will receive an Employee Handbook.

Some facilities require some form of orientation. The amount of time required by each facility varies. Some facilities require computer training classes and orientation prior to the first shift worked. A Rang Healthcare representative will explain the required orientation to all employees prior to scheduling first shift with a facility.

The first time you visit a facility the following guidelines should be followed:

- Report approximately one (1) hour early for orientation (it may vary for each facility).
- Carry photo ID for evidence of identity when reporting for assignment.
- Take your professional license and certifications with you.
- Report to the appropriate supervisor.
- Locate and comply with the facility policy and procedures manual, fire pulls, crash cart, med room, linen cart, and appropriate exits before your shift starts.
- Always dress in proper attire when working at the facility.

Occasionally, a Rang Healthcare employee may show up early as directed for an orientation shift and no one is available for orientation. If such a situation occurs please connect with Rang Healthcare Staffing department and we will look into it with priority.

Floating Policy

Rang Healthcare employees may only be placed in assignments that match the job description for which Rang Healthcare assigns them. If an employee is asked to float to another department by the client the department must be a similar unit and the float employee must have demonstrated previous competency and have the appropriate certifications and credentials for that department/unit.

The following procedures should be followed for healthcare employees and nurses in particular who are assigned to an area in which they do not feel competent:

- The healthcare provider will immediately notify Rang Healthcare,
- The nurse is obligated to inform the hospital of his/her professional limitations based upon his/her experience, competency, and the Nurse Practice Act.
- The Clinical Director at Rang Healthcare will work within the bounds of the Nurse Practice Act and the hospital contract to resolve the issue.

Continuing Education

Ongoing continuing education is the responsibility of Rang Healthcare employees to ensure that all clinical employees have a current knowledge and practice base. Rang Healthcare maintains information on

available resources for BLS, ACLS, PALS, etc. The following online education programs are also available for continuing education; however, this is not an inclusive list of available resources:

www.nursece4less.com,
www.nursingcenter.com,
www.nursingce.com

Evidence of continuing education and annual required in-service education are part of the ongoing competency assessment program and will be maintained in your personnel file. Please provide Rang Healthcare with copies of your continuing education certificates.

Employee Performance Review

- Every healthcare employee employed by Rang Healthcare, who has worked consistently for a two-year period, will have an annual performance evaluation carried out by Rang Healthcare, on or around your anniversary date.
- Rang Healthcare will attempt to obtain feedback from client representatives regarding clinical employees' competence and ongoing performance of professional employee. Unfortunately, some clients will not cooperate with Rang Healthcare in this regard, so Rang Healthcare follows a competence by exception philosophy. In the absence of client feedback, unless there is evidence of a performance issue, we assume that our employees are meeting performance expectations.
- Feedback from our clients regarding clinical and/or professional performance is addressed with our employees immediately. Follow-up with our clients is completed within an appropriate time frame.
- Every healthcare employee employed by Rang Healthcare will complete annual skills checklists, which applies to their specialty area of work.
- When training needs are identified, an opportunity to complete the training will be provided at the earliest possible occasion.
- The company assesses aspects of employee's competence at hire, at performance evaluation and as needed or required by state licensing agencies, to ensure that employees have the skills or can develop the skills to perform and continue to perform their duties.
- The Clinical Director is responsible for ensuring that any areas of development are identified and addressed.

Clinical Supervision

The Clinical Director provides clinical employee supervision for Rang Healthcare' healthcare employees. The Clinical Director has an understanding of the scope of services provided by the disciplines supervised. The Clinical Director utilizes the appropriate practice acts, the professional licensing and certification boards and professional associations as clinical resources, as needed. It is the Clinical Director's responsibility to identify and report aberrant or illegal behavior to professional boards and law enforcement agencies.

Clinical Supervisor has a multi-faceted job at Rang Healthcare and is required to participate in a variety of job responsibilities and tasks to assure that HCPs are providing safe and effective patient care. Some of these responsibilities occur on a daily basis, and others on a less frequent basis, depending upon the situation at hand. These include but are not limited to:

- Determining if clinical employee have the background and experience necessary to fulfill an assignment.

- Supporting clinical employee while on assignment.
- Assessing and reassessing clinical employee competence.
- Developing remediation plans when indicated.
- Reviewing results of skills assessments/checklists.
- Reviewing performance reviews completed by the client.
- Addressing clients concerns about clinical and/or professional issues.
- Contributing to the performance evaluation of clinical employees.
- Determining action(s) in response to a clinical employees' performance issue/concern.

All administrative employees of Rang Healthcare are encouraged to solicit the assistance of the Clinical Supervisor when unsure of an HCPs work history, clinical competency, evaluation of work, or required interventions when a performance issue has been identified.

Availability of Rang Healthcare Office Employees

The Rang Healthcare corporate office, located in (location), is open Monday through Friday from the hours of 8:00am – 5:00pm. Our local telephone number is 732-947-4119. Outside of normal business hours and in the event of an emergency please contact us at the same number listed above. Rang Healthcare' on call staff will be available to assist you.

In the event of an emergency, natural disaster or other uncontrollable event, Rang Healthcare will continue to provide service to you through our network from a location where phones and computers are functional. In the event of a disaster situation, Rang Healthcare will contact all healthcare employees to obtain additional availability for deployment to client facilities as needed. A copy of our Emergency Management Plan is available upon request.

Scheduling

- Availability & Schedules
 - All availability should be submitted in documented form to the office by email er_h@rangtech.com. It is recommended that availability be sent in as early as possible in the month prior, so that there is sufficient time for scheduling and communication from the facility.
 - The office will contact you when your schedule is completed, or with instructions on who you should be in contact with at your facility to orchestrate your completed schedule. All finalized schedules should be submitted to the office.
 - All availability in addition to your completed schedule should also be submitted to the office via fax or email. It will in turn be submitted to the facility for approval and booking. We will then contact you for confirmation.
 - All schedule changes and availability changes should be communicated to the office as promptly as possible to avoid last-minute cancellations and to prevent scheduling conflicts.

- Cancellations
 - If you are scheduled for a shift and you need to cancel, for any reason, please give the Rang Healthcare staffing department at least 2 hours' notice. Failure to do so can and will result in verbal and written warning.
 - All cancellations must go through the Rang Healthcare staffing department, with verbal communication and confirmation given. It is important that you speak with someone, and it is not permitted to leave a cancellation on voicemail or send a fax or email. If no one is reachable via phone, please listen to the recorded message and press "0" to contact the emergency on-call employee.
 - The shift cancellation procedure is as follows:
 - During regular business hours (8a-5p): call the office at 732- 226-2618.
 - After regular business hours (5p-8a): call the office at 732-947-4119 and press "0" to reach the on-call employee.
 - Numerous cancellations may result in a warning and other disciplinary action and continued cancellations may result in termination.
- Emergency on-Call Supervisor
 - Rang Healthcare will have someone on-call at all times. However, please limit any after-hours calls to emergencies only, as all other matters can and will be attended to during normal business hours. You may leave a voicemail for any and all other issues after hours, and your call will be returned promptly at the open of business the next morning.
 - Emergencies include, but are not limited to:
 - Workplace Injury – please notify us as soon as possible as that we can aid in next steps.
 - Shift confirmations/additions within 24 hours of shift start time.
 - Shift cancellations within 24 hours of the shift start time on the weekends, or within 12 hours of the start time during the week. Conditioned upon the following:
 - Please refrain from calling the on-call employee between the hours of 12am-5am if possible, unless you are injured at work during these hours. After-hours DAY shift cancellation should take place before 12am or as close to 5am as possible.
 - All weekday after hours cancellation needs that pertain to EVE or NIGHT the following day can be attended to at the open of business the next morning.

Payroll

- Employee Work Week / Compensation
 - The Rang Healthcare work-week starts on Monday and ends the following Sunday.
 - Employees will be paid on a weekly basis every Friday by direct deposit.

- Direct deposit requires all employees to maintain a bank account. This is a condition of employment and should be proven upon hire.
- Any changes to employee direct deposit, taxing information, or banking should be submitted in documentation to the office via fax or email. Changes may take effect on the subsequent pay period, depending upon time of submittal to Rang Healthcare.
- If Rang Healthcare agrees to mail an employee paycheck, the employee understands that it may not be received by pay date. If an employee retrieves paycheck from the office before pay date, employee understands that said paycheck is not redeemable until the pay date documented on that check.

Time Sheets

- If you are instructed to fill out a Rang Healthcare time slip, it must be sent to timesheet_h@rangtech.com in a readable/acceptable format. Time slips must be filled out as specified below, signed, and returned to the office no later than noon on Monday. Payroll is completed Wednesday by 3pm, so if your time sheet is received after this time, it cannot be processed until the following week.
- It is advisable to keep your time sheet with you until the end of the following Monday. If there is any problem and your time sheet is not received, we will notify you immediately and give you time to resent it. It is also advisable to call Rang Healthcare when you have submitted your time sheet to confirm its receipt.
- All of the following information filled out legibly and correctly to be considered for payment:
 - Full name and Professional Title
 - Facility name
 - Exact time worked (start and end) in military format.
 - Specific unit worked if you are floated to another unit after reporting to work, this must be represented on your time sheet.
 - If you did not receive a break, this section must be checked and initialed by a supervisor to be considered valid.
 - If you are an RN and served as Charge Nurse during your shift, this section must be checked and initialed by a manager.
 - Every shift must be signed-off by the Charge Nurse or manager of the unit worked.
 - Every time sheet must have your signature.

Facility Procedures

- Reporting to Work
 - Report to the Charge Nurse of the unit immediately after your arrival to work to receive assignment. If you are a float pool employee, please also time before your shift starts to report to the appropriate staffing office to receive your unit assignment.

- Keep all possessions secure. No cellular phones or electronic devices are allowed on patient-care units.
 - Sleeping while on active duty is not permitted and can result in immediate dismissal by Rang Healthcare or the facility.
 - Never leave the unit without notifying the charge nurse.
 - Never leave your patient assignment without assigning duties and giving hand-off reports to relief staff.
 - You are not permitted to have any reading materials, recreations, or any personal items anywhere near the units.
 - As an agency employee, you may be floated where needed. When submitting your availability to Rang Healthcare, you may request that you not be scheduled on a unit. However, this does not guarantee that you will not be floated there during your shift.
 - You have the right to refuse an assignment. However, this also makes you less marketable to the facility and they may decide that your services are no longer needed.
- Attendance Policies of Facility/Hospital
 - Independent from the attendance policies of Rang Healthcare, the facility where you are working has its own absenteeism and tardiness policies.
 - Employees are required to abide by all absenteeism and tardiness policies of the facility where they are working.
 - Failure to abide by any facility absenteeism and/or tardiness policy is also a failure to follow the policies of Rang Healthcare.
 - An employee may be disciplined and even terminated by Rang Healthcare for failure to follow a facility's absenteeism or tardiness policies.
 - Policies and Procedures of Facility
 - Employee is responsible for knowing and abiding by all facility policies independent of the policies and procedures maintained and upheld by Rang Healthcare. If an employee is dismissed by a facility for failure to abide by its policies and procedures, that dismissal will be considered a discharge for substantial fault connected with his/her work. The employee will be discharged by Rang Healthcare for substantial faults connected with his/her work.

LEAVE OF ABSENCE POLICIES

FEDERAL FAMILY MEDICAL LEAVE ACT AND NEW JERSEY FAMILY LEAVE ACT

Employees benefit from both the federal Family and Medical Leave Act ("federal family and medical leave") and the New Jersey Family Leave Act ("N.J. family leave"). Under both laws, Rang Technologies Inc. ("RANG") grants "eligible employees" family and medical leave for:

1. The birth of an employee's child or to care for the newborn child;
2. the placement of a child with the employee for adoption or state-approved foster care; or
3. the care of an employee's spouse, child, or parent ("family member") who has a serious health condition;
4. the employee's serious health condition which prevents the employee from performing any one essential function of the employee's position;
5. "active duty leave": the employee's responding or attending to a "qualifying exigency" arising out of a covered family member's active duty or notification of an impending call or order to active duty in the Armed Forces in support of a contingency operation. A "covered family member" for purposes of this leave includes a spouse, son, daughter or parent of the employee; or
6. "servicemember family leave": the employee's care of a spouse, son, daughter, parent, or next of kin (nearest blood relative) who has incurred a serious illness or injury in the line of duty while on active duty in the Armed Forces, and that illness or injury has rendered the servicemember medically unfit to perform the duties of the member's office, grade, rank or rating.

Additionally, N.J. family leave defines "family member" to include a partner in a civil union couple. This means that eligible employees will be entitled to N.J. family leave to care for a civil union partner or child of a civil union partner who has a serious health condition, although this is not a federal family and medical leave qualifying reason.

A serious health condition is an illness, injury, impairment or physical or mental condition that involves either inpatient care or continuing treatment by a health care provider.

Eligible Employee

An active full-time or part-time employee is eligible for family and medical leave under The Family and Medical Leave Act of 1993 ("the Act") provided that on the date the employee requests leave:

1. He has been employed by RANG for at least 12 months; and
2. He has worked 1,250 hours during the 12-month period immediately preceding the commencement of leave.
3. He works at a location where at least 50 employees are employed at the location or within 75 miles of the location.

In determining FMLA eligibility, an employee re-employed following military service will be given credit for (i) the period of uniformed service towards the months-of-employment eligibility requirement, and (ii) the hours of service that would have been performed but for the period of uniformed service.

Length of Leave

An eligible employee is entitled to a total of 12 workweeks of unpaid leave within a 12-month period. The amount of leave available to an employee will be calculated by looking backward at the amount of leave taken within the 12-month period immediately preceding the first date of leave. Leave taken for the care of a newborn child or placement for adoption or foster care must be taken as an uninterrupted, continuous leave of absence, unless otherwise medically necessary, and must be taken within 12 months of the birth or placement of the child. Intermittent leave or a reduced schedule may be approved for the employee's serious health condition or a family member's serious health condition where medically necessary and where the need for such leave is best accommodated through such scheduling. An employee requesting intermittent leave/reduced schedule may be transferred temporarily to an available alternative position with equivalent pay and benefits, or to a part-time position if such a position better accommodates the need for intermittent leave/reduced schedule.

Length of Servicemember Family Leave

An eligible employee is entitled to a combined total of 26 workweeks of unpaid leave within a single 12-month period for servicemember family leave. Leave to care for an injured or ill servicemember, whether or not combined with other FMLA-qualifying leave, may not exceed 26 weeks in a single 12-month period. The amount of leave available to an employee will be calculated by looking backward at the amount of leave taken within the 12-month period immediately preceding the first date of leave. Intermittent leave or a reduced schedule may be approved for servicemember family leave where medically necessary and where the need for such leave is best accommodated through such scheduling. An employee requesting intermittent leave/reduced schedule may be transferred temporarily to an available alternative position with equivalent pay and benefits, or to a part-time position if such a position better accommodates the need for intermittent leave/reduced schedule.

Servicemember family leave runs concurrent with other leave entitlements provided under federal, state, and local law.

Substitution of Paid Leave

An employee taking family and medical leave due to the employee's serious health condition must substitute all accrued sick leave, unused Paid Time Off, personal leave, paid time off and short-term salary continuation, if applicable, before continuing leave on an unpaid basis. An employee taking leave for reasons other than an employee's own serious health condition must exhaust all accrued unused Paid Time Off personal leave and paid time off before continuing leave on an unpaid basis. Any family and medical leave, whether paid, unpaid, or a combination thereof, will be counted toward the 12-week leave entitlement. Any servicemember family leave, whether paid, unpaid, or a combination thereof, either taken by itself or together with any other family and medical leave and/or active duty leave, whether paid, unpaid or a combination thereof, will be counted toward the 26-week leave entitlement.

Employee Notification Requirements

If an employee expects to take family and medical leave, active duty leave or servicemember family leave, the employee must notify RANG of the intention to take leave at least 30 days in advance of the expected leave, or 15 days notice in case of a relative's serious health condition. Following proper notification, the employee must complete a Leave of Absence Request form and provide any required medical certification.

If the need for leave is not foreseeable, the employee must provide notification of leave to RANG as soon as is practicable under the circumstances. An employee's failure to provide advance notification for foreseeable leave may result in a delay of leave.

Medical Certification

An employee who takes leave for the employee's serious health condition or to care for a family member with a serious health condition must submit to the RANG written medical certification of the need for such leave from the applicable health care provider. Failure to provide the certification in a timely manner may result in a delay of leave. Under certain circumstances, RANG may request a second or third medical opinion at RANG's expense for verification of an employee's serious health condition. The opinion of the third health care provider, who is approved jointly by RANG and the employee, shall be final and binding on RANG and the employee. In addition, while the employee is on leave, RANG may require the employee to provide periodic recertification of the employee's medical condition (not to exceed once every 30 days) and RANG may inquire as to the employee's intentions to return to work.

An employee on uninterrupted, continuous leave due to the employee's own serious health condition will be required to provide a job-related medical certification of fitness before the employee is allowed to return to work. Where an employee is on servicemember family leave and is unable to return to work because of the continuation, recurrence or onset of the serious illness or injury suffered by the covered servicemember, the employee will be required to provide a certification issued by the health care provider of the servicemember being cared for by the employee. Failure to provide any such applicable certification may result in the delay or denial of job restoration.

Active Duty Leave Certification

An employee who takes active-duty leave must submit to the RANG Leave and Disability Group written notice of an impending call or order to active duty in support of a contingency operation as soon as is reasonable and practicable under the circumstances.

Benefits Continuation

The same health care benefits coverage provided to an employee on the day prior to taking family and medical leave will be maintained for up to the 12 weeks required for family and medical leave and active duty leave, or up to the 26 weeks required for servicemember family leave, or as required by law, provided the employee continues to pay any required contribution for benefits. Employees who are on leave are responsible for making their periodic payment of the required contribution. Please contact the HR department for more details.

Upon completion of the leave granted under this policy, or if an employee fails to return to work at the end of the leave, a loss of coverage will occur, and continuation of health care coverage would be offered through COBRA. An employee who does not return from leave may be required, under certain circumstances provided by the Act, to reimburse RANG for any employee contributions paid by RANG while the employee was on unpaid leave.

While on leave, an employee must continue to pay the employee's contributions or loan payments for any applicable benefits which would otherwise be automatically deducted from the employee's wages (e.g.,

supplemental life insurance, credit union loans, and 401(k) loans). Contact your RANG Payroll Specialist for details regarding employee contributions and/or loan payments.

The period of time an employee is on family and medical leave will be treated as continued service for purposes of vesting and eligibility to participate under any available pension or retirement plan. Absences due to leave will not be counted as time worked for the purpose of seniority or computing vacation, sick leave or personal days.

Job Restoration

An employee will be returned to the same or an equivalent position when the employee returns from family and medical leave, with no loss of benefits accrued prior to leave. An employee who does not return to work at the end of an authorized leave is subject to termination of employment. In the event an employee's position with RANG is affected by a decision or event not related to the employee's leave of absence, e.g., job elimination due to a reduction in force, the employee will be affected to the same extent as if he was not on leave.

Certain "key employees" as defined under The Family and Medical Leave Act of 1993 and the NJFLA may not be eligible to be restored to the same or an equivalent position after leave if doing so would cause substantial and grievous economic injury to the operations of the assigned company. RANG will notify such employees of their "key employee" status and the conditions under which job restoration will be denied, if applicable.

Workers' Compensation and Family and Medical Leave

With some exceptions, an absence related to a workers' compensation injury is not counted against an employee's family and medical leave entitlement. If an employee who was injured on the job and as a result who suffered a "serious health condition" declines the offer of a medically- approved "light duty" position, the employee should notify RANG Human Resource Department that he chooses to exercise his family and medical leave rights, if he is so eligible. If the employee accepts the "light duty" position in lieu of any family and medical leave or returns to work within 12 weeks after the date of the injury, the employee will retain his right to be restored to the same or an equivalent position until 12 weeks have passed unless a decision or event not related to the employee's leave of absence occurs which results in the termination of the employee or the elimination of the job position.

Questions about Family and Medical Leave

If you have any questions about your rights or responsibilities under this policy, contact the RANG HR Department.

RANG will comply with all applicable federal, state and local laws in administering this policy.

WORKERS' COMPENSATION INSURANCE

To provide for payment of employee medical expenses and for partial salary continuation in the event of work-related accident or illness, employees are covered by workers' compensation insurance provided by RANG or based on state regulations.

The amount of benefits payable and the duration of payment depend upon the nature of the employee's injury or illness. All medical expenses incurred in connection with an on-the-job injury or illness and partial salary payments are paid in accordance with applicable state law.

If an employee is injured or becomes ill on the job, the employee must immediately report such injury or illness to the HR Representative. This ensures that the Company can help obtain appropriate medical treatment. An employee's failure to follow this procedure may result in the appropriate workers' compensation report not being filed timely in accordance with the law, which may delay benefits in connection with the injury or illness. Questions regarding workers' compensation insurance should be directed to the HR Representative.

EMPLOYEE BENEFITS AND SERVICES

COMPANY HOLIDAYS

1. Salaried Employees

Salaried employees are eligible for certain Paid Holidays. Our company normally observes the following Paid Holidays during the year:

New Year's Day - January 1
Memorial Day - last Monday in May
Independence Day - July 4
Labor Day - 1st Monday in September
Thanksgiving Day - 4th Thursday in November
Day after Thanksgiving
Christmas Day - December 25

If any of the above days falls on a weekend, that day shall not count as a Paid Holiday. Eligible employees receive a paid holiday only if the holiday falls on a day they are normally scheduled to work. Salaried employees will be paid for all Paid Holidays as specified above, and will be eligible for such Paid Holidays immediately upon hire. The above holiday schedule is subject to change at any time at RANG's discretion.

For any salaried Employee working full-time at a client site that follows a different holiday schedule than RANG:

- a. If the client is observing a holiday on a day that is not a RANG Paid Holiday, the Employee must either observe the client's holiday schedule by taking PTO for the day or arrange in advance to come into RANG's office to work. Please contact your account manager for details or arrangements. If the Employee fails to report to RANG's office on a day that is a client holiday but is not a RANG Paid Holiday, that day shall be counted as a PTO day.
- b. If the client is not observing a holiday on a day that is a RANG Paid Holiday, RANG will require the Employee to work as per the client's schedule.

2. Hourly Employees

Hourly employees are ineligible for Paid Holidays.

PAID TIME OFF

1. Full-Time, Salaried Employees Only

Full-time, salaried employees may be eligible for up to 10 days (=80 hours) of Paid Time Off (PTO), apart from standard Paid Holidays. PTO begins to accrue on your hire date and continues throughout the calendar year.

You will accrue 6.66 hours of PTO each month. However, you must work fulltime each working day of the month to be eligible for the PTO hours for that month. If your hire date does not fall on the first working day of the month, then you will not accrue PTO for the first month of your employment. You must utilize 8 hours of accrued PTO in order to take a day off from work. PTO cannot be used prior to earning it and an employee cannot have a negative PTO balance. If an employee does not have enough accrued applicable PTO to cover an absence, they will be placed in a Leave Without Pay status for those hours. PTO may be utilized in 4 hours' intervals.

You must submit PTO requests in writing at least one week in advance to RANG’s HR and Accounting Departments. When possible, PTO requests are granted, taking into account operational requirements.

PTO can be used for any lawful purpose, such as vacation time, sick time, or to take care of personal matters, etc. Any accrued PTO extinguishes automatically upon an employee’s resignation or upon an employee’s breach of a signed employment agreement. Accrued-but-unused PTO of Employee will lapse at the end of each calendar year. For the regions where the local or the state rule requires any PTO be paid at the resignation or termination irrespective of the termination cause and/or the PTO be allowed to carry forward at the end of the year, RANG shall follow the applicable local or state rules for the corresponding employees.

2. Hourly Employees; Part-Time Employees

Hourly employees and Part-Time employees are ineligible for PTO.

SICK LEAVE

1. Full-Time, Salaried Employees Only

RANG provides 1 paid sick day to its full-time, salaried employees apart from standard Paid Holidays and Paid Time Off. Employees must inform RANG’s HR and Accounting departments whenever they take leave.

2. Hourly Employees; Part-Time Employees

Hourly employees and Part-Time employees are ineligible for Sick Leave. However, certain regions have their own local or state Paid Sick Leaves rule and RANG shall administer and pay for the sick leaves as per the applicable policies governing the same region. Please contact our Human Resources at hr_h@rangtech.com for further details that may be applicable in your region.

MEDICAL INSURANCE

RANG offers its employees an opportunity to participate in its health insurance plans. You and your immediate family members (spouse and minor children) shall have an opportunity to participate in these plans in accordance with the applicable Company policies. As per the needs of the Company, this benefit plan may change from time to time. Please contact HR department for details.

REFERRAL FEES

Our Human Resources Referral Program is as below:

Position Type	Total Referral Payout
Internal Corporate Roles	\$300
IT – Core Programming / Development / Data Science Roles	\$500
IT – Admin / Support / Helpdesk Roles	\$250
Professionals – Finance, Accounting, Creative, Marketing, Sales	\$250
Scientific & Healthcare	\$250
Non-IT & Others	\$50

The payment will be made in two installments after the referred employee has been employed with Rang Technologies for one month and three months from the date of hire for pay. This benefit applies to company employees who are employed both at the time of the referral and at the time the bonus is payable.

The candidate's resume must be shared via er_h@rangtech.com at the initial point-of-contact to be eligible for the referral bonus. If the referred candidate or management identifies more than one person as the referring employees, the bonus amount will be split in equal proportions. All Rang Technologies' employees, excluding Executive Management or employees who are directly involved in the recruitment and interview process, are eligible for receiving this benefit.

HOURLY EMPLOYEES

The benefits described above in sections "Company Holidays," "Paid Time Off" and "Sick Leave" do not apply to 1099 contractors.

JURY DUTY AND WITNESS LEAVE

If a full-time, salaried employee is summoned to jury duty, RANG will continue his salary during the period of jury duty for up to a maximum of five working days per calendar year. Such an employee may utilize any accrued PTO while serving on jury duty. If the jury service extends beyond five days, full-time, salaried employees are allowed time off without pay. Employees must notify HR Department as soon as it is known jury duty will be extended. An employee is also permitted to retain the allowance he receives from the court for such service.

An hourly or part-time salaried employee will be given time off without pay while serving jury duty. All employees are allowed unpaid time off if summoned to appear in court as a witness. To qualify for jury or witness duty leave, an employee must submit to HR Department a copy of the summons as soon as it is received. In addition, proof of service must be submitted to HR Department when the period of jury or witness duty is completed.

BENEFITS HANDBOOK ACKNOWLEDGEMENT

I, _____, acknowledge that I have received the Company's Employee Handbook ("the Handbook"), and understand that violations of the policies contained in the Handbook could result in disciplinary action, up to and including termination.

I further understand that the information contained in the Handbook represents guidelines for the Company and that the Company reserves the right to modify the Handbook or amend or terminate any policy, procedure, or employee benefit program at any time.

I further understand that the contents of the Handbook do not form a written employment contract. Either the Company or I have the right to terminate my employment at any time.

I further understand that no manager, supervisor or representative of the Company, other than the President, has any authority to enter into any agreement guaranteeing employment for any specific period of time. I also understand that any such agreement, if made, will not be enforceable unless it is in writing and signed by both parties.

I further understand that if I have any questions about the interpretation or application of any policies contained in the Handbook, I should direct these questions to my Supervisor or the HR Representative.

Employee Signature

Date

Name Printed

Social Security Number
(Last 4 Digits Only)