



Clinical Handbook



Welcome

About this Handbook

This handbook is intended to provide an overview of our policies, methods, benefits, rules, and standards so that you can be successful and contribute to Actriv's future. This manual also describes your obligations and our expectations of you. This manual cannot cover every possible circumstance. Therefore, it is not intended to be an exhaustive list of all of our policies.

Policies, Effective Date, and Violations

Please contact your manager or the Hearts and Culture (H&C) Department if you have any questions regarding any of the content in this handbook or if you require additional information on a specific topic. The policies, procedures, and other information contained in this handbook, including but not limited to posted policies, do not create an implied or otherwise enforceable contract between you as an employee and Actriv.

The company's policies are administered in accordance with federal, state, and local regulations. The company has alternative policies in certain states and localities to comply with state or local law. If a policy clashes with a federal, state, or local law, the corporation will adhere to the law that has precedence.

This manual is in force as of replace with new date and replaces all prior editions. This handbook supersedes any oral or written statements regarding an employee's employment status. If there is a contradiction between the terms of this handbook and those of a manager or other leader, the terms of this handbook will prevail. Unless otherwise specified, the policies in this handbook normally apply to all employees.

This manual is subject to modification at any time, with or without warning. We reserve the right to unilaterally enhance, change, or terminate existing policies without prior warning. The policies and procedures contained in this manual are merely a summary of the company's general policies and practices.

Infractions of the policies, guidelines, and laws outlined in this manual may result in monetary fines, civil or criminal prosecution, and/or disciplinary action, including termination. We maintain the right to counsel, take corrective action, or dismiss workers for any and all violations of this handbook's conduct standards or other policies.

Definitions

To help you understand important information in this handbook, please get to know the meanings of the terms listed below.

Actriv, The Company, or we, us, and similar terms: Actriv Healthcare Inc.

You, yourself, and similar terms: You as an individual employee of Actriv.

Employee: Any Employee of Actriv, Including you.

Care Provider: Any Actriv employee who is directly or indirectly involved with patient care, including you.

Client, Customer, Facility, and similar terms: Actriv's clients, patients' and clients' families, and any facilities or organizations with which Actriv does business with, as well as their patients and clients and their families.

Work time, working time: This includes, but is not limited to, the time spent doing your job obligations. Working time excludes rest breaks, meal periods, and any other designated times during the workday when you are not executing your work obligations or are not on the clock.

Workplace, Work areas, Work site: All areas of our offices and workplaces, including client sites, except cafeterias, designated break areas, employee lounges, locker rooms, and parking are

AN INTRODUCTION

Hello & Welcome.

We are Actriv Healthcare.

Table of Contents

WELCOME	1
ABOUT THIS HANDBOOK	1
<i>Policies, Effective Date, and Violations</i>	<i>1</i>
<i>Definitions</i>	<i>1</i>
ABOUT ACTRIV HEALTHCARE.....	0
<i>Who We are?.....</i>	<i>8</i>
<i>What We Do.....</i>	<i>8</i>
<i>How We Do It</i>	<i>8</i>
CLIENTS WE SERVE:	9
THE EMPLOYMENT RELATIONSHIP	10
OPEN DOOR POLICY	10
AT-WILL EMPLOYMENT	10
YOUR PRIVACY	1
IMMIGRATION LAW COMPLIANCE	1
STATEMENT OF EQUAL OPPORTUNITY	1
DISABILITY ACCOMMODATIONS	2
YOUR CAREER: MAKING AN IMPACT THROUGH ACTRIV.	1
ONBOARDING AND ONGOING EMPLOYMENT	1
MY ACTRIV APP	1
EMPLOYMENT REFERENCES.....	3
EDUCATION	3
PERFORMANCE MANAGEMENT AND NURSING POOL EVALUATIONS	3
BACKGROUND INVESTIGATIONS	4
ENDING EMPLOYMENT.....	5
SEPARATION OF EMPLOYMENT	5
LACK OF ACTIVITY ON YOUR PROFILE.....	5
CLINICAL SUPERVISION	5
BENEFITS AND ELIGIBILITY	6
<i>Medical, Dental and vision benefits: Eligibility & Measurement Periods</i>	<i>6</i>
<i>Eligibility.....</i>	<i>6</i>
<i>Employer Contribution</i>	<i>6</i>
<i>Ineligibility:.....</i>	<i>6</i>
<i>Re-eligibility:.....</i>	<i>6</i>
PAYMENT UPON SEPARATION AND LAST PAYCHECK INFORMATION	7
REHIRE AND REACTIVATION POLICY	7
EMPLOYEE CONDUCT AND INTEGRITY	8
CODE OF CONDUCT	8
DISCRIMINATION AND HARASSMENT.....	9
ANTI-HARASSMENT POLICY	10
<i>All Unlawful Harassment Prohibited</i>	<i>10</i>
<i>Sexual Harassment Policy.....</i>	<i>10</i>
<i>Retaliation:.....</i>	<i>3</i>
<i>Different Forms of Harassment</i>	<i>4</i>
<i>Reporting & Investigation Procedures:.....</i>	<i>4</i>
<i>Workplace Violence Prevention.....</i>	<i>5</i>

<i>Reporting</i>	5
<i>Non-employee Workplace Violence Prevention</i>	6
<i>Employee Follow-up</i>	6
RELATIONSHIPS AT WORK.....	6
<i>Relationships between Managers and Subordinate</i>	6
<i>Peer to Peer Relationships</i>	6
<i>Employment of Relatives</i>	1
PROFESSIONAL BOUNDARIES	1
ANTI-RETALIATION POLICY.....	2
EMPLOYEE CONDUCT AND CORRECTIVE ACTION.....	2
<i>Corrective Action</i>	2
EMPLOYEES CONDUCT	3
CUSTOMER RELATIONS	4
<i>Misuse of Customer resources</i>	4
<i>Examples of misuse:</i>	4
CONFLICT OF INTEREST	5
<i>Engaging in Outside Work</i>	5
FALSE CLAIMS	6
DETECTING, REPORTING, AND PREVENTING FRAUD, WASTE, AND	6
ABUSE	6
DRUG-FREE WORKPLACE	7
<i>Alcohol and Drug Testing</i>	8
WORKPLACE EXPECTATIONS.....	10
SMOKE-FREE WORKPLACE	10
<i>Staying Active and Mandatory Contact</i>	10
DRESS CODE STANDARDS	10
<i>Identification Badge</i>	12
PERSONAL PROPERTY.....	12
<i>Personal Cellular Phones</i>	13
PHOTOGRAPHY AND VIDEO OF EMPLOYEES	13
SCHEDULING AND ACCEPTING WORK ASSIGNMENTS.....	14
MAINTAINING CONTACT/CHANGES TO YOUR PERSONAL INFORMATION	15
MAINTAINING YOUR CREDENTIALS.....	15
ATTENDANCE AND PUNCTUALITY	15
CALL-IN PROCEDURES.....	16
ASSIGNMENT CANCELLATIONS/CHANGES	16
24/7 SUPPORT - ON-CALL/AFTER HOURS CONTACT PROCEDURE	17
VISITORS IN THE WORKPLACE	17
EMPLOYEE HEALTH, SAFETY, AND SECURITY	17
<i>Safety and Health Policies</i>	17
EMERGENCY PROCEDURES	18
.....	19
HEALTHCARE PROFESSIONAL WORK EXPOSURES, INJURIES, ILLNESSES, OR LIABILITY RELATED INCIDENTS.....	20
WORKERS' COMPENSATION INSURANCE.....	20
HOW TO REPORT A WORKPLACE EXPOSURE, INJURY, OR ILLNESS.....	20
OCCUPATIONAL EXPOSURE TO DISEASE	21
WORKERS' COMPENSATION FRAUD	21
WORKPLACE ACCOMMODATIONS	21
REPORTING OF PROFESSIONAL LIABILITY-RELATED INCIDENTS	21
GENERAL INFECTION CONTROL MEASURES	22

PRECAUTIONS AND BLOODBORNE PATHOGENS.....	22
<i>Universal Precautions</i>	0
<i>Standard Precautions</i>	1
<i>Contact Precautions</i>	2
<i>Bloodborne pathogens and Infections</i>	6
<i>HIV/AIDS</i>	7
WHAT TO DO IF YOU ARE EXPOSED.....	7
HEPATITIS.....	8
<i>Tuberculosis</i>	8
INCLEMENT WEATHER AND EMERGENCY POLICY.....	9
<i>Disaster Preparedness</i>	9
<i>Elder/Dependent Adult and Child Abuse</i>	1
<i>Quality Improvement Program</i>	1
<i>Incident Reports: Reporting Issues and Concerns</i>	1
<i>Grievance Reports</i>	1
COMPENSATION, WAGE, HOUR PRACTICES, AND	4
EMPLOYEE BENEFITS	4
COMPENSATION, WAGE, AND HOUR PRACTICES.....	4
COMPENSATION.....	4
TIME RECORDING AND REPORTING OBLIGATIONS.....	4
TIMECARD FRAUD.....	6
MEAL PERIOD AND REST BREAK POLICY.....	6
OVERTIME.....	6
TRANSPARENCY IN PAY.....	7
BENEFIT INFORMATION.....	7
<i>COBRA (Consolidated Omnibus Budget Reconciliation Act of 1985)</i>	8
TIME OFF.....	8
PAYDAY AND HOLIDAYS.....	8
<i>Non-Exempt Holiday “Premium” Pay</i>	8
<i>Holidays</i>	9
<i>Holiday Hours- Christmas and New Year’s</i>	9
<i>Daylight Savings Time</i>	10
SICK TIME PAY.....	10
<i>Personal Care Time (Vacation time)</i>	10
<i>Unpaid Personal Leave of Absence (LOA)</i>	11
<i>Voting Time Off</i>	11
<i>Jury Duty Leave</i>	11
MILITARY LEAVE.....	12
FAMILY AND MEDICAL LEAVE ACT (FMLA).....	12
<i>Eligibility</i>	12
<i>Reasons for FMLA Leave</i>	12
<i>Notice Requirements</i>	1
<i>Certification Requirements</i>	1
<i>During a Family and Medical Leave of Absence</i>	1
<i>Returning from a Family and Medical Leave of Absence</i>	2
PROTECTING INFORMATION AND ASSETS	1
CONFIDENTIAL INFORMATION.....	1
CONFIDENTIAL INFORMATION DEFINITION.....	1
PATIENT INFORMATION (HIPAA POLICY).....	1
<i>Financial Account Information</i>	2

<i>Other Proprietary Information</i>	2
<i>Protecting Confidential Information</i>	3
<i>Misappropriating Information</i>	3
<i>Requests for Company-Related Information</i>	3
<i>Upon Termination of Employment</i>	4
<i>Questions about Confidential Information</i>	4
SECURE YOUR WORKSPACE	4
BUILDING ACCESS	5
SECURITY INSPECTIONS	5
REPORTING SECURITY INCIDENTS	5
ACCEPTABLE USE OF ELECTRONIC RESOURCES	6
ELECTRONIC RESOURCES DIRECTIVES	7
MOBILE DEVICE DIRECTIVES.....	8
SOCIAL MEDIA POLICY	9
MEDIA INQUIRIES	10
SOLICITATION/DISTRIBUTION OF LITERATURE AND POLITICAL ADVOCACY	10
<i>Policy Statement</i>	10
<i>Non-Employees</i>	10
<i>Current Employees</i>	10
<i>Off-Duty Employees</i>	11
<i>Activ Communications Systems</i>	11
<i>Political Advocacy</i>	11
SUPPORT AND ASSISTANCE	13
24/7 SUPPORT	13
CLINICAL ASSISTANCE; CUSTOMER SERVICE	13
REFERRAL BONUS	13
TEXTING.....	13
MINNESOTA HANDBOOK ADDENDUM	16
MINNESOTA MEAL AND REST BREAK	16
1. MEAL BREAK POLICY:	16
2. REST BREAK POLICY:	16
3. NURSING MOTHERS:	16
4. COMPLIANCE AND REPORTING:	16
1. ACCOUNTABILITY:	16
2. DOCUMENTATION PROTOCOL:	17
MINNESOTA WAGE NOTICE DISCLOSURE.....	17
MINNEAPOLIS AND ST. PAUL SICK AND SAFE PAID TIME	17
ST. PAUL MINIMUM WAGE ORDINANCE	17
DULUTH SICK AND SAFE PAID TIME	18
OREGON HANDBOOK ADDENDUM	19
OREGON MEAL AND REST BREAKS	19
• <i>Meal Breaks:</i>	19
• <i>Rest Breaks:</i>	19
OREGON FAMILY LEAVE ACT (OFLA).....	19
• <i>Leave Duration:</i>	19
• <i>Eligibility:</i>	19
• <i>Comparison with FMLA:</i>	19
OREGON WORKPLACE FAIRNESS ACT (OWFA)	19
• <i>Anti-Harassment Policy</i>	19

• <i>Reporting Procedure:</i>	19
• <i>Retaliation Prohibited:</i>	19
AGREEMENT CLARIFICATIONS UNDER OWFA:	20
• <i>Nondisclosure Agreement (NDA):</i>	20
• <i>Non-disparagement Agreement:</i>	20
• <i>No-rehire Provision:</i>	20
WASHINGTON MEAL AND REST BREAKS:	21
LUNCH BREAK:	21
ADDITIONAL MEAL PERIOD FOR OVERTIME:	21
REST BREAKS:	21
WASHINGTON FAMILY MEDICAL LEAVE:	21
ELIGIBILITY:	21
LEAVE DURATION & REASON:	21
ADDITIONAL LEAVE PROVISIONS:	22
LEAVE FLEXIBILITY:	22
NOTICE REQUIREMENT:	22
RETURN FROM LEAVE:	22
CONCURRENT LEAVE:	22
WASHINGTON FAMILY CARE LEAVE:	22
APPLICABILITY	22
USAGE:	23
CONDITIONS:	23
SEATTLE PAID SICK LEAVE	24
WASHINGTON PAID FAMILY AND MEDICAL LEAVE	24
WA CARES FUND - A LONG-TERM CARE FUND FOR EVERYONE:	25
CONTRIBUTION MECHANISM:	25
ELIGIBILITY CRITERIA:	25
BENEFIT DETAILS:	25
WHY IS THIS IMPORTANT?:	26
IMPORTANT DATES:	26
TEXAS HANDBOOK ADDENDUM	27
DALLAS PAID SICK LEAVE ORDINANCE	27
SAN ANTONIO SICK AND SAFE LEAVE ORDINANCE	27
MARYLAND HANDBOOK ADDENDUM	28
MARYLAND EARNED SICK AND SAFE LEAVE	28
NEVADA HANDBOOK ADDENDUM	29
NEVADA MEAL AND REST BREAKS	29
OUR BRAND PILLARS	31

You are now an Actrivian!

More than a workforce solutions company, Actriv Healthcare represents a point of view. One that engages our world emotionally, with open arms, and inspires greater empathy and human connection.

Riv. Having one's back.
Supporting unconditionally.
Recognizing the value of
selflessness.

Putting all that into action.
Actriv.

Actriv Healthcare is on track to change healthcare workforce solutions in ways that revolutionize the relationship between Providers, Facilities, and Patients.

Actriv knows that every human counts. Every person's well-being matters. Healing brings us closer to our truest selves, where life's complications are stripped away to reveal what is important— that we are all connected in our humanity. Empathy, compassion and understanding bridge gaps and bring us together. That's why we strive to always prioritize people over profits and being a part of a community that is truly communal.



Actriv is for the ones who provide care, those with a deep-rooted drive to better our world—to make a difference.

Who We are?

Actriv is a national workforce solutions company dedicated to improving the way providers work and connect with healthcare Facilities to help them meet their patient care goals.

What We Do

We empower Providers to deliver unparalleled care while giving Facilities an easy and dependable way to hire exceptional, on demand staff. For us, the status quo isn't enough. Actriv seeks to redefine and improve the healthcare workforce solutions through excellent care, technological advancement, genuine relationships, and continual innovation.

How We Do It

By thinking differently and using technology to support human welfare, not drive profits, Actriv has elevated workforce solutions to a place where Providers are happier, Facilities are better staffed, and Patients receive unequalled care.

Our Mantra

Actriv is building a family of humans that care MORE about humans. We are going to do this by selflessly valuing each other, the Facilities we serve, and the Patients within them.

Clients we serve:

Actriv serves a wide range of healthcare clients, including hospitals, nursing homes, rehabilitation centers, behavioral Health centers, Assisted living, memory care faculties, clinics, school districts, hospice, urgent care, and other healthcare facilities across the United States. As a clinical employee, you will be providing your services to our clients who may have varying needs and requirements.

We take pride in providing staffing solutions that help our clients maintain the highest level of patient care and safety. It is important to understand that each client has their unique policies and procedures that you will need to adhere to while on assignment. Therefore, it is essential to review and familiarize yourself with the facility's policies and procedures prior to starting your assignment.

At Actriv, we value our clients' needs and expectations, and we are committed to providing high-quality healthcare staffing solutions. As a clinical employee, you play a vital role in ensuring that our clients receive the best care possible. It is our expectation that you will approach each assignment with professionalism, care, and dedication. By doing so, you will help us maintain our reputation as a trusted and reliable partner in the healthcare industry.



Skilled Nursing



Post Acute



Rehabilitation



Behavioral Health



Assisted Living



Memory Care



Hospice



Clinics



Hospitals



Correctional Facilities



Schools



Urgent Care

The Employment Relationship

Open Door Policy

Actriv Healthcare Inc. will not unlawfully retaliate against employees. In our spirit of willingness to listen, Actriv Healthcare Inc. believes in an open-door policy. In order to have open communication, there must be mutual respect. You are encouraged to see your immediate supervisor or the Clinical Liaison with questions or problems relating to your job or feelings of well-being. Your Clinical Liaison or supervisor's assistance may involve getting the aid of other resource persons.

You also can exercise your privilege of requesting a meeting with any management representative without regard to his or her position in Actriv Healthcare Inc. You can talk over any matter of concern directly with a management representative. You may also contact the Hearts and Culture (H&C) Department at any time.

In addition, our Actriv Experience Team conducts multiple surveys on the care providers experience. Please take advantage of this chance to provide honest feedback in an anonymous forum in support of our efforts to enhance the Actriv Care Providers experience.

Please remember - don't keep a problem inside. You can't reach a

solution if no one knows about it. You may use this procedure without fear of reprisal.

At-Will Employment

Employment with Actriv Healthcare Inc. is "at-will." This means employees are free to resign at any time, with or without cause or advanced notice, and Actriv Healthcare Inc. may terminate the employment relationship at any time, with or without cause or advance notice. As an at-will employee, it is not guaranteed, in any manner, that you will be employed with Actriv Healthcare Inc. for any set period.

The policies set forth in this employee handbook are the policies that are in effect at the time of publication. They may be amended, modified, or terminated at any time by Actriv Healthcare Inc., except for the policy on at-will employment, which may be modified only by a signed, written agreement between the Hearts and Culture (H&C) Department and the employee at issue. Nothing in this handbook may be construed as creating a promise of future benefits or a binding contract between Actriv Healthcare Inc. and any of its employees.

Your Privacy

We value the privacy of our Care Providers and are dedicated to processing personal information in compliance with our policies and the federal and state privacy law. Please visit the following link for our privacy policy statement: The Actriv Healthcare [Privacy Policy Statement](https://actriv.com/privacy/) explains what types of personal information we gather and why we collect it.

<https://actriv.com/privacy/>

Immigration Law Compliance

Actriv Healthcare Inc. is required by federal immigration laws to verify the identity and work authorization of all new employees. In keeping with the obligation, documentation that shows each person's identity and legal authority to work must be inspected. Each new employee must also attest to his/her identity and legal authority to work in conjunction with an I-9 Form provided by the federal government. This verification must be completed as soon as possible after an offer of employment is made and in no event more than (3) business days after an individual is hired and before the individual begins work. A copy of this Form will be provided to you for your completion. All offers of employment with Actriv Healthcare Inc. are conditioned upon furnishing evidence of identity and legal authority to work in the United States in compliance with federal law. Providing falsified documents of identity and eligibility to work in the United States will result in

cancellation of your consideration for employment or dismissal if employed. Every rehired employee must also satisfy this requirement. It is the employee's responsibility to ensure that the work authorization on file is current. The Department of Homeland Security's recommendation is to apply for renewed authorization a minimum of ninety (90) days in advance of expiration. Inability to provide renewed authorization on or prior to the expiration date of the original document will result in the employee's immediate termination.

Statement of Equal Opportunity

Actriv Healthcare Inc. is committed to a policy of equal employment opportunity for all applicants and employees. Employment decisions will comply with all applicable laws prohibiting discrimination in employment, including Title VII of the Civil Rights Act of 1964, the Age Discrimination in Employment Act of 1967, the Americans with Disabilities Act of 1990, the Immigration and Nationality Act, the Genetic Information Nondiscrimination Act, and any other applicable state and federal laws. Actriv Healthcare Inc. will not discriminate in recruiting, hiring, training, promotion, transfer, discharge, compensation or any other term or condition of employment based on protected characteristics, including but not limited to race, religion, color, age (over age 39), sex, national origin, or based on disability if the employee can perform the essential functions of the job, with a

reasonable accommodation, if necessary.

In keeping with this policy, Actriv Healthcare Inc. does not engage in impermissible discrimination based on any protected characteristic. Actriv Healthcare Inc. will also make reasonable accommodations that are necessary to comply with state and federal disability discrimination laws. This means that Actriv Healthcare Inc. will make reasonable accommodations for the known physical or mental disability or known medical condition of an applicant or employee, consistent with its legal obligations to do so.

As part of its commitment to make reasonable accommodations, Actriv Healthcare Inc. also wishes to participate in a timely, good faith, interactive process with the disabled applicant or employee to determine effective reasonable accommodations, if any, that can be made in response to a request for accommodations or when the law otherwise requires such process. Applicants and employees are invited to identify reasonable accommodations that can be made to assist them to perform the essential functions of the position they seek or occupy. They should contact the Hearts and Culture (H&C) department at Actriv Healthcare Inc.

Any employee who is aware of discriminatory conduct or who has any concern about a possible violation of this policy should

immediately report the conduct or concern to his or her supervisor, designated the Hearts and Culture (H&C) personnel, or any corporate officer.

Any reported violations of Equal Employment Opportunity Commission (EEOC) regulations or this policy will be thoroughly investigated in the most confidential manner possible. Employees will not be retaliated against for reporting complaints or participating in an investigation into any reports made.

Disability Accommodations

We support the employment of qualified individuals with disabilities in accordance with applicable federal, state, and local laws, including the Americans with Disabilities Act of 1990 (ADA), the Americans with Disabilities Act Amendment Act of 2008 (ADAAA), and Section 504 of the Rehabilitation Act of 1973. On request, job applications and assistance with the application procedure are accessible in other formats.

We also provide reasonable accommodations for qualifying individuals with disabilities, so long as the accommodation does not impose an excessive burden. Please contact the Hearts and Culture (H&C) Department for further information on obtaining a reasonable accommodation.

Our Brand Foundation— Do the right thing.

Actriv figured out that by empowering, supporting, and respecting Providers, they will in turn deliver exceptional care to Patients at an industry leading level. All the technology and innovation is pointless if it doesn't enable Providers to do their job with excellence and joy. So, every process, every tool, and every communication is in place to do just that.

Simply put, Actriv serves Providers and Facilities so they can improve the lives of those they serve.

Your Career: Making an impact through Actriv.

Onboarding and Ongoing Employment

Actriv is a national workforce solutions company that specializing in the placement of highly qualified healthcare providers and, dedicated to improving the way providers work and connect with healthcare Facilities to help them meet their patient care goals. Actriv has partnered with clients in a variety of healthcare settings such as Skilled Nursing homes, Rehabilitation Centers, Behavioral Health facilities, Assisted living, memory care facilities, hospice, clinics, hospitals, schools, urgent care and Long-Term Acute care hospitals. Our success relies on our continued commitment to taking the Patients-First Approach, which has been the pillar for our excellent recruitment efforts. We believe that our success is directly related to quality of healthcare professionals that join our mission. We strive to hire the Best of the best, Individuals that share our beliefs and rally around the cause of making the world a better place with empathy and energy.

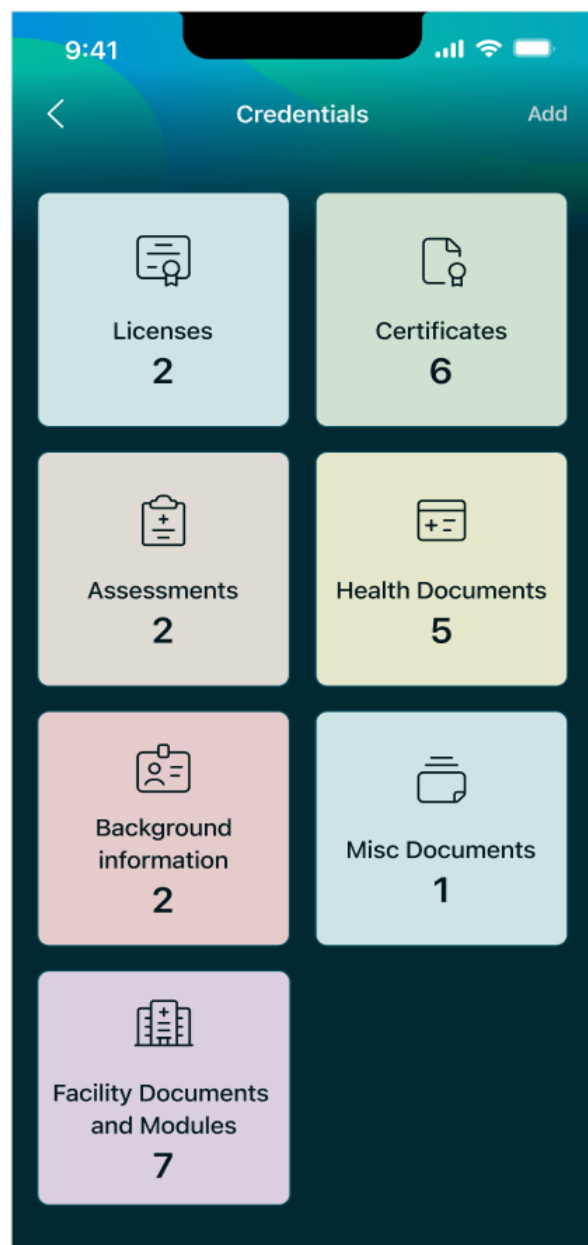
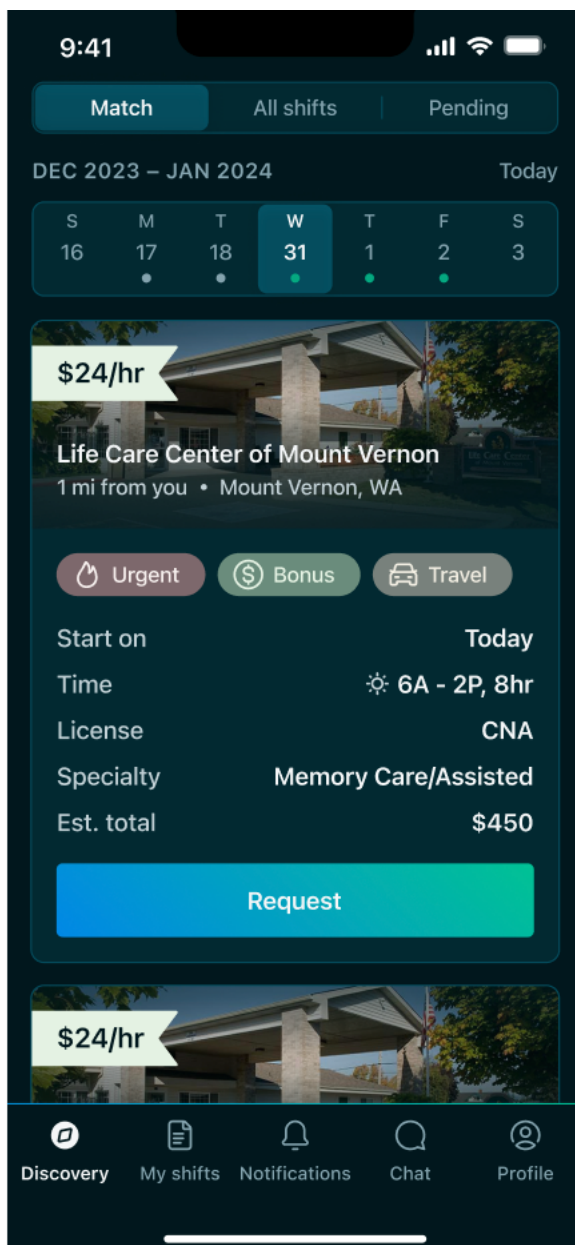
We believe in treating our Providers with care. You have the ultimate flexibility and control when it comes to scheduling, and you can choose where you want to work and how often. Actriv Providers enjoy full-time work status making health insurance, paid vacation, and sick time available to you. Actriv cares for our Providers so they can be successful, fulfilled, and in a better position to deliver empathy and care to the Patients they serve.

My Actriv App

Actriv is at the forefront of the pioneering efforts to transform the healthcare workforce through our pursuit of continuous innovation, a disruptive mindset, and our ambitious goals. Through innovation we have found better way through the Actriv App to help you

- a. Find the best shifts.
- b. Update your availability and preferences in real time.
- c. Build the schedule of your dreams.
- d. Receive personalized shift recommendations.
- e. Update your profile and skills checklist.
- f. Complete annual competency tests.
- g. Stay on top of your credentials; upload your credentials anytime.
- h. Stay connected to our Customer Success Team
- i. Transparently see what you were paid for.

Actriv offers flexible assignments and schedules through the Actriv App. The assignment availability depends on the requirements of our clients as well as your license type, skill level, facility and clinical setting experience and availability. You can accept any shifts or assignment on the Actriv App that matches your criteria.



Shift and assignment Cancellation and changes.

Occasionally confirmed shifts or work assignments may be cancelled or changed at any time by our clients. Unfortunately, that is something that is out of Actriv's control. In the event that your assignment is canceled or changed, you apply for another shift through the Actriv App, or your local Customer Success team will work to locate another shift or assignment that meets your scheduling needs. Actriv cannot guarantee that a replacement shift or assignment will be available. We encourage you to maintain a flexible work schedule in order to expand the number of potential shifts available to you.

After completing each assignment, it is your responsibility to request for shift or assignment from the Actriv App or contact your local Actriv Customer Success Team to request further shifts and/or by updating your availability on the Actriv App.

If you show up to a shift and are sent home before 4 hours of the start of the shift, you will be paid for 4 hours' worth of services. If you work longer than 4 hours, you will be paid for the actual number of hours worked.

Employment References

All requests for verifications of employment should be referred to our approved third-party vendor or the Employment Verification support team by contacting the Hearts and Culture (H&C) department or 888-597-0040. Only a representative of the Hearts and Culture (H&C) or Payroll Departments, or the third-party vendor, is authorized to verify current or former employment information, unless otherwise required by state and/or local laws. A request for verification will only confirm dates of employment and job title. Salary information will only be released with written employee authorization, or as required by law.

Company employees may not provide personal or employment references, only job position and dates of employment can be confirmed.

Education

"Continuing nursing education" refers to systematic professional learning experiences obtained after initial licensure and designed to augment the knowledge, skills, and judgment of nurses and enrich nurses' contributions to quality health care and the pursuit of professional career goals, related to a nurse's area of professional practice, growth, and development.

Performance Management and Nursing Pool Evaluations

Every Actriv Employee is required to get a Quarterly Nursing Pool Evaluation completed. Quarterly Nursing Pool Evaluations will be given to you upon hire, a downloadable copy is available on the Actriv website under resources or contact your customer success team to request a copy. You will not be eligible for an annual raise if you do not have the Quarterly Nursing Pool Evaluations completed for every quarter. It is your responsibility to get the Quarterly Nursing Pool Evaluations completed every quarter; you can request a supervisor to complete one at any of the Facilities you have been assigned to work at. Submit all the Clinical Compliance Team by emailing compliance@actriv.com or upload them directly on the Actriv App.

Your performance is reviewed in writing by your supervisor at annual intervals or at the end of your travel assignment, as applicable. It also may be reviewed at any time at your supervisor's discretion or upon your request. The reviews are designed to provide an opportunity to discuss your position, review performance, and set goals and objectives for future performance. Any adjustments to compensation are made based on several considerations, including performance. Generally, your compensation is reviewed in conjunction with your annual review. More frequent evaluations do not include a review of, or adjustments to, compensation.

Background Investigations

We require defined background checks for candidates, employees, interns, temporary employees, contractors, and volunteers prior to hire and during employment or while under contract. We adhere to local, state, and federal laws, including the Fair Credit Reporting Act (FCRA), regarding the use of background checks in employment decisions.

If any of the following instances occur, you must report it to your Clinical Quality Assurance Manager (CQAM) within two business days, or as soon as reasonably possible:

- You are arrested or charged with any offense.
- You become subject to an investigation or disciplined by any board of nursing, healthcare abuse/neglect registry, or any other related healthcare entity that oversees clinicians of any kind
- You experience any debarment, exclusion, suspension, or other event via a federal or state entity that makes you ineligible.

If you report any of these incidents to your manager or any member of management, they must call the Compliance team immediately. If any of these incidents or any other occurrence occurs that makes an employee ineligible to participate in federal healthcare programs, all members of management and/or the Compliance team must promptly notify the Legal Department.

Prior to taking action, all pertinent information will be analyzed. We shall take no adverse action based solely on an arrest. When evaluating an employee's background information, the Company will examine work relevance and business necessity, among other criteria. For further information, please contact the Hearts and Culture (H&C) Department.

Ending Employment

Employment is at-will with the Company. Any employee may terminate their employment at any moment. Similarly, the Company may terminate an employee's employment at any time, for any reason, and/or without prior notice, unless doing so would violate conflict a valid employment agreement. If your employment with us comes to an end, the sections below outline our separation processes.

Separation of Employment

If you find it necessary to leave us, you must offer two weeks' notice in writing and contact your manager prior to your final day of employment. You must return all Company property in your possession on or before your final day of work.

If you resign while a workplace misconduct inquiry or clinical investigation is ongoing, we will continue our investigation and expect your cooperation. If our investigation reveals that you engaged in misconduct, or if you fail to cooperate with the investigation, we reserve the right to convert your voluntary resignation into an involuntary termination, and we will report any misconduct to the appropriate authorities and any other third parties we deem necessary and/or appropriate.

You are expected to notify us in a timely manner of any change in address that occurs after separation and before your final Form W-2 is prepared. Address changes should be on the Rippling App or provided to the Hearts and Culture (H&C) Department to be updated with the Payroll Department.

Lack of Activity on your Profile

If you have not picked up a shift within the last 60 days, your profile will go into inactive status and your employment with Actriv Terminated. When your profile is in inactive status, you will not be eligible to pick up shifts through the Actriv App.

To get your profile reactivated, you must contact your local recruiting team to get Activated. Your Credentials must be current to be eligible for reactivation.

Clinical Supervision

The Clinical Director or Chief Care Officer provides clinical staff supervision for Actriv healthcare professionals. The Clinical Director or Chief Care Officer has an understanding of the scope of services provided by the disciplines supervised. The

Clinical Director or Chief Care Officer utilizes the appropriate practice acts, the professional licensing and certification boards and professional associations as clinical resources, as needed. It is The Clinical Director or Chief Care Officer's responsibility to identify and report aberrant or illegal behavior to professional boards and law enforcement agencies.

Benefits and Eligibility

Medical, Dental and vision benefits: Eligibility & Measurement Periods

Eligibility

To be eligible to receive full time benefit you must maintain an average of 30 hours per week within the last 180 days or 6 months.

Employer Contribution

Actriv contributes to more than 50% of the employee's monthly health premiums towards our employees' group health plan.

For Actriv to pay the employer portion of your monthly health premium contributions, you must work at least a minimum of one shift per pay period. Failing to work at least a minimum of one shift per pay period without providing a reasonable notice in writing to the Hearts and Culture (H&C) benefits team, Under the Consolidated Omnibus Budget Reconciliation Act (COBRA), you will be eligible to continued participating in our group health plan at your own expense for a period of time.

If your shifts or assignment was cancelled and no alternatives shifts, or assignment was immediately available and/or you were on vacation or family/medical emergency; Actriv will make reasonable accommodations to advance your contributions and will be automatically deducted in your next paycheck.

Ineligibility:

If within the last 180 days or 6 months Measurement Period, you were unable to average 30hours per week, your employment status will automatically change to Part time status, and you will no longer be eligible to participate in the employees' group health plan.

Re-eligibility:

To be eligible to re-enroll on the company's group health plan, you must maintain an average of 30 hours per week within the 180 days or 6 months measurement period. Once you are eligible, you will receive a notice from our benefits team to start the enrollment process.

To learn more about Actriv benefits, please refer to the Actriv Benefit enrollment guide.

Payment upon Separation and Last Paycheck Information

Final paychecks (excluding authorized deductions) through the last day of employment will be processed through the next regularly scheduled payroll period, unless state or local law requires payment sooner. Direct deposit will be canceled on your final day with us.

Most of your benefits coverage generally ends on the last day of employment, or as provided in the applicable plan documents. Under the Consolidated Omnibus Budget Reconciliation Act (COBRA), all eligible participating employees may be entitled to continued participation in our group health plan at your own expense for a period of time.

Rehire and Reactivation Policy

Former employees who separate from Actriv in good standing may be considered for reemployment; however, reemployment is not guaranteed. Employees who resign or quit without providing 2 weeks' notice may be ineligible for rehire. Employees who are involuntarily separated from Actriv may be ineligible for rehire.

Our Brand Vision— Delivering the best customer- centric service for our Providers, Facilities, and Patients.

The consumer-centric mindset for our organization puts the customer as the focal point of our business, helping us achieve a positive and personalized experience for all. This isn't just a strategy for our business purposes, but it allows us to create a seismic shift in how we work and how we impact peoples' lives. Leading with empathy allows us to understand our customers, to walk in their shoes, and to be reactive to their needs and perceptions.

Our ability to reinvent workforce solutions is the direct result of our compassion and focus on what's best for people. It's this attention to our customers that allows us to make a meaningful difference.

Employee Conduct and Integrity

Code of Conduct

Discrimination and Harassment

Actriv Healthcare Inc. is committed to providing a work environment that is free of unlawful discrimination. In keeping with this commitment, Actriv Healthcare Inc. maintains a strict policy prohibiting all forms of unlawful harassment, including sexual harassment and harassment based on race, color, religion, national origin, ancestry, physical disability, mental disability, medical condition, genetic information, marital status, sex, gender, gender identity, gender expression, age, military and veteran status, sexual orientation, or any other characteristic protected by state or federal law. This policy applies to all partners, agents, third parties and employees of Actriv Healthcare Inc. with whom an employee comes into contact, including supervisors and managers, co-workers, and non-supervisory employees. This policy extends not only to prohibiting unwelcome sexual advances and offensive sexual jokes, innuendos, or behaviors, but also prohibits offensive conduct related to or based upon factors other than sex. Furthermore, it prohibits unlawful harassment in any form, including verbal, physical and visual harassment.

Employees who believe they are victims of harassment or who are aware of harassment should immediately report the situation to a supervisor, the director of human resources, a designated human resource representative, or any manager or corporate officer. An employee who thinks he or she is a victim of harassment may discuss the offensive conduct with the offender(s) before reporting it to management but is not required to do so.

Actriv Healthcare Inc. will promptly investigate complaints or reports of harassment. The investigation will be conducted, and complaints will be handled, in a confidential manner to the extent realistically feasible. When warranted by the investigation, Actriv Healthcare Inc. will take immediate and appropriate corrective action. Such action may include disciplinary action against the offender(s), which may range up to and include dismissal, depending on the severity of the conduct as assessed by Actriv Healthcare Inc.

No retaliation will be permitted against an employee who registers a complaint or reports a harassment incident, or against any employee who provides testimony as a witness or who otherwise provides assistance to any complaining or reporting employee, or who provides assistance to Actriv Healthcare Inc. in connection with the investigation of any complaint or report.

After Actriv Healthcare Inc. has taken appropriate corrective action to resolve a complaint or report of harassment, Actriv Healthcare Inc. will make follow-up inquiries after an appropriate interval to ensure that the harassment has not resumed, and retaliation has not been suffered. However, victims and witnesses are not required to wait for follow-up. If harassment resumes or retaliation occurs, the victim or witness is encouraged to contact an appropriate Actriv

Healthcare Inc. supervisor, human resources representative, officer, or other Company manager immediately, so Actriv Healthcare Inc. may promptly and effectively act.

Anti-Harassment Policy

All Unlawful Harassment Prohibited

Actriv Healthcare prohibits and does not tolerate unlawful harassment of employees, other Healthcare Professionals, patients/residents, or any other covered persons on the basis of their race, color, creed, national origin or ancestry, citizenship, age, sex, pregnancy, gender, gender identity or expression, sexual orientation, religion, marital status, physical or mental disability, medical condition, genetic information or characteristics, or past, present, or prospective employment or service in the Company.

Sexual Harassment Policy

Actriv Healthcare Inc. is committed to providing a workplace that is free from all forms of discrimination, including sexual harassment. Actriv Healthcare Inc.'s policy on sexual harassment is part of its overall efforts to provide a workplace free from discrimination and retaliation, pursuant to local, state, and federal laws prohibiting discrimination, including based on age, race, color, creed/religion, national origin, honorably discharged veteran and military status, marital status, disability, sexual orientation, gender identity or expression, and sex, or any other characteristic that is protected by law. This policy is also part of Actriv Healthcare Inc.'s commitment to diversity and inclusion, and a workplace that is free from harassment, disrespect, and divisiveness.

Sexual harassment and retaliation are prohibited by the Civil Rights Act of 1964, as amended in 1991, and the Washington State Law Against Discrimination, RCW 49.60, among other laws.

Policy General Provisions:

- This policy applies to all employees, applicants for employment, executives, owners, board members, managers, supervisors, interns and volunteers (whether paid or unpaid), contractors, vendors, customers, and all persons conducting business with Actriv Healthcare Inc.. This policy applies to all persons regardless of their immigration status. In the remainder of this document, the term “covered persons” refers to this collective group.
- Sexual harassment will not be tolerated. Sexual harassment includes harassment on the basis of sex (including pregnancy, related medical conditions, and breastfeeding, gender identity or expression, sexual orientation, or any other category protected by applicable local, state, or federal laws). Any person covered by this policy who engages in sexual harassment or retaliation will be subject to corrective action, up to and including termination from employment.
- Sexual harassment is offensive, is a violation of our policies, can be unlawful, and may subject Actriv Healthcare Inc. to legal liability. Harassers also may be individually subject to liability, as can supervisors and managers who fail to take appropriate action. Covered persons who engage in sexual harassment, including owners, executives, managers, and supervisors, will be subject to corrective action for such misconduct. Owners, executives, managers, and supervisors will be subject to corrective action if they fail to take appropriate action when they receive a complaint of, observe, or otherwise become aware of sexual harassment.
- Actriv Healthcare Inc. has an obligation to investigate and conduct a prompt and thorough investigation that ensures a fair process for all parties, whenever Actriv Healthcare Inc. receives a

complaint about sexual harassment, or otherwise becomes aware of possible sexual harassment. Actriv Healthcare Inc. will keep the complaint and investigation confidential to the extent possible. When there is a determination that it is likely that sexual harassment occurred, effective corrective action will be taken. All covered persons are required to cooperate with any internal investigation of sexual harassment.

- Harassing behavior does not need to be illegal harassment in order for Actriv Healthcare Inc. to take corrective action. Actriv Healthcare Inc. will strive to create a workplace free from disrespect, divisiveness, incivility, and inappropriate behavior. Therefore, behavior that could create a harassing environment should the behavior continue or escalate will not be tolerated and will lead to corrective action.

- Retaliation is prohibited: Actriv Healthcare Inc. will not tolerate retaliation against anyone who reports or provides information about possible sexual harassment. Any owner, executive, manager, or supervisor who takes retaliatory action against anyone who has reported sexual harassment or who has provided information about possible harassment will be subject to corrective action. Anyone covered by this policy who engages in retaliatory harassment will be subject to corrective action.

- There will be no barriers to accessing the policy or participating in enforcement. All employees will receive training on this policy and the policy will be made available in a variety of languages, when necessary, so that it can be used and understood by all employees. The policy will also be communicated verbally to any person who does not read.

Sexual Harassment Definition:

Sexual harassment is defined as unwelcome language or conduct of a sexual nature, or language or conduct that is because of sex, when:

- o Such language or conduct has the purpose or effect of unreasonably interfering with an individual's work

performance or creating an intimidating, hostile, or offensive work environment (this can happen even if the complaining party is not the intended target of the sexual harassment);

- o Such conduct is made either explicitly or implicitly a term or condition of employment; or,
- o Submission to or rejection of such conduct is used as the basis for employment decisions.

Sexual harassment includes, but is not limited to, derogatory comments, jokes, or statements; sexual advances; sexually explicit language or stories; 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 even when the harassment is not sexual in nature, but rather is because of the person's gender. Sexual harassment can include language or conduct against a person of the same sex as the harasser.

Any sexually harassing conduct or language will be addressed under this policy, even if it is not a violation of the law. The list below is of examples of harassing behavior; however, it does not cover every type of harassment that will be considered to be a violation of this policy.

Examples of Language and Conduct that is Considered Prohibited Harassment:

- a) Physical conduct including but not limited to: sexual assault; grabbing, poking, pressing or intentionally brushing up against another person's body; blocking someone's movement or invading their space; touching someone's breast, buttocks, or between their legs; or any other unwanted and intentional physical contact.
- b) Visual conduct including but not limited to: leering; sexual gestures; displaying of sexually suggestive objects, pictures, cartoons, posters, screen-savers, or websites.
- c) Verbal conduct including but not limited to: sexually derogatory comments, epithets, slurs and jokes; verbal abuse of a sexual nature; graphic verbal comments about an individual's body; derogatory

comments related to gender or stereotypical gender roles; subtle or obvious pressure for unwelcome sexual activities; sexually suggestive or obscene letters, notes, emails, or texts; conversations, stories, comments or jokes about a person's sexuality or sexual experience; unwelcome questions about a person's sexuality or gender identity or expression.

- d) Asking a co-worker on a date multiple times if the request was unwelcomed.
- e) Verbal abuse or joking concerning a person's gender characteristics such as vocal pitch, facial hair, or the size or shape of a person's body.
- f) Offering an employment benefit (such as a raise, bonus, promotion, assistance with one's career, or better working conditions) in exchange for sexual favors, or threatening an employment detriment (such as termination, demotion, worse working conditions, or disciplinary action) when a person refuses to engage in sexual activity.
- g) Sending sexually related, sexually derogatory, or sexually suggestive text messages, videos, or messages via social media.
- h) Physical or verbal abuse concerning an individual's gender or the perception of the individual's gender.
- i) Making or threatening retaliatory action after receiving a negative response to sexual advances.
- j) Hostile actions taken against an individual because of that individual's sex, sexual orientation, gender identity or expression, or the status of being transgender, such as:
 - a. Interfering with, destroying, or damaging a person's work, workstation, tools, or equipment, or other interference with the individual's ability to perform the job.
 - b. Ignoring or ostracizing them.
 - c. Yelling or name-calling.

- k) Degrading comments in the form of sex stereotyping, which occurs when conduct or personality traits are considered inappropriate simply because they may not conform to other people's ideas or perceptions about how persons of a specific sex should act or look.
- l) Other actions not listed above could constitute sexual harassment and/or a violation of this policy and be subject to corrective action.

Location and Timing of Behavior:

Sexual harassment is not limited to the physical workplace. It can occur during travel, at events sponsored by Actriv Healthcare Inc., or via phone, email, text, or social media. Such behavior can also occur outside of scheduled work time. Covered persons who engage in sexually harassing conduct outside of the workplace or outside of work hours will be subject to corrective action.

Responsibilities of Persons Covered by this Policy:

Each covered person has the responsibility to refrain from sexual harassment that impacts the workplace. The harasser will be subject to corrective action up to and including termination from employment in accordance with Actriv Healthcare Inc.'s disciplinary policy.

Any covered person who believes they have been the target of sexual harassment or witnesses sexual harassment, is encouraged to follow Actriv Healthcare Inc.'s Reporting Procedure to report the sexual harassment.

The covered person does not need to confront the harasser in order for a complaint, investigation, and corrective action to take place. A covered person who experiences sexual harassment may, if they choose to and can do so safely, inform the harassing person that such conduct is unwelcome and offensive and must stop.

Employees shall familiarize themselves with this Policy and the Reporting Procedure and attend all required sexual harassment trainings.

Actriv Healthcare Inc. Responsibilities:

Actriv Healthcare Inc., including owners, executives, managers, and supervisors, are ultimately responsible for maintaining a workplace free from sexual harassment.

Owners, executives, managers, and supervisors must take sexual harassment seriously, and take prompt and effective action when they receive a complaint, observe harassment, or otherwise become aware of possible harassment. All management and supervisory personnel will follow Actriv Healthcare Inc.'s Investigation Procedures, and all management and supervisory personnel will cooperate with an investigation.

Managers and supervisors are required to follow Actriv Healthcare Inc.'s Investigation Procedures when they receive a complaint, see possible harassment, or otherwise become aware of possible harassing behavior. In such circumstances where a person discloses sexual harassment but does not want to make a formal complaint, or when the complaining party changes their mind and retracts the complaint, the manager or supervisor is still obligated to act upon the information and follow the Investigative Procedures.

Retaliation against those who report sexual harassment or who participate as a witness to a complaint is prohibited. If a supervisor or manager sees any retaliation or retaliatory harassment toward an employee, they must report this conduct to safe@actriv.com. If an owner, executive, supervisor, or manager engages in retaliation, they will be subject to corrective action.

Owners, executives, managers, and supervisors shall familiarize themselves with this Policy and the Reporting Procedure and attend all sexual harassment training for managers and supervisors. Owners, executives, managers, and supervisors shall be able to understand and recognize sexual harassment and should be able to provide information and direction to employees regarding sexual harassment, the Policy, and the Reporting Procedure.

Distribution of Policy:

This Policy and Reporting Procedure shall be distributed annually to all employees and will be provided to employees upon hire and promotion. This Policy and Reporting Procedure will be distributed and displayed in multiple languages, when necessary, for the policy to be understood and used by everyone and provided verbally to persons who cannot read.

Reporting

The Company will enforce its policy against all forms of harassment. However, the success of our efforts is primarily dependent on your reporting of behavior that may violate this policy. If you believe that you or another individual may have been subjected to activity that violates this policy, you must immediately report it. You can also reach the Equal Employment Opportunity Commission by visiting www.eeoc.gov or calling (800) 669-4000, 1-844-234-5122 (ASL Video Phone).

Retaliation:

Retaliation is unlawful under federal, state, and applicable local laws. The laws protect any individual who has engaged in "protected activity." Protected activity occurs when a person has:

- Made a complaint of sexual harassment, either internally, with an administrative anti-discrimination agency, or filed a lawsuit about harassment.
- Provided information, testified, or assisted in a proceeding involving sexual harassment.
- Opposed sexual harassment by making an formal or informal complaint to management, or by simply informing a supervisor or management of harassment; or
- Reported that another employee has been sexually harassed.

Employees are protected from retaliation and retaliatory harassment from all persons covered by this policy. Even if the alleged harassment does not rise to the level of a violation of law or of this policy, the individual is protected from retaliation if the person who engaged in protected activity believed

that the behavior was unlawful or a policy violation. However, someone who makes a complaint of harassment that they know is false may be subject to discipline.

Retaliation is any action that could discourage an employee from coming forward to make or support a sexual harassment claim. The action need not be job-related or occur in the workplace to constitute unlawful retaliation (e.g., threats of physical violence for reporting sent via social media or outside of work hours).

Examples of retaliation include but are not limited to:

- Termination or demotion.
- A decrease in hours, removing work, or denying a promotion.
- Being given more work, more difficult work, or undesirable tasks.
- Isolation or transfer to a less desirable location.
- Hyper scrutiny by a supervisor or manager or poor performance reviews.
- Threatening messages sent via social media or text.
- Retaliatory harassment by supervisors or managers, or by co-workers when the harassment is reported to or witnessed by a supervisor or manager.

Examples are:

- o Leaving the person out of meetings or work-related events.
- o Refusing to communicate with the person.
- o Spreading rumors about the person.
- o Interacting with the person in a hostile manner that is different from interactions prior to the complaint.
- Disciplinary action based on pretextual reasons.
- Threatening the safety or livelihood of the complaining party's family members.
- Taking a purposefully unreasonable amount of time to investigate the complaint.
- Giving a negative reference.

Different Forms of Harassment

The Company's anti-harassment policy applies equally to harassment based on an employee's race, color, creed, national origin

or ancestry, citizenship, age, sex, pregnancy, gender, gender identity, gender expression, sexual orientation, religion, marital status, physical or mental disability, medical condition, genetic information, or characteristics, past, present, or future service in the armed forces, or any other legally protected characteristic.

Such harassment includes:

1. **Verbal** (such as epithets, insulting words, slurs, pejorative comments, or jokes)
2. **Physical** (such as assault or unwanted physical contact); and
3. **Visual harassment** (for example, displaying derogatory posters, cartoons, drawings or making derogatory gestures).

This list is intended to be illustrative, not exhaustive. No type of harassment is acceptable.

Reporting & Investigation Procedures:

To ensure a workplace free from sexual harassment or any form of harassment, everyone should take collective responsibility for ending sexual harassment or any form of harassment in the workplace and is encouraged to report sexual harassment or any form of harassment. Actriv Healthcare Inc. will not be able to prevent or correct sexual harassment or any form of harassment unless it is aware of what is happening.

1. If you believe you have been harassed or have observed harassment or other improper conduct in the workplace, you must immediately report the incident in accordance with the Facility's policy. In addition, you must report the harassment or other significant incident in writing or by phone to your Clinical Quality Assurance Manager (CQAM) at Actriv Healthcare, providing the contact information for the individual at the Facility to whom you reported the complaint or conduct.
2. The Clinical Quality Assurance Manager (CQAM) will contact the appropriate Facility personnel to confirm that they are conducting a

thorough investigation of the complaint. The Clinical Quality Assurance Manager (CQAM) will collaborate with you and the Facility to communicate the investigation's status. The Clinical Quality Assurance Manager (CQAM) will give you with updates as they become available from the Facility.

3. If the behavior involves a Company employee, you must contact the Clinical Quality Assurance Manager (CQAM) or email safe@actriv.com to report the conduct. Clinical Quality Assurance Manager (CQAM) will alert the Hearts and Culture (H&C) department of the company so that an investigation can be conducted.

If the inquiry reveals that a violation of the harassment policy has occurred, the Company will take corrective action and you will be notified.

All complaints of sexual harassment, including a verbal complaint, or a complaint in a language other than English, will be investigated. Actriv Healthcare Inc. will make a complaint form available for employees to report and file complaints. However, a complaint will still be investigated when the form is not used.

Any complaining party or witness who believes that they are being retaliated against for making a complaint or participating in an investigation is encouraged to follow the Reporting Procedure set forth above to make a complaint of retaliation.

Any allegation or complaint will be held in strictest confidence, to the extent possible, and any employee who believes that they have been a victim of sexual harassment should make these complaints known without fear of any retaliatory action by any employee or officer of the Company.

Workplace Violence Prevention

Statement of Commitment to Safe Work Environment

Actriv Healthcare is committed to creating a workplace free of violence, threats of

violence, and intimidation. Actriv Healthcare has a zero-tolerance policy regarding workplace violence, whether it occurs on-site or off-site during work-related activities.

Examples of Prohibited and Reportable Behavior

- Workplace violence is defined as any act or threat of physical violence, harassment, intimidation, any other threatening or disruptive behaviors that occur at the worksite or during work related activity. Examples include, but are not limited to, direct or indirect threats (written or verbal), verbal abuse, and physical assaults involving an employee or non-employee. Non-employees include, but are not limited to, visitors, customers, clients, client family members, vendors, and former employees.

It is against the Actriv's Standards of Conduct for any employee to possess, transport, brandish, use a weapon of any kind, or to have knowledge of possession of a weapon at a Actriv worksite, at a Actriv sponsored function, or while conducting Actriv business. Please consult your state supplement for additional state-specific guidance.

- Suspicious activities or suspicious individuals in or around Actriv worksites/Facility personnel. "If you see something, say something."

Reporting

Actriv is committed to promptly and thoroughly investigating all reports of potential and actual workplace violence. In the event that threats of or actual violence or other conduct that is in violation of these guidelines are reported, every effort will be made to maintain confidentiality of the individual reporting the concern. However, the reporter's identity may be revealed only on a need-to-know basis to ensure fairness to both the reporter as well as the individual being accused.

Employees must immediately report any of the behaviors noted above to their supervisor, Employee Relations, or email

safe@actriv.com to report the conduct. In the event such an occurrence is reported directly to a manager, it is the manager's responsibility to report the concern immediately to Employee Relations. Any employee or manager in immediate danger should call 911 and report the issue to the local law enforcement authority.

Non-employee Workplace Violence Prevention

Employees must report any non-work-related safety concerns that have the potential to affect the workplace to Employee Relations or email safe@actriv.com. Employees are also

Relationships at Work

We are committed to providing an enjoyable and professional working environment. We make every effort to make sure your work environment is free from any form of harassment and all employment opportunities are based on merit and sound business decisions, rather than factors such as favoritism or romantic relationship.

Relationships between Managers and Subordinate

Relationships Inappropriate personal or romantic relationships involving managers or supervisors can result in allegations of sexual harassment or opportunities for conflicts of interest. For this reason, we prohibit any employee from dating or engaging in sexual or similar relationships with one of their subordinates or someone they supervise. We expect all managers and supervisors to always maintain professional work relationships.

Peer to Peer Relationships

Inappropriate personal or romantic relationships between employees may also result in work-related problems and can significantly impact our ability to maintain a productive and efficient work environment. If the work environment is disrupted, we reserve the right to take corrective action to employees involved in such relationships, up to and including termination. You are obligated to immediately report any personal dating or romantic relationship to your manager or the Hearts and Culture (H&C) Department. If we learn about these types of relationships, we will take appropriate actions that are in our best interest, which could include a change in responsibility of the individuals involved or a transfer of one or both individuals to a different location or department. Questions regarding

encouraged to report any protective or restraining order that they have obtained that lists the workplace as a protected area.

Employee Follow-up

Any employee found to be responsible for actual or threatened violence, or other conduct in violation of these policies, shall be subject to immediate Corrective Action, up to and including termination of employment.

If you have any questions about this information, please contact Hearts and Culture (H&C) for assistance.

this policy should be directed to your manager or the Hearts and Culture (H&C) Department.

Employment of Relatives

Our policy does not prohibit the employment of relatives. However, relatives cannot be hired in, or promoted to, a position where one relative may be in a supervisory position and have influence over another relative. In situations where this could occur, employees may have to move to another location or division within the organization to be eligible for promotion opportunities. In instances where the employment of relatives within the same office or department is being considered, employee relations and appropriate leadership must be consulted for approval prior to an employment decision.

For the purposes of this policy, “relative” includes individuals such as a spouse or domestic partner, child, parent, sibling, grandparent, in-law, aunt, uncle, niece, nephew, first cousin, step-relative, and any other individual with a similar relationship. Relatives who become involved in a working relationship must immediately report it to their manager and to the Human Resources Department so that appropriate adjustments in assignments can be made.

We reserve the right not to hire a relative of an employee when, in our judgment, the employment of the relative might affect the morale, efficiency, or productivity of the respective work group or department or if it would result in a direct supervisory relationship or other conflict of interest between the related employees.

Professional Boundaries

We are committed to creating a professional workplace in which our workers and clients are treated with respect and courtesy. When dealing and talking with clients, we expect all staff to maintain proper professional boundaries.

These items are prohibited:

- a) Sharing personal information or involving oneself intimately with clients.
- b) Accepting Shifts/Assignment directly from the client.
- c) Paying for a client's personal costs (meals, groceries, petrol, etc.).
- d) Engaging in financial transactions with a client, such as purchasing or selling products to or from a patient or client.
- e) Accepting gifts and other client favors.
- f) Communicating with the client outside of normal business hours, especially via social media. All interactions with Actriv clients must be coordinated through your local customer success team.

Employees must call their local customer success team immediately if they believe that any action or circumstance with a customer has broken professional limits, or if they have any issues about professional boundaries.

Before providing services, any preexisting personal relationship with a prospective customer must be revealed and agreed upon.

Anti-Retaliation Policy

Activr will not tolerate any kind of retaliation against any employee who, in good faith, reports policy infractions or cooperates with a federal, state, or local law enforcement agency. Employees who file complaints or participate in an inquiry may be subject to intimidation, threats, coercion, and discrimination. Regarding any part of your employment, including but not limited to hiring, firing, salary, work assignments, promotions, layoffs, training, benefits, and any other component of your employment, retaliation is banned.

Immediately contact the Compliance Department, the Legal Department, a member of the company's compliance committee, the Integrity Hotline, or the Hearts and Culture (H&C) Department if you believe you have been retaliated against for reporting harassment or discrimination or for participating in an investigation into such a matter. If retaliation is reported, every effort will be taken to protect its confidentiality. To maintain justice for both the reporter and the individual accused of retaliation, the reporter's name may be divulged only to those who have a need to know.

Employee Conduct and Corrective Action

In order to maintain an orderly, efficient, safe, and productive work environment, each individual must adhere to acceptable norms of behavior whenever and wherever people work together. Employees are required to adhere to all Company rules, regulations, and procedures, whether or not they are outlined in this handbook; failure to do so may result in disciplinary action up to and including termination.

The Company maintains the right to reprimand, correct, and/or dismiss workers for any and all infractions of the conduct standards.

Corrective Action

We believe in treating all workers fairly and ensuring that remedial measures are fast and impartial. If your performance, conduct, or behavior violates or falls below our standards, we will take corrective action, which may include mandatory training, counseling, and corrective action, as required and appropriate. Our approach to corrective action policy is intended to give a systematic corrective action and escalation procedure to improve and avoid the recurrence of unwanted behavior or performance concerns.

Employees Conduct

The maintenance of extremely high standards of honesty, integrity, performance, and conduct is essential to the proper performance of our business, the satisfaction of our clients, and the maintenance of our clients' trust. Actriv Healthcare Inc. expects its employees to have careful regard for our standards and avoid even the appearance of dishonesty or misconduct. Our employees are expected to conduct themselves at all times in a professional and courteous manner, to exercise good judgement in the discharge of their responsibilities, and to conduct themselves in a manner that can be supported by management.

Any misconduct or violation of the policies in this handbook or otherwise of Actriv Healthcare Inc. may result in disciplinary action, up to and including termination of employment. The following provides a non-exhaustive list of examples of conduct that may result in such disciplinary action:

- Unsatisfactory or careless performance or neglect of duties.
- Misconduct.
- Failure to use or maintain Actriv Healthcare Inc. or client property in a proper manner.
- Misusing, destroying, or damaging property of Actriv Healthcare Inc., a fellow employee, a client, or a visitor.
- Altering, removing, or destroying Actriv Healthcare Inc. or client records and/or property.
- Deliberate or careless damage to Actriv Healthcare Inc. or client property.
- Inappropriate, malicious, disparaging, or derogatory verbal or written statements concerning Actriv Healthcare Inc. or any of its clients, employees, or representatives.
- Falsifying personal, client, or Actriv Healthcare Inc. records, including any employment application or other employment information, or any other records or documents related to the Actriv Healthcare Inc., its business, or any of its clients, employees, or representatives.
- Excessive tardiness, absenteeism, or abuse of any paid time off policy.
- Absence for one or more consecutive work days without notice to the Managing Partner or Actriv Healthcare Inc. Administrator, unless a reasonable excuse is offered and accepted by Actriv Healthcare Inc..
- Failure to give proper notice of an expected absence.
- Dishonesty of any kind, including theft or misappropriation of property of Actriv Healthcare Inc., or its employees, or past, current or prospective clients or representatives.
- Possession, use, or display of any weapon on Actriv Healthcare Inc. premises or while on Actriv Healthcare Inc. business.
- Possession, use, or being under the influence of drugs or alcohol on the premises or while on Actriv Healthcare Inc. business.

- Any conduct endangering, or any verbal or nonverbal threat to endanger, property, life, safety, or health. Actual or threatened violence.
- Disrespect for management, or any supervisor, employee, or client of Actriv Healthcare Inc., including insubordination, failure to perform any reasonable assignment, or obscene or abusive language or behavior.
- Willful violation of HIPAA privacy laws.
- Violation of Actriv Healthcare Inc. harassment policy or any other form of unlawful or unethical conduct, harassment, or discrimination.
- Off-duty or pre-employment conduct that reflects or may adversely reflect on Actriv Healthcare Inc. if the employee were to remain employed.
- There is no eating allowed in facility common areas, patient rooms, med rooms, facility hallways, or cafeterias. Eating is allowed only in designated break rooms on designated break times. Eating off a patient's tray is grounds for immediate termination.

These examples are not all-inclusive, but merely illustrate the kind of conduct that may be detrimental to Actriv Healthcare Inc., or its clients or employees. Employees may be discharged or disciplined for conduct not specifically mentioned in this handbook, as determined in the sole discretion of the Actriv Healthcare Inc.

It should be remembered that employment is at the mutual consent of the employee and Actriv Healthcare Inc. Accordingly, either the employee or Actriv Healthcare Inc. can terminate the employment relationship at will, at any time, either with or without cause or advance notice. Nothing in this Employee Handbook or any policy has the purpose or will be enforced to interfere with any employee's legal rights, including the rights provided by Section 7 of the National Labor Relations Act.

Customer Relations

As an employee, you make a major contribution to our business growth. Your honesty, integrity, and competence in performing your job are necessary for our customers and their patient's satisfaction. Your ability to develop positive customer relations is essential to our job performance. If your duties include a support role, other employees should be treated as customers.

Misuse of Customer resources

You may not use Actriv or our clients' facilities, computers, or equipment for your personal gain or benefit or for the gain or benefit of another individual or outside organization.

Examples of misuse:

- a) Conducting an outside business or private employment or other activities conducted for private financial gain. **Example:** *Sending an email to your coworkers to advertise your personal web design business*
- b) Supporting, promoting, or soliciting for an outside organization or group unless otherwise provided by law, Actriv's and Clients' policy. Advertising and selling for commercial purposes. **Example:** *Using a client's copy machine to print flyers for your garage sale*
- c) Assisting an election campaign, promoting, or opposing a ballot proposition or initiative, or lobbying the state legislature.
Example: *Posting political information (such as promotional materials for candidates or initiatives) in the employee lunchroom or break room.*
- d) Personal entertainment. **Example:** *Streaming internet radio, pornography, videos on client's computer*
- e) Making a long-distance phone call to a relative using a client's phone line

Conflict of Interest

During your employment with Actriv Healthcare Inc., you are prohibited from directly or indirectly competing with Actriv Healthcare Inc., including, but not limited to, providing, owning an interest in, or assisting any other person or entity that is in competition with Actriv Healthcare Inc. or that provides any product, service, or offering of a type that is the same or similar to that provided by Actriv Healthcare Inc. from time to time. Additionally, during your employment with Actriv Healthcare Inc., you are prohibited from at any time directly or indirectly working for, assisting, or owning an interest in any business or venture that constitutes a conflict of interest. Actriv Healthcare Inc. will determine in its sole discretion whether any work or interest constitutes a violation of this policy. Before you begin to work for directly or indirectly, assist, or own an interest in any other business or venture other than Actriv Healthcare Inc., you must notify your supervisor or the Legal Department.

Engaging in Outside Work

We require your activities and conduct outside of work not to compete, conflict with, or compromise our interests. This prohibits you from performing any services for clients outside your working time that are normally performed by our employees. You may not receive any income or material gain from people not employed by us for materials created or services performed during your employment with the Company. Activities outside your working time must not negatively affect your job performance and your ability to fulfill your

responsibilities. You are prohibited from using any of our property to perform work for an outside source. If we determine any outside work interferes with your performance or ability to meet the requirements of your job, including requests to work beyond normal hours, you may be asked to terminate or limit the outside employment if you want to remain employed with us.

False Claims

We expect total compliance with the federal False Claims Act and other federal and state laws that prohibit submission of a knowingly false or fraudulent claim for payment to the United States or state government and knowingly making or using a false statement to get a claim paid or approved. A violation of these laws can result in significant civil monetary penalties and possible exclusion of you or us from any form of participation in federal or state health programs, including Medicaid or Medicare. Criminal penalties are also possible.

The federal False Claims Act and similar state laws include a “whistleblower” provision that provides protection for an employee who investigates an allegedly false claim or assists with testimony or otherwise in a False Claim Act prosecution. These laws entitle whistleblowers to protection against workplace retaliation including employment reinstatement and back pay. A whistleblower with actual knowledge of an allegedly false claim also is permitted to file a lawsuit on behalf of the government to enforce the False Claims Act.

We maintain a Compliance and Ethics Program for preventing, detecting, and eliminating fraud, waste, and abuse. Our program includes compliance education, auditing and monitoring, enforcement of compliance standards, and a process for employee reporting of any suspected noncompliant or false claim actions.

Detecting, Reporting, and Preventing Fraud, Waste, and Abuse

We are dedicated to compliance with federal and state fraud, waste, and abuse laws and regulations, including Section 6032 of the Deficit Reduction Act (DRA) of 2005. We have developed a policy to notify you and our contractors on the requirements of certain federal and state healthcare laws in order to maintain compliance. This policy also contains the Company's adopted methods for detecting and preventing fraud, waste, and abuse.

Several states have established expansive false claims legislation based after the federal False Claims Act, which impose identical civil penalties for each action, in addition to triple damages and reimbursement of costs.

Other states have established legislation that carry civil penalties of up to \$10,000 per violation, plus three times the amount of excess payment, interest, and

repayment of civil action expenses, as well as criminal fines of up to \$50,000 and possibly imprisonment. In addition, many state laws provide safeguards for whistleblowers, which prevent employers from taking unfavorable action against employees who report fraudulent claims.

You are prohibited from intentionally submitting a fraudulent reimbursement claim to a federal or state healthcare program, including Medicare and Medicaid. Such activity is prohibited by federal law and may be prohibited by state laws and regulations. We have created a Compliance and Ethics Program to ensure that our company is handled with the utmost integrity by ensuring that all of our employees and contractors are fully aware of what constitutes a fraudulent claim.

Drug-free Workplace

We are committed to creating a workplace that is safe, healthy, and productive. We will not allow alcohol and drug abuse in the workplace since it poses a significant threat to the health, safety, and productivity of our employees. We adhere to the Drug-Free Workplace Act of 1988 guidelines.

The drug abuse policy is in force at all of our offices and client locations and applies to all workers, including those who operate company cars off-site.

It is against our policy to:

- Use, possess, distribute, manufacture, sell, trade, offer for sale, or buy illegal drugs, inhalants, or drug paraphernalia, or otherwise engage in the unlawful use of drugs on the job or on our property.

- To report to work under the influence of alcohol or illicit narcotics.
- Refuse to submit to a drug or alcohol test, tamper with or destroy a test sample, or provide a fabricated sample.
- You may not store or carry illicit substances or alcohol on our property or our clients' facilities.

These limitations do not apply to medications taken according to a documented prescription and professional practitioner's guidance.

Before commencing work, you are responsible for informing your manager if, under the direction of a licensed practitioner, you are using prescription drugs or other medications that may impair your ability to work safely and effectively.

If you report to work or are observed to be incapable of safely and effectively performing your job while under the influence of a prescription drug, nonprescription drug, or other medication, you may be asked to leave, submit to a reasonable cause drug screen, and/or be subject to corrective action, which may include termination of employment. Participation in a drug addiction help or recovery program may be a condition of continued employment, depending on the circumstances.

Even though Cannabis may be legal in your state, it is a federally prohibited restricted drug. Those who produce proper evidence of a medical marijuana

prescription or who test positive for marijuana while holding a legal prescription will be examined case-by-case in accordance with state and municipal legislation to guarantee the safety of our high-risk population.

Alcohol and Drug Testing

We reserve the right to require drug or alcohol testing during the pre-employment process, any time there is reasonable cause or suspicion, after on-the-job incidents, randomly, and at a client's request, in accordance with applicable law.

If a request for you to submit to a drug test is made, you will have 24 hours to report to your local Actriv office or an approved state-licensed facility of our choice where the test will be performed. If a request for you to submit to a drug test is made on a Friday or Saturday and there is no clinic available with weekend hours, you will have 48 hours to report to your local Actriv office or an approved state-licensed facility where the test will be performed. If you fail to report to the facility to submit to a requested drug test within the above stated time frame, or refuse to submit to a requested drug test, you may be terminated for violation of the substance abuse policy and will be considered ineligible for rehire.

Any employee terminated for violation of the Substance Abuse policy will be reported to the appropriate state licensing agency when applicable. If you are asked to submit to testing due to a reasonable suspicion of being under the influence of alcohol, you will be immediately required to report to a nearby testing site via taxi, ride share, or through a personal driver other than yourself. If you refuse to immediately report for testing when inebriation is suspected, you may be terminated. All drug and alcohol tests will be performed by a member of the compliance team or a state licensed laboratory of our choosing, according to the guidelines for federal workplace testing and state drug testing regulations. Within 72 hours of notification of a positive result, you may request a second clinical test on the same sample at a cost to yourself.

If you have a positive confirmed test result, a Compliance Specialist or Medical Review Personnel will attempt to contact you to privately discuss the findings. If a drug screen is returned with an initial positive due to prescription medication, you will have 48 hours to provide proof of the prescription to the requesting Compliance Specialist.

Compliance Specialist or Medical Review Personnel will take information provided by you into account when interpreting any positive confirmed test results. The information provided will be treated as confidential and will not be store on file or given to us.

This policy is intended to comply with all state laws governing drug testing and is designed to fully safeguard your privacy rights of the law.

Innovate. Inform. Inspire. Imagine. Influence.

These are words that we are not just familiar with, but actions that drive our interactions within our industry. Actriv is at the forefront of the pioneering efforts to transform the healthcare workforce through our pursuit of continuous innovation, a disruptive mindset, and our ambitious goals.

It's not enough to be the best. We must reimagine what being the best looks like and devote ourselves to evolving in the way we care; the way we make decisions for our company; and the way we inform and influence the healthcare community. We believe that continued innovation and out-of-the-box thinking will lead to a better future for our people: a future where work-life harmony is frictionless and balanced, and today's challenges are solved with tomorrow's solutions.

Workplace Expectations

Smoke-free Workplace

We are committed to making every reasonable effort to provide you with a safe, healthy, and comfortable environment. In addition, we take into consideration the needs and desires of all employees regarding the use of tobacco products. The use of tobacco products is prohibited on our properties, and while working in client or patient homes and/or facilities.

Tobacco products include, but are not limited to, cigarettes, cigars, pipe tobacco, smokeless tobacco, e-cigarettes, and vaporizers. We do not provide designated smoking locations or smoking breaks to our employees. All employees share in the responsibility for adhering to and enforcing this policy. In some states, applicable law provides for reporting to appropriate authorities if a person does not comply with a request to immediately refrain from smoking or leave the nonsmoking areas.

To the extent that any applicable federal, state, or local law mandates a more restrictive prohibition on smoking, the applicable law will be followed. Similarly, to the extent that an applicable federal, state, or local law prohibits enforcement of some aspect of this no-smoking policy, the policy will be enforced to the greatest legally allowable extent.

Staying Active and Mandatory Contact

It is your responsibility to request for shift or assignment from the Actriv App or contact your local Actriv Customer Success Team to request further shifts and/or by updating your availability on the Actriv App.

Actriv may consider you unavailable for work or a voluntary quit/resignation if you fail to maintain contact with your office or you do not accept shifts through the app for a period of 45 days. Further, this may lead to an interruption or denial of your unemployment benefits or any other employment benefits provided by Actriv. Employees are responsible for ensuring that their Actriv Profile has the most up to date contact information to reach them.

To keep your Actriv Profile active, you will need to pick up shifts and keep your credentialing documents current.

Dress Code Standards

Actriv expects its employees to present a professional image at work, exhibiting the skills and experience they have in their particular fields or activities. Dress and proper grooming also convey this message of professionalism in much the same

way as the actual services employees perform. Since patients and visitors often form an opinion of the Healthcare Facilities, we serve by the appearance of those who serve, a favorable professional appearance is essential.

You are responsible for maintaining acceptable standards of good grooming, personal cleanliness and proper attire where not specifically addressed in this policy. Extreme dress styles, hair styles, jewelry, make-up and nails and body piercing, including but not limited to eyebrow rings and nose rings, are unacceptable.

Cleanliness and good hygiene - Every employee is expected to be neat and clean in appearance and to practice good hygiene.

Hair - Hair must be clean, well-groomed, and neat; not to interfere with patient care. Extreme and fad hairstyles such as mohawks, unnatural coloring of hair and unconventional cuts are not permitted. Men are to be clean shaven or have short, groomed and neatly trimmed mustaches and beards.

Nails - Nails must be clean, kept short and well-manicured. Artificial nails/nail enhancements are prohibited. Nail polish, if applied, must be free of cracks and not contain nail jewelry or decorations.

Jewelry - You must wear a watch that has a second hand while you are working. However, all other jewelry should be appropriate for the work environment and worn sparingly. Large, dangling earrings, necklaces, or rings may not be worn during your shift.

Jeans - Jeans including jeans in any color, i.e., traditional blue, black, white, etc. and denim skirts and denim dresses are not considered professional dress and not permitted. Denim attire of any color is not acceptable.

Sweatsuits/Sweatshirts - Sweatsuits and sweatshirts of any style or material are not considered professional business attire and are not permitted.

Shorts - Shorts of any type are not considered professional business attire and are not permitted.

The following are not considered professional attire and are not permitted.

- Stretch, spandex and form fitting pants, leather pants, stirrup pants, capri pants, hip huggers, clam diggers, overalls, leggings, jogging or warm up pants and sweatpants.
- Tank tops, strapless and backless tops, see-through blouses, off the shoulder blouses, tops with low neck lines, tops shorter than waistline, crop tops and oversized baggy tops.

- Backless dresses and sun dresses.
- Extremely short dresses and skirts.
- Clothing with profanity, nude, or semi-nude pictures, or sexually suggestive or offensive slogans, cartoons, or drawings
- Exposed undergarments

Sweaters/Turtlenecks - Cardigans, pullovers or vest sweaters and turtlenecks may be worn by those in uniform for personal comfort.

Shoes - In all patient areas, shoes must have rubber or soft composition heels or lifts for quiet. Footwear must be free of all decoration and ornamentation and must be maintained clean.

Shoe covers, masks, headcovers, and barrier proof covers - Shoe covers, masks, headcovers, and barrier proof covers must be removed before leaving areas where they are required to be worn.

Patient gowns - Patient gowns and x-ray gowns and isolation gowns may never be worn.

Hats/head coverings - Employees are not permitted to wear hats as part of their uniforms. For religious reasons, employees are permitted to wear head coverings; these head coverings must not hinder the performance of their job nor have an impact on patient care.

A good rule of thumb: If in doubt as to whether your attire is appropriate – change.

Identification Badge

Upon hire, you will be issued an Identification Badge that must be worn at all times visibly with picture facing out, while working at a client site. You should be prepared to present your photo identification when reporting to an assignment. Identification badges are required to be returned upon separation of employment.

Personal Property

You should not bring valuables to work and should not have any expectation of privacy regarding any such valuables when they are in the workplace. Neither Activ nor our clients are responsible for your personal items, including but not limited to, cell phones, tablets, money, jewelry, purses, wallets, etc.

Personal Cellular Phones

Cell phones/ smartphones are an essential component to being an Actriv Healthcare Provider. The use of these devices shall be limited to the 'start' of the shift to 'Check In' and at the end of the shift to 'Check Out'.

Excessive personal calls during the workday, regardless of the phone used (personal or the client's), can interfere with the quality of patient care. Employees are therefore asked to make any personal calls on non-work time and to make sure that friends and family members are aware of the Company's policy.

Flexibility will be provided in circumstances demanding immediate attention. The Company will not be liable for the loss of personal cellular phones or other electronic devices brought to the workplace.

Actriv advises our employee to turn off or silence their phones while at work. Actriv prohibits employees from:

- a) Play games on the cell phone during working hours.
- b) Listening to music during working hours.
- c) Use their cell phone's camera or microphone to record confidential information.
- d) Use their phones in areas where cell use is explicitly prohibited (e.g. laboratories.)
- e) Speak on their phones within earshot of client/colleagues' working space during working hours.

Employees may face severe disciplinary action up to and including termination, in cases when they:

- a) Cause a security breach.
- b) Violate HIPAA
- c) Cause an accident by recklessly using their phones.

Photography and Video of Employees

During your employment, there may be instances where Actriv may be filming or taking photographs of employees. Videos and photographs of employees would generally be used for work-related events or activities. Examples would be internal and external promotional purposes including, but not limited to, social media, web site, trainings, and other online and offline channels. If you wish to be excluded from these activities, please advise your supervisor prior to the video or photography session.

Scheduling and Accepting Work Assignments

It is Actriv's goal to provide you with quality work assignments that meet your availability, professional skill level, and capabilities. To accomplish this goal, you must update your work/shift availability on a weekly or monthly basis through the Actriv App. It is your responsibility to maintain regular contact with Actriv regarding your availability. Failure to maintain regular contact may limit the amount of work Actriv can offer to you. As an Actriv employee you also have a self-service option that allows you to accept shifts through the Actriv App or workforce portal online at time.

Actriv offers you flexibility in scheduling, that puts you in control of your schedule which is one of the advantages of joining the Actriv Healthcare Family. However, it is important that you only accept work assignment or shifts if you are certain, you will be able to actually work the shifts, days, and hours of the assignments. Once you accept an assignment or shifts, you are obligated to fulfill your commitment to work.

In order for Actriv to provide you with an appropriate work assignment, you must provide accurate information regarding license, work history and professional skills and competency. Actriv relies on the information included on your employment application and your self-skills assessment checklist to find appropriate work assignments for you.

You are required to notify Actriv either verbally or in writing if the work assignment that has been offered to you is not suitable regarding your skills competency level. Do not accept a position or shift if you cannot complete the assignment within safe practice.

As a Actriv employee working within a client facility, you may be asked to "float" among different units or departments during your assignment. It is your responsibility to determine if you have the experience, knowledge, and skill base to work within the areas that you are being requested to float to. You have a right to decline floating to an area that does not fit your skill/competency level. If at any time you have been requested to float and you do not feel comfortable floating and the facility is still demanding you to float, it is your responsibility as safe practice to notify your local Actriv Customer Success Team immediately.

All work shifts and assignments must be scheduled through the Actriv App or your local Actriv Office. If you are contacted directly by a client for a work assignment, you must immediately notify Actriv. Additionally, working beyond your scheduled shift time or accepting assignments directly from a client without authorization from Actriv may result in corrective action, up to and including separation of employment.

24/7 support: Easily contact our Support Team for reliable, around-the-clock help by phone, text or email, with any issues on and off the shift or assignment.

Maintaining Contact/Changes to your Personal Information

It is your responsibility to remain in communication with Actriv regarding your shift availability and to tell the Company immediately of any changes to your personal contact information, which may include but is not limited to the following:

- a) Name
- b) Marital status
- c) Address changes
- d) Telephone number changes
- e) W-4 status or other tax status
- f) Changes/updates to your professional license and other credentials

Your failure to provide Actriv with your current, valid contact information will impede our ability to offer you work shifts and assignments. If your personal contact information changes and Actriv is unable to keep communication with you or locate you, Actriv may consider your resignation voluntary.

Self-service options are available through the Actriv App to you in case you need to update any of this information.

Maintaining your credentials.

It is your responsibility to ensure that all licenses, certifications, vaccination records and medical records are current. If your credentials expire, and you do not provide Actriv with updated credentials, you will be deemed out-of-compliance and your Actriv profile will be deactivated, and you will be unable to pick up shifts.

You can update your credentials by uploading them through the Actriv App or emailing a copy of your most updated credentials to your local credentialing team. If you have any questions regarding your professional credentials, please contact your local compliance team.

To learn more about what data Actriv policy please email privacy@actriv.com or go to our Privacy policy at <https://actriv.com/privacy/>.

Attendance and Punctuality

You are expected to report to work on time and remain at work through the duration of your scheduled shift. Unexcused or excessive absenteeism, tardiness, and early departures place a burden on other employees, the company, and the client to which you are assigned. When you are absent from an assigned shift,

Actriv must find another qualified employee to cover the open shift. This can result in excess cost, important jobs not being completed, or failure to meet a client's requirements or their patient's needs. Excessive absenteeism or tardiness, whether excused or unexcused, will not be tolerated.

Approved leaves, such as family and medical leave, sick leave, disability leave, or any other approved paid or unpaid time off, will not count as an unexcused absence under this policy.

Call-In Procedures

If you think you will be late or absent from work for any reason, unless otherwise permitted by law, you must notify your Customer Success Team at your local Actriv office at least four (4) hours before your scheduled working time. If you are unable to call, you must contact your manager immediately upon arrival. Actriv employees are allowed no more than 1 Call in a month and 3 in a year. Failure to comply with this call-in procedure will cause your tardiness or absence to be considered unapproved and may result in corrective action up to and including termination.

You must inform your manager of the expected duration of any absence. We will not accept telephone calls from friends or family members to report that you will be late or absent, unless the reason you are absent makes you unable to call.

If you are late, you cannot work beyond your scheduled work time to make up the time missed without prior manager/Facility Supervisors approval. Working late to make up time missed due to lateness does not negate your responsibility to report to work on time.

Assignment Cancellations/Changes

On occasion, a client may cancel or change a confirmed shift or a complete work assignment without advance notice to Actriv. In the event your shift or assignment is cancelled or changed by the client, you will be notified by your local Actriv office as soon as possible and an alternative assignment will be offered as available. Alternatively, you could find a replacement shifts through the Actriv App. However, Actriv cannot guarantee that another suitable work assignment will be available for you.

If your shift or work assignment is canceled or changed after you have arrived at the work site, please notify your local Actriv Customer Support team immediately. To notify Actriv of any changes you would like to make to your assignment, you can use the Actriv's App no later 24hours prior to shift start or contact the Customer support Team 24 hours a day.

24/7 Support - On-Call/After Hours Contact Procedure

Actriv Healthcare provides 24 hours 7 days Support while you are on assignment or a shift. Our Customer Success Team will be available to answer any questions that arise.

After normal office hours and on weekends, our dedicated customer support team will be available to handle any emergencies that might develop. The Customer Support Team will respond to your call or voicemail message in a timely manner and will make sure any clinical related inquiries are relayed to the assigned on-call clinician. As an employee, you can use this service if you need to notify the office of such an emergency. You can reach the on-call Customer Support Team by simply calling the regular telephone number for your local Actriv office. You will be automatically transferred to an Actriv Customer Support Representative. You should contact the on-call Customer Support representative in the event of any of the following:

- Any important information that needs to be passed on that cannot wait until the following workday.
- Changes to a client's status and/or inquiries regarding a client or delivery of care concerns.
- Scheduling updates or changes preventing you from working your scheduled shift including any emergency illness. Please remember to give at least a four-hour (4) notice.
- Any time a company representative has recently called you to offer work.

Visitors in the Workplace

Non-employees, including children or other family members, former employees, or client visitors are not permitted in the workplace/Facility at any time. Animals and pets are not permitted in the workplace at any time.

Employee Health, Safety, and Security

Safety and Health Policies

We make every effort to comply with relevant federal and state occupational health and safety laws (including the Occupational Safety and Health Act (OSHA) of 1970) and to develop operations, procedures, technologies, and programs supportive of a safe environment.

We are committed to providing a safe and healthful working environment, including minimizing the exposure of employees and other visitors to health and safety risks. In order to accomplish this, you are expected to work diligently to

maintain safe and healthful working conditions and to adhere to proper operating practices and procedures designed to prevent injuries and illnesses.

Your responsibilities to promote safety include:

- Exercising maximum care and good judgment to prevent accident and injuries.
- Reporting all injuries to your manager and seeking first aid for all injuries.
- Using safety equipment, we have provided as required.
- Conscientiously observing all safety rules and regulations.
- Reporting unsafe conditions, equipment, practices, or suspected violations of this policy to your manager and the Worker's Compensation Department as necessary.

Emergency Procedures

Contact 911 in case of emergencies requiring police, fire, or urgent medical assistance. Employees should alert their local Actriv's office if and when it is safe to do so.

Patients First Approach

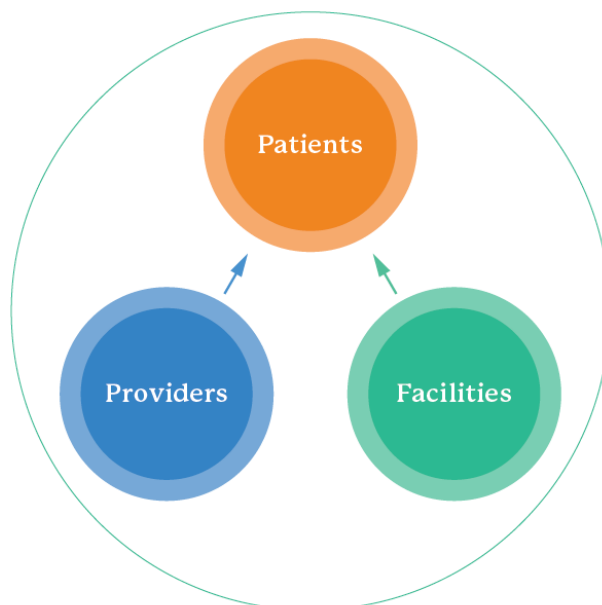
The patient's well-being and happiness is our focus. Every act of service, innovation, and excellence is directed at this end goal. The processes of how we interact and work with each other and our business partners are designed to ultimately serve the patient.

Providers

Treating our Providers with care. If they feel empowered, valued, and supported, it will be much easier for them to pass that same courtesy to their Patients. We want our Providers to rally to the cause of making the world a better place with empathy and energy. It all starts with the way we treat them.

Facilities

Actriv builds thriving partnerships with Facilities by providing staff that consistently exceeds expectations. Dedicated staff that place the Patients' well-being above all. Our business partners know that when Actriv staff are working on their behalf, Patients and their families will notice a discernable level of elevated care.



Healthcare Professional Work Exposures, Injuries, Illnesses, or Liability Related Incidents

Workers' Compensation Insurance

We take workplace safety seriously at Actriv Healthcare because we are focused on employee health and wellness. If an employee gets hurt while on the job, our goal is to get them healthy and back to work as soon as possible.

If you have a work-related injury, illness, or exposure that requires more than basic first aid, you must file a workers' compensation claim, which is separate from your health insurance.

How to Report a Workplace Exposure, Injury, or Illness

To ensure that all work-related exposures, injuries, and illnesses are correctly reported, follow these steps:

1) To comply with OSHA regulations, immediately tell your Facility Supervisor of any work-related exposure, injury, or illness, regardless of the severity of the incident.

2) If the incident does not necessitate medical treatment beyond minor first aid, there is no need to file a workers' compensation claim and no action is required other than contacting your facility's supervisor.

3) In the case of an emergency, the employee is advised to go to the emergency room.

If the incident necessitates medical treatment beyond minor first aid, you must file a workers' compensation claim, even if the only treatment available is through the facility's ED or Occupational Medicine department.

- a) To open a workers' compensation claim, send an email to Safe@actriv.com with your name, license, location of incident, time and a summary of the incident or call your local Customer Support Team.
- b) When you file a claim, you will receive a FAQ that answers the most common questions about workers' compensation, as well as links and contact information for further queries.
- c) The injury will be reported to the worker's compensation insurance provider who will manage the employees' return to work.

Occupational Exposure to Disease

If you are notified that you have been exposed to a contagious disease or a blood-borne pathogen (e.g., tuberculosis, hepatitis B, or HIV), report the exposure as soon as possible as specified in the section above on "Reporting a Work Exposure, Injury, or Illness." (For more information on infectious diseases and blood borne infections, consult your Workplace Safety and Patient Care Standards Manual.) If you become unwell and have cause to suspect the illness is work-related, you must report the illness as soon as possible, just as you would an injury, as detailed in the "Reporting a Work Exposure, Injury, or Illness" section above.

Workers' Compensation Fraud

Workers' compensation fraud is a big concern, even though the majority of those who participate in the system are honest. Any potentially fraudulent behavior involving a workers' compensation claim should be reported immediately to the Actriv's compliance hotline at (253) 433 7755. Workers' compensation fraud is a felony, and the Company is committed to seeing that it is prosecuted. We rely on you to assist us in continuing to make workers' compensation coverage available and cheap, and we rely on you to see and report any questionable activity.

Workplace Accommodations

If you have a latex or other workplace sensitivity or allergy or require another workplace accommodation (e.g. powder/soap/mask allergy, cast/sling), you must complete the Work-Related Allergies and Accommodations Form. Please provide Accommodation along with your physician statement to the compliance team.

Once you've accepted a shift or assignment the Company will request the Facility's accommodation to see if your specific needs can be met for that assignment, depending on the evidence you've given.

Reporting of Professional Liability-Related Incidents

If you are involved in an incident involving allegations of negligence, errors or omissions, abuse or harassment, a violation of rules or procedures, or if you are asked to provide a statement, interview, or deposition in connection with an incident or lawsuit, you must immediately notify your Facility Supervisor and the Company's Clinical Quality Assurance Manager or Clinical Director. Please contact the Actriv's Hearts and Culture (H&C) Department at safe@actriv.com or (888) 597-0040 if you do not have a designated Clinical Quality Assurance Manager or Clinical Director. If the incident is not reported promptly, the professional liability insurance company may deny any further claims.

Reporting any engagement in a potential professional liability scenario demands the gathering of information. Before calling, attempt to gather the following information:

- When and where did the incident happen? Which shift did you work? What is the name of the patient who is being treated?
- Where did the incident happen in the facility?
- What were you doing when the incident occurred? How did it happen?
- Who were the witnesses (patients, visitors, other employees, physicians, etc.) to the incident?
- What happened and how did it happen?
- Was anyone hurt in the incident?
- Have you been threatened with legal action? By whom?
- Was there any kind of equipment fault during the incident?

If possible, go over your charting notes from the incident to become acquainted with the situation.

It is critical that you do not discuss the incident with anyone other than a Company representative, your insurance carrier, or Facility Management unless directed to do so by a Clinical Manager or other Company representative. The Company will respond to any written or verbal complaint or incident report within seven calendar days of receipt. Actriv Healthcare will:

- Acknowledge that the report has been received and will let the person who reported the incident or complaint know what the company plans to do next.
- Provide a report to the nursing board and/or department of health according to the minimum reporting requirements, which may be no later than 24 hours after learning about the incident and will give the nursing board and/or department of health the results of the investigation.
- Keep the information you gather about the incident for three years from the date you get the information or the date the Company finds out about the incident.

Note that the Company must Report the board of nursing within five business days of getting the information about any action or condition that could affect the professional's ability to work and could lead to enforcement or disciplinary action.

GENERAL INFECTION CONTROL MEASURES

PRECAUTIONS AND BLOODBORNE PATHOGENS

Implementation and adherence to infection control practices are the keys to preventing the transmission of healthcare associated infections, including respiratory diseases spread by droplet or airborne routes. Recommended infection control practices include the following:

- 1) Hand hygiene.
- 2) Standard precautions/transmission-based precautions (Contact, Droplet, Airborne); and
- 3) Respiratory hygiene.

When followed properly, each practice decreases the risk of spreading common respiratory pathogens. However, hand hygiene is the single most effective means of preventing the spread of all infections among hospital patients and personnel.

Proper hand hygiene is the most effective way to prevent the spread of infection.

In summary, to wash and clean hands properly, these procedures should be followed:

Wash hands with soap and water when they are visibly dirty or soiled with blood or other bodily fluids.

When washing hands with soap and water, wet hands first with water, apply soap to hands and rub them together vigorously for at least 15 seconds, covering all surfaces of the hands and fingers.

Rinse hands with water and dry thoroughly with a disposable towel. Use towel to turn off the Faucet.

If hands are not visibly soiled, an alcohol-based hand rub or gel may be used in place of soap and water.

When using an alcohol-based hand rub or gel, apply product to the palm of one hand and rub hands together, covering all surfaces of hands and fingers, until the hands are dry.

Avoid wearing artificial fingernails when caring for patients at high risk for infection and keep natural nail tips less than ¼-inch long.

Wear gloves when contact with blood, mucous membranes, non-intact skin, or other potentially infectious materials could occur.

Remove gloves after caring for a patient. Always perform hand hygiene after removing gloves. Never wear the same pair of gloves for the care of more than one patient.

Change gloves during patient care if moving from a contaminated body site to a clean body site.

Universal Precautions

Employee exposure to bloodborne pathogens from blood and Other Potentially Infectious Materials (OPIM) because employees are not using Universal Precautions.

Bloodborne pathogens are pathogenic microorganisms that are present in human blood and can cause disease in humans.

Some infections that can be transmitted through contact with blood and body fluids include:

- HIV, Hepatitis A, B, C, Staph and strep infections, Gastroenteritis-salmonella, and shigella,
- Pneumonia, syphilis, TB, Malaria, Measles, Chicken Pox, Herpes, Urinary Tract infections, and
- Blood infections. The greatest risks are from HIV and Hepatitis B and C.

Possible Solutions:

Use Universal Precautions. Universal precautions is an approach to infection control to treat all human blood and certain human body fluids as if they were known to be infectious for HIV, HBV, and other bloodborne pathogens. Employees are therefore required to observe Universal Precautions to prevent contact with blood or other

Potentially infectious materials (OPIM). The following human body fluids: semen, vaginal secretions, cerebrospinal fluid, synovial fluid, pleural fluid, pleural fluid, pericardial fluid, peritoneal fluid, amniotic fluid, saliva in dental procedures, anybody fluid that is visibly contaminated with blood, and all bodily fluids in situations where it is difficult or impossible to differentiate between body fluids; Any unfixed tissue or organ (other than intact skin) from a human (living or dead); and HIV-containing cell or tissue cultures, organ cultures, and

HIV- or HBV-containing culture medium or other solutions; and blood, organs, or other tissues from experimental animals infected with HIV or HBV. Under circumstances in which differentiation between body fluid types is difficult or impossible.

All body fluids shall be considered potentially infectious materials. Employees should treat all blood and other potentially infectious materials with appropriate precautions such as:

- Use gloves, masks, and gowns, if blood or OPIM exposure is anticipated.
- Use engineering and work practice controls to limit exposure.

Standard Precautions

Use Standard Precautions. Standard precautions and transmission-based precautions are designed to prevent the transmission of infectious microorganisms. They require the use of work practice controls and protective apparel for all contact with blood and body substances, and airborne infection isolation (All), droplet, and contact precautions for patients with diseases known to be transmitted in whole or in part by those routes.

Standard precautions include consistent and prudent preventive measures to be used at all times, regardless of the patient's infection status.

Standard precautions include the following:

Hand hygiene: Practice hand hygiene after touching blood, bodily fluids, secretions, excretions, or contaminated items, whether or not gloves are worn. Wash hands immediately after gloves are removed, between patient contacts, and when otherwise indicated to avoid transfer of microorganisms to other patients or environment.

Gloves: Wear gloves (clean, non-sterile gloves are adequate) when touching blood, body fluids, secretions, excretions, or contaminated items. Put on clean gloves just before touching mucous membranes and no intact skin. Change gloves between tasks and procedures. Practice hand hygiene whenever gloves are removed.

Mask, eye protection/face shield: Wear a mask and adequate eye protection (eyeglasses are not acceptable), or a face shield to protect mucous membranes of the eyes, nose, and mouth during procedures and patient care activities that are likely to generate splashes or sprays of blood, body fluids, secretions, or excretions.

Gown: Wear a gown (a clean, non-sterile gown is adequate) to protect skin and to prevent soiling of clothing during procedures and patient care activities that are likely to generate splashes or sprays of blood, body fluids, secretions or excretions. Remove a soiled gown as promptly as possible, with care to avoid contamination of clothing, and wash hands.

Patient care equipment: Handle used patient care equipment soiled with blood, body fluids, secretions, or excretions in a manner that prevents skin and mucous membrane exposures, contamination of clothing, and transfer of microorganisms to oneself, others, patients, and environments. Ensure that reusable equipment is not used for the care of another patient until it has been cleaned and sanitized appropriately. Ensure that single-use items are discarded properly.

Contact Precautions

In addition to standard precautions, contact precautions should be used for the care of patients known or suspected to have illnesses that can be spread by usual contact with an infected person, or the surfaces or patient care items in the room.

Contact precautions include the following:

Gloves and hygiene: Wear gloves when entering the room. During the course of providing care for a patient, change gloves after having contact with infectious material. Remove gloves before leaving the patient's room and wash hands immediately with an antimicrobial agent or use a waterless antiseptic agent. After glove removal and hand washing, ensure that hands do not touch potentially contaminated surfaces or items in the patient's room.

Gown: Wear a gown when entering the room. Remove the gown before leaving the patient's environment. After gown removal, ensure that

clothing does not contact potentially contaminated environmental surfaces. Wash or decontaminate hands.

Patient transport: Limit the movement of the patient from the room to essential purposes only. During transport, ensure that all precautions are maintained.

Patient care equipment: When possible, dedicate the use of noncritical patient care equipment to a single patient (or cohort of patients infected or colonized with the pathogen requiring precautions) to avoid sharing between patients. If use of common equipment or items is unavoidable, then adequately clean and disinfect them before use for another patient.

Patient placement (private room): Place the patient in a private room. If a private room is not available, place the patient in a room with other patients with the same illness (cohorting). Apply appropriate cleaning and decontamination of the room after the patient has vacated it.

Examples of diseases/organisms requiring airborne infection isolation include:

- Tuberculosis (pulmonary or laryngeal, suspected or confirmed)
- Varicella: also requires contact precautions
- Herpes zoster (shingles) in an immunocompromised patient also requires contact precautions

- Measles (rubeola)
- Airborne Infection Isolation

In addition to standard precautions, airborne infection isolation measures are designed to reduce the risk of transmission of infectious microorganisms that may be suspended in the air in either small particle aerosols or dust. Patients requiring air borne infection isolation must be given a private room with special air handling and ventilation (negative pressure).

Respiratory protection for healthcare workers is necessary when entering the patient's room.

Examples of diseases/organisms requiring droplet precautions include:

- Influenza
- Invasive Hemophilus influenza disease: meningitis, pneumonia (in infants and small children),
- Epiglottitis
- Invasive Neisseria meningitis disease: meningitis, pneumonia, and bacteremia
- Mycoplasma pneumonia
- Group A streptococcal pneumonia, pharyngitis, or scarlet fever in infants and young children
- Adenovirus: also requires contact precautions

- Rubella
- Parvovirus B19

Droplet precautions include the following:

Patient placement: Place the patient in a private room. When a private room is not available, place the patient in a room with a patient(s) who has active infection with the same microorganism but with no other infection (cohorting). When a private room is not available and cohorting is not achievable, maintain spatial separation of at least six feet between the infected patient and other patients and visitors.

Special air handling and ventilation are not necessary, and the door may remain open.

Masks: In addition to standard precautions, wear a mask or respirator when working within three to six feet of the patient. (Hospitals may want to implement the practice of wearing a mask to enter the room.)

Patient transport: Limit the movement and transport of the patient from the room to essential purposes only. If transport or movement is necessary, minimize patient dispersal of droplets by masking the patient, if possible.

Droplet Precautions:

In addition to standard precautions, use droplet precautions for a patient known or suspected to be infected with microorganisms transmitted by droplets (large-particle, wet droplets [larger than 5cm in size]) that can be

generated by the patient during coughing, sneezing, talking, or in the course of procedures.

Examples of diseases/organisms requiring contact precautions include:

- Parainfluenza virus infection
- Respiratory syncytial virus infection
- Varicella (chickenpox): also requires airborne infection isolation
- Herpes zoster (disseminated in the immunocompromised host): also requires airborne infection isolation
- Hepatitis A
- Norovirus infections
- Rotavirus infections

Airborne infection isolation includes the following:

Patient placement: Airborne infection isolation requires a negative pressure room. A private room is preferable. Keep the room door closed and the patient in the room. When a private room is not available, place the patient in a room with a patient who has active infection with the same microorganism, but with no other infection (cohorting).

Respiratory protection: Respiratory protection must be worn when

entering the room of a patient in airborne infection isolation. A NIOSH-certified respirator, such as a fit-tested disposable N-95 respirator mask or higher level of respiratory protection is required for all persons entering the room, including visitors. A respirator should fit tightly around the nose and mouth to protect against both large and small droplets.

Place signs at the entrances of all outpatient facilities requesting that patients and visitors inform healthcare personnel of respiratory symptoms upon registration.

Provide masks (e.g., surgical) for all patients presenting with respiratory symptoms (especially cough) and provide instructions on the proper use and disposal of masks.

If a patient cannot wear a mask, provide tissues and instructions on when to use them (e.g., when coughing, sneezing, or controlling nasal secretions), how and where to dispose of them, and the importance of hand hygiene after handling this material.

Provide hand hygiene materials in waiting room areas and encourage patients with respiratory symptoms to wash their hands.

If possible, designate an area in waiting rooms where patients with respiratory symptoms can be segregated (ideally by more than three feet) from other patients without respiratory symptoms.

Place patients with respiratory symptoms in a private room or cubicle

as soon as possible for further evaluation.

Healthcare workers evaluating patients with respiratory symptoms should wear a surgical or procedure mask.

Consider the installation of Plexiglas barriers at the point of triage or registration to protect healthcare workers.

If a physical barrier is not possible, instruct registration and triage to remain at least three to six feet from unmasked patients. Staff should consider wearing a surgical mask during registration and triage.

Continue to use droplet precautions to manage patients with respiratory symptoms until it is determined that the cause of symptoms is not an infectious agent that requires precautions beyond standard precautions.

Respiratory Hygiene/Cough Etiquette:

“Respiratory hygiene” is a term that has been adopted by the Centers for Disease Control Prevention (CDC) to describe measures that can be taken to decrease the risk of spreading respiratory pathogens. A universal “respiratory hygiene/cough etiquette” strategy for a healthcare facility should include the following:

Place signs at the entrances of all outpatient facilities requesting that patients and visitors inform healthcare personnel of respiratory symptoms upon registration.

Provide masks (e.g., surgical) for all patients presenting with respiratory symptoms (especially cough) and provide instructions on the proper use and disposal of masks.

If a patient cannot wear a mask, provide tissues and instructions on when to use them (e.g., when coughing, sneezing, or controlling nasal secretions), how and where to dispose of them, and the importance of hand hygiene after handling this material.

Provide hand hygiene materials in waiting room areas and encourage patients with symptoms to wash their hands.

If possible, designate an area in waiting rooms where patients with respiratory symptoms can be segregated (ideally by more than three feet) from other patients without respiratory symptoms.

Place patients with respiratory symptoms in a private room or cubicle as soon as possible for further evaluation

Healthcare workers evaluating patients with respiratory symptoms should wear a surgical or procedure mask.

Consider the installation of Plexiglas barriers at the point of triage or registration to protect healthcare workers.

If a physical barrier is not possible, instruct registration and triage to remain at least three to six feet from unmasked patients. Staff should

consider wearing a surgical mask during registration and triage.

Continue to use droplet precautions to manage patients with respiratory symptoms until it is determined that the cause of symptoms is not an infectious agent that requires precautions beyond standard precautions.

Bloodborne pathogens and Infections

Description:

A pathogen is something that causes diseases. Germs that live in the human blood and can cause disease in humans are called bloodborne pathogens.

The most common and dangerous germs spread through blood in the hospitals are:

- Hepatitis B virus (HBV) and Hepatitis C virus (HCV). These viruses cause infections and liver damage.
- HIV (human immunodeficiency virus). This virus causes AIDS.

You can be infected with HBV, HCV, or HIV if you are stuck with a needle or other sharp object that has touched the blood or bodily fluids of a person who has one of these infections.

These infections can also spread if infected blood or bloody bodily fluids touch mucous membranes or an open sore or cut. Mucous membranes are the moist parts of your body, such as in your eyes, nose, and mouth. HIV can also spread from one person to another through fluid in your joints or

spinal fluid. It can spread through semen, fluids in the vagina, breast milk, and amniotic fluid (the fluid that surrounds a baby in the womb).

HIV/AIDS

HIV stands for human immunodeficiency virus. It kills or damages the body's immune system cells. AIDS stands for acquired immunodeficiency syndrome. It is the most advanced stage of infection with HIV. After someone is infected with HIV, the virus stays in the body. It slowly harms or destroys the immune system. Your immune system fights diseases and helps you to heal. When it is weakened by HIV, you are most likely to get sick from other infections, including ones that would not normally cause you to be sick.

HIV most often spreads through unprotected sex with an infected person. It may also spread by sharing drug needles or through contact with blood of an infected person. Women can give it to their babies during pregnancy or childbirth.

The first signs of HIV infection may be swollen glands and flu-like symptoms. These may come and go a month or two after infection. Severe symptoms may not appear until months or years later.

A blood test can tell if you have HIV infection. Your healthcare provider can perform the test or call the national referral hotline at 1-800-CDC-INFO (24 hours a day, 1-800-232-4636 in English and in Español; 1-888-232-6348 – TTY).

There is no cure, but there are many medicines to fight both HIV infection and the infections and cancers that come with it. People can live with the disease for many years.

What to do if you are exposed

If you are stuck with a needle, get blood in your eye, or are exposed to any bloodborne pathogens:

- Wash the area. Use soap and water on your skin. If your eye is exposed, use running water only.
- Tell your supervisor right away that you were exposed.
- Get medical help right away.

You may or may not need lab test, a vaccine, or medicines.

Isolation precautions create barriers between people and germs. They help prevent the spread of germs in the hospital.

Follow standard precautions with all patients.

When you are near or handling blood, bodily fluids, body tissues, mucous membranes, or areas of open skin, you must use personal protective equipment (PPE). Depending on the exposure, you may need:

- Gloves
- Mask and goggles
- Apron, gown, and shoe covers

It is also important to properly clean up afterward.

Hepatitis

Your liver is the largest organ in your body. It helps your body digest food, store energy, and remove poisons. Hepatitis is the inflammation of the liver.

Viruses cause most cases of hepatitis. The type of hepatitis is named for the virus that causes it; for example, Hepatitis A, Hepatitis B or Hepatitis C. Drug or alcohol use can also cause hepatitis. In other cases, your body mistakenly attacks healthy cells in the liver.

Symptoms of Hepatitis B and Hepatitis C may be mild, and not start until two weeks to six months after contact with the virus. Sometimes, there are no symptoms. Hepatitis B often gets better on its own and does not need to be treated. Some people develop a long-term infection that leads to liver damage. Most people who become infected with Hepatitis C develop a long-term infection. After many years, they often have liver damage.

Some people who have Hepatitis have no symptoms; others may have:

- Loss of appetite
- Nausea and vomiting
- Diarrhea
- Dark-colored urine and pale bowel movements
- Stomach pain

- Jaundice, yellowing of skin and eyes

Some forms of hepatitis are mild, and others can be serious. Some can lead to scarring, called cirrhosis, or to liver cancer.

Sometimes hepatitis goes away by itself. If it does not, it can be treated with drugs. Sometimes hepatitis lasts a lifetime. Vaccines can help prevent some viral forms.

Actriv Healthcare Inc. provides Hepatitis B vaccine to employees at no cost, if you are not already immune to the virus.

Tuberculosis

Tuberculosis is a common and deadly infectious disease caused mainly by *Mycobacterium tuberculosis*. Tuberculosis most commonly attacks the lungs, but can also affect the central nervous system, the lymphatic system, the circulatory system, the genitourinary system, bones, joints and even the skin. Tuberculosis is curable, but it involves taking medication for a very long time. TB is caused by airborne bacteria and spreads through coughing, sneezing, talking, laughing, and breathing.

Healthcare professionals and persons exposed to TB need to have a Purified Protein Derivative (PPD) skin test or a chest X-ray. Positive test results indicate the person is infected with TB but may not have TB disease. He or she may be given preventive therapy to kill germs that are not

doing any damage now but could break out later.

To protect yourself and others from contracting tuberculosis, follow these additional precautions:

- Place TB patients in private rooms.
- Ventilate rooms directly to the outside, if possible, to prevent the circulation of TB germs to other areas of the facility.
- Wear a special “fit-tested” mask (and receive training in how to

wear it correctly) when entering the room and while in the room.

- Explain to patients and visitors how to use special masks.
- Keep patients in their rooms as much as possible.
- Encourage patients to cough or sneeze directly into tissues and to dispose of them.

Have patients wear masks when being transported to other areas of the facility.

Inclement Weather and Emergency Policy

It is Actriv’s policy to be open for business on each and every working day. However, there may be some extreme circumstances that require your local Actriv office to close due to inclement weather or other severe or unexpected situations, such as a power outage, water main break, etc.

During these extreme circumstances, you may reach an office representative by contacting the on-call phone. Further, you are expected to report to your scheduled assignment unless otherwise specifically excused by your Actriv manager. If you are unable to travel due to inclement weather or other severe or unexpected situations, you must notify your manager immediately.

Disaster Preparedness

Actriv is required to maintain an emergency preparedness plan designation to provide continuing care and appropriate support to the care provided to each client in the event of an emergency. These emergencies may be natural (earthquake, hurricane), in the home disasters (fire, flood), and medical emergencies. The primary responsibility is getting the patient and family to safety and report to proper authorities and to the local Actriv office. Each client is classified through the utilization of a classification system that places them in risk categories: high risk, medium risk, and low risk. In the event of a disaster, it is Actriv’s policy to provide necessary medical staffing services to clients without exposing our employees to undue risks. All employees should render services if a reasonable person would do the same in that situation.

Elder/Dependent Adult and Child Abuse

Actriv will report all actual and suspected incidents of abuse or neglect to the proper authorities in accordance with applicable laws, rules, and regulations. You should promptly report any suspected incident of abuse or neglect to your local Actriv office.

Quality Improvement Program

You are Actriv's Quality Improvement Program. You are implementing Quality Improvement when you provide support, care, and services to our clients that is compliant with:

- The plan of care
- HIPAA and Privacy/ Security regulations
- Nursing standards
- Documentation requirements
- Your scope of license, certification
- Proper timesheet reporting
- Reporting issues and concerns

Incident Reports: Reporting Issues and Concerns

Actriv's incident report process is designed to identify all actual or potential problems or perception of the patient and family that an occurrence has taken place. An Incident Report is to be completed for any unusual occurrence as it relates to any client or caregiver. The Incident Report is a mechanism to identify actual or potential risks that must be reduced, if not eliminated, to prevent recurrence. Some of the benefits of reporting incidents include:

Grievance Reports

If you have a complaint or grievance concerning your work situation, payment, or other personnel concerns, please inform your manager so that they can submit a Grievance Report and address the situation.

- Detection of problems that require reporting to regulatory agencies.
- Need for education and training of employees.
- Early investigation of potentially serious events.
- Identification of additional education and support for clients.
- Developing a database so that trends/patterns can be identified and addressed.
-

It is your responsibility, along with your client, to report any incident in which you may have been involved or are aware of to your local Actrov office as soon as possible or within 24 hours of obtaining knowledge of the incident. Please report all incidents to your local Actriv office. Any incident that is related to patient care will be followed up by Actriv's clinical leadership. You may be requested to directly participate within the investigatory follow-up process related to the incident.

The following is a list of specific events or occurrences that must be reported; however, this list may not be all inclusive:

1. Building security and safety concerns
2. Problems with procedures or protocols and unprofessional behavior
3. Client suspected abuse, neglect, or endangerment
4. Medication errors and misappropriation of controlled substances/medications
5. Medical device associated infections
6. Unanticipated ER visits
7. Patient falls, patient injuries, and patient death
8. Property loss/breakage/theft
9. Employee compliance concerns
10. Any other patient related incidents

Empower & Support

Keeping the focus on a “patient first” mentality requires our Providers to feel supported and in control of their work life. Actriv understands that there are necessary benefits that will help Providers focus on their job and deliver care at the highest level.

Providers

By streamlining the onboarding process, Providers can start working in hours instead of days. They have ultimate flexibility and control when it comes to scheduling, and can choose where they want to work and how often. Actriv Providers enjoy full-time work status making health insurance, paid vacation, and sick time available to them.

Actriv cares for the Providers so they can be successful, fulfilled, and in a better position to deliver empathy and care to the Patients they serve.

Compensation, Wage, Hour Practices, and Employee Benefits

Compensation, Wage, and Hour Practices

Compensation

Healthcare professionals generally are paid on a daily or weekly basis. Weekly payrolls are paid one week in arrears, or on final day according to state laws. The payday will be given to you at induction and is based on the start date of the job action.

On each payday, you can access (and print) an online statement showing gross pay, deductions and net pay through the Actriv App and Rippling App. This online statement is available each pay period, and it contains all payment and deduction information, as well as any additional information required by applicable federal, state, or local law. For your convenience, the Company offers direct deposit to your bank of choice, or where state law requires, by check. Due to processing requirements, it may take at least one week for activation of direct deposit. At any time, you may elect to receive a paycheck rather than direct deposit and the change will take effect in the next pay cycle.

Actriv will make good faith efforts to correct mistakes in payment. You must notify Payroll immediately if you identify any errors. Reports of improper deductions or other payroll errors will be promptly investigated. Healthcare professionals may question perceived errors in pay without fear of reprisal or discipline.

Actriv prohibits improper deductions as defined by law. If you believe that an improper deduction has been made from your pay, you should immediately contact Payroll who will promptly and fully investigate the situation. If the Company determines that the deduction was improper for any reason, the Company will reimburse you and take steps to help prevent such improper deductions from occurring in the future.

Time Recording and Reporting Obligations

Healthcare professionals, as non-exempt employees, are responsible for accurately recording their start and end time electronically via the Actriv App and/or on paper, entering their lunch breaks, and submitting their electronic or paper time record. Actriv employees are also expected to follow any additional time keeping requirement as directed by the Facility. It is your sole responsibility to ensure your time is accurate and submitted at the end of your shift. You should

report any time record errors to your local Actriv Customer Success Team or Payroll and are required to cooperate and assist with correcting any inaccuracies. Actriv will pay Healthcare professionals for all the time they work without exception. Work time normally includes all activities directly related to a Healthcare professional's job. If you are unsure about what counts as work time, you should ask the Payroll Department.

Timekeeping is something Actriv takes very seriously, and we strive to create a positive experience for our Healthcare professionals and our clients. In order to reach our goal, we depend on you for the following steps:

1. Clock-in via the Actriv App or enter your time immediately after the start and end of your shift. Working off-the-clock, or not recording work time on your timesheet, is not permitted by Actriv.
2. If you perform any work before or after your shift or during a meal period, you must notify your local Actriv Customer Success Team.
3. Keep your timesheet current by submitting your electronic time record on the Actriv App or email your paper timesheet daily to payroll@actriv.com . By attesting to your timesheet, you certify that.
 - a. You worked the hours reported and that the accuracy of all time recorded, and that the information contained in the timesheet may be relied upon by Actriv to bill our clients for hours honestly worked. We understand that on occasion mistakes can occur; however, falsifying, altering without appropriate authorization, or tampering with time records, or recording time on another employee's time record is not acceptable and will result in disciplinary action up to and including termination.
 - b. You agree to submit this timecard to Actriv upon completion of your shift.
 - c. (and) You did not experience any accident or injury that you did not report directly to Actriv.
4. If you feel that you are being encouraged, pressured or forced to work without recording this time on your timesheet, you must immediately contact your local Actriv Customer Success Team. Actriv does not tolerate retaliation against any employee who in good faith reports a violation of the Company's time recording policy.

If you believe any corrections are necessary to a timesheet or any error has been made regarding time or pay, you must notify your local Actriv Customer Success Team or Payroll immediately so that the issue may be investigated.

Timecard Fraud

TIMECARD FRAUD ISN'T JUST A VIOLATION OF ACTRIV'S POLICY, IT'S ILLEGAL. THEFT, DEPENDING ON THE AMOUNT OF TIME LOGGED, COULD BE A MISDEMEANOR OR FELONY OFFENSE.

Meal period and rest break policy

With each assignment, Healthcare professionals will be provided meal periods and rest breaks consistent with any applicable state law requirements. You will be subject to the client facility's meal period and rest break policies to the extent that they are not inconsistent with this policy and applicable state law. If you have any concerns that you are not being provided with meal periods or rest breaks under this policy or applicable state law, please contact your local Actriv Customer Success Team.

Healthcare professionals are to receive an unpaid 30-minute duty-free meal period for each shift of over five (5) hours, if you work more than 11 hours in a day, you will receive an additional meal period of at least 30 minutes, unless state law provides differently. Enter on your timesheet the exact time that you stopped work for a meal period and the exact time that you returned to work at the end of the meal period. If you are required by your supervisor to perform any work during the meal period, record this time spent working on your electronic time record and provide a comment that indicates the reason a meal period was missed.

If you were not authorized or permitted rest breaks; you must report this on your timecard or complete the meal break waiver.

If you are unable to report this information on your timecard, you must contact Customer Success Team at (888) 597-0040 or email staffing@actriv.com.

Healthcare professionals will be provided rest breaks consistent with applicable state law and client facility policies (to the extent not inconsistent with this policy and applicable state law). Rest breaks of 20 minutes or less are considered compensable hours worked, and so must be recorded as time worked on your timesheet.

Overtime

Working overtime hours requested by the client facility is a requirement and condition of employment and Healthcare professionals are expected to work overtime when requested, in accordance with any applicable state laws.

Overtime is calculated according to the Fair Labor Standards Act's regulations, and any applicable state law. If an employee is working in a state with daily overtime laws, the Healthcare professional will be paid overtime wages in accordance with the law of that state.

Advance authorization from your facility supervisor or manager is necessary to work overtime. Employees must record and will be paid for all time worked, including overtime that has not been preapproved.

If you believe that you have not been compensated for all hours worked or for all overtime hours worked, promptly report your concern to Payroll.

Transparency in Pay

Actriv Healthcare will not terminate or otherwise discriminate against employees or applicants who have inquired about, discussed, or disclosed their own or another employee's or applicant's compensation. However, employees who have access to the compensation information of other employees or applicants as part of their essential job functions may not disclose the pay of other employees or applicants to individuals who do not otherwise have access to compensation information, unless the disclosure is (a) in response to a formal complaint or charge, (b) in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by the employer, or (c) in response to a subpoena issued by a court or administrative agency.

Benefit Information

We offer a comprehensive benefits program. A detailed description of employee benefits may be found in the Benefit Guide and in each of the summary plan descriptions and other official plan documents.

Your Actriv Recruiter or Hearts and Culture (H&C) Benefits Team can identify the programs for which you are eligible, as well as provide you a copy of the Benefit Guide.

Any change in address, telephone number, dependent or marital status and/or name must be updated immediately on your Rippling and Actriv App. Your failure to notify the Company of any changes in your personal information could delay the receipt of important benefit plan information.

If there is a difference between the Benefit Guide and the wording within the official plan documents, contracts, or summary plan descriptions, the terms of the official plan document will govern. If you want to review the official

documents, please submit a request in writing to the Benefits Team at: 3650 S Cedar St, Tacoma, WA 98409. These benefits are not earned or owed to any employee, are not contractual in nature, and are not otherwise guaranteed. We reserve the right to amend, rescind, or deny any of these benefits at any time in our sole discretion, with or without prior notice.

For additional information regarding these or any other benefits, contact the Hearts and Culture (H&C) Benefits Team via benefits@actriv.com or (888) 597-0040.

COBRA (Consolidated Omnibus Budget Reconciliation Act of 1985)

Federal law requires the continuation of health benefits coverage for a specified period of time for covered employees and their dependents when certain “qualifying events” occur, such as separation of employment, divorce, reduction of work hours, or a loss of dependent status. When a qualifying event occurs, either you or your family members may elect to extend coverage, as it is offered within the COBRA guidelines.

To elect COBRA coverage, you will need to complete and submit Actriv’s COBRA election application on your Rippling App. Normally, you will be responsible for paying the entire cost of coverage at no more than 102% of the premium. Under certain specified and unique conditions, and in accordance with the Omnibus Budget Reconciliation Act of 1989, you may be required to pay up to 150% of the premium. The Health Insurance Portability and Accountability Act of 1996, as amended (HIPAA) may assist you in transitioning your coverage to a new plan. Certificates of Coverage are available to you. Please contact the Benefits team for further information regarding COBRA or HIPAA

Time Off

Payday and Holidays

Any holiday that falls on a pay day will be paid on the next available business day. The holiday falls on a Thursday, the office will be closed Friday as well and pay date will be the next business day. (Example pay day falls on a Friday that is a holiday, payday will be next business day, which would be the following Monday).

Our offices are closed on these Holidays, New Year’s (Eve and Day), Easter, Memorial Day, Juneteenth, Independence Day, Labor Day, Veteran’s Day, Thanksgiving Day, Christmas (Eve and Day),

Non-Exempt Holiday “Premium” Pay.

Employees who work on the actual and/or observed holiday will receive 1.5x their regular rate of pay for all hours worked that day.

Holidays

The availability of holiday pay is strictly dependent upon your assignment and/or the policies of the client site. Some work assignments will include additional compensation for working on the holidays listed below, while other assignments will not provide holiday pay. Please contact your local office to see if holiday pay is available on the following national holidays. Holiday Compensation will be paid at (X1.5) time and half the employee's base pay.

Holiday pay will not be paid in addition to wages already being earned at an overtime rate.

- New Year's Eve
- New Year's Day
- Easter Holiday
- Memorial Day
- Independence Day
- Juneteenth
- Labor Day
- Thanksgiving Day
- Christmas Eve
- Christmas Day

If your assignment is eligible for holiday pay, the holiday officially begins as follows:

Shift assignments: The holiday officially begins on the day of the holiday at 12 a.m. and ends 11:59 p.m.

Holiday Eve occurring the evening prior to the holiday starting at 2 p.m. and ends at 11:59 p.m. If your shift falls under those hours, you will be paid at the holiday premium pay.

If you are eligible for holiday pay, you must work your regularly scheduled day before and after the holiday in order to receive the holiday pay premium.

Holiday Hours- Christmas and New Year's.

Christmas holiday begins at 2 p.m. Dec 24 (Christmas Eve) and ends at 11:59 pm Dec 25, and New Year's holiday begins at 2pm (New Year's) on Dec 31 and ends at 11:59 pm Jan 1, any hours worked during this time period you will be paid holiday premium pay (1.5x).

Daylight Savings Time.

Employees who work the night shift during the conversion from Pacific Standard Time to Pacific Daylight Savings Time will be compensated for all hours worked. In no case will employees be required to work additional hours in order to fulfill the shift hours normally worked.

Sick Time Pay

Activr complies with all federal, state and local sick leave laws. If applicable, you will both earn and use sick time in accordance with the specific state or local jurisdiction of your assignment.

If you have any questions about the sick leave availability applicable to your assignment, based on state or local requirements, please contact the payroll department.

Personal Care Time (Vacation time)

Personal Care Time (Vacation time) is intended to provide employees with paid time to cover needs for vacation, unrecognized holiday, personal observance, personal and family illness in addition to other needs or uses as defined by the employee and to encourage use of such time on a scheduled basis. This time may be used at any time for any reason once eligibility requirements are met and your manager has approved your request. The well-being of our employees is very important to us.

Employees who have worked 1800 or more hours in the previous calendar year will be eligible for Personal Care Time (Vacation time); employees will be able to accrue Personal Care Time (Vacation time) during the waiting period. Employees will be eligible for 1 hour of Personal Care Time (Vacation time) for every 40 hours worked. Eligible employees can earn up to 80 hours. Eligible employees can roll over up to 80 hours of unused Personal Care time (vacation time) to following year.

When requesting Personal Care Time (Vacation time), you should make a reasonable effort to provide as much notice as possible to your manager, preferably two weeks. Personal Care Time (Vacation time) may be taken in one-hour increments. We also reserve the right to deny Personal Care Time (Vacation time) requests. Any Personal Care Time (Vacation time) requests in excess of Personal Care Time hours available will not be approved. Employees may not go into negative balances. To be eligible to request for Personal Care Time (Vacation time) you last worked day or scheduled day should not be more than 20 days from the time of the request. In-active employees will not be eligible to request

for Personal Care Time (Vacation time). Employees are not allowed to request for Personal Care Time (Vacation time) after they have cancelled a shift.

Personal Care Time (Vacation time) will not be paid at termination unless required by applicable state or local law. Additionally, Flex Time may not be cashed out if not taken.

Unpaid Personal Leave of Absence (LOA)

In some limited circumstances, you may be permitted to take a personal leave of absence (LOA) of limited duration without pay.

When leave is foreseeable, you must notify the Leave of Absence team at least 30 days in advance. When it is not practical under the circumstances to provide such advance notice, notice should be given as soon as possible.

When leave is not foreseeable, you are expected to provide notice to us as soon as possible and, where practical, within two business days of learning of the need for leave.

You can request for personal LOA on Rippling. You must meet the eligibility requirements defined in the Personal Leave Policy in order to be eligible for an unpaid personal LOA. Requests for personal LOA must be approved by your local Actriv team and the benefits Team.

If you are granted a personal LOA and are unable to return to work at the end of that leave, you may be considered to have voluntarily resigned your employment, unless otherwise prohibited by law.

Voting Time Off

Actriv recognizes the importance of voting and the need for time off to do so. We follow all local and state laws pertaining to voting time off. Should you need time off to vote, please contact your manager or Employee Relations for guidance on available voting time off in your area.

Jury Duty Leave

We recognize you have a civic obligation to serve on juries when called to do so. Employees are eligible for unpaid jury duty leave, unless payment is required by state or local law. If you need to miss a scheduled shift because of jury duty leave, you must notify you manager and submit proof of jury duty to you manager within 72 hours of the requested leave date, or as soon as reasonably possible.

Upon return to work from jury duty leave, you may be required to provide a court receipt, or some other official record of the jury duty served. Employees will not be discharged for serving as a juror.

In the event an applicable state or local law requires us to provide greater jury duty leave benefits to an employee than stated here, we will provide the benefits required by law.

Military Leave

Activ grant leave and reemployment rights for employees in the uniformed services according to the Uniformed Services Employment and Reemployment Rights Act (USERRA) and applicable state law. If military leave of absence is required, or if you have questions about leave entitlement, compensation, benefits, obligations upon completion of service, or reemployment rights, please contact the Leave Team.

Nursing Mothers

Family and Medical Leave Act (FMLA)

Activ comply with the Family and Medical Leave Act (FMLA) of 1993, as amended, in which eligible employees are entitled to certain rights and have certain obligations, with respect to unpaid leave for certain family and medical reasons. In the event an applicable state law requires us to provide greater family and medical leave benefits, we will provide the benefits required by law. Refer to the FMLA Policy for full details.

Eligibility

To be eligible for FMLA leave, you must have been employed by us for at least 12 months and have worked at least 1,250 hours in the 12 months prior to the FMLA leave. FMLA leave may be taken on a continuous or intermittent basis, depending on the circumstances.

Reasons for FMLA Leave

An eligible employee may take up to 12 weeks of FMLA leave per year (26

weeks in the case of Military Care Leave) in a rolling 12-month period, measured backward from the first day of leave, for any of the following reasons:

- The birth of a child and to care for the child within one year of birth.
- The placement of a child for adoption or foster care with the employee and to care for the child within one year of placement.

- A serious health condition that makes the employee unable to perform the essential functions of their job.
- To care for the employee's spouse/partner, parent, minor child, or child of any age who is unable to care for him/herself due to a disability, who has a serious health condition.
- Any qualifying emergency arising out of the fact that the employee's spouse/partner, child, or parent is a covered military member on "covered active duty."
- Twenty-six weeks of leave during a single 12-month period can be taken to care for a covered service-member with a serious injury or illness if the eligible employee is the service-member's spouse/partner, child, parent, or next of kin (military caregiver leave).

Notice Requirements

If you request FMLA leave, you must provide notice of the need for the leave to the Hearts and Culture (H&C) Leave Team. Forms requesting FMLA leave are available from the Hearts and Culture (H&C) Leave Team.

When leave is foreseeable, you must notify your manager and the Hearts and Culture (H&C) Leave Team in writing at least 30 days in advance. When leave is not foreseeable, or it is not practical under the circumstances to provide advance notice, notice should be given as soon as practical. Failure to provide such

notice may be grounds for delay of leave.

If you take FMLA leave because of a personal serious health condition or to take care of a covered family member, you must provide periodic updates to the Hearts and Culture (H&C) Leave Team regarding the status of you or your family member's condition.

Certification Requirements

We will require certification for FMLA leave. Forms are available from the Leave Team. Failure to provide requested certification in a timely manner may result in denial of leave.

If you have any questions regarding FMLA, or wish to exercise rights under FMLA, please contact the (H&C) Leave Team.

If you are granted FMLA and are unable to return to work at the end of that leave, you may be considered to have voluntarily resigned your employment, unless otherwise prohibited by law.

During a Family and Medical Leave of Absence

If, during an approved FMLA leave, you accept another job, engage in other employment or consulting outside Actriv, or apply for unemployment insurance benefits, you will be considered to have voluntarily resigned your employment with Actriv.

If you do not follow Actriv's leave policies and procedures and/or the terms of your leave, or if you engage in any misconduct related to Actriv or its business, you will be subject to corrective action, up to and including immediate separation from employment.

Returning from a Family and Medical Leave of Absence

Upon your return to work from an approved FMLA leave, you will be reinstated to your former position or, if it is not available, an equivalent position, to the extent required by applicable law. If you fail to report to work promptly at the end of the approved leave period, Actriv will deem you to have voluntarily resigned, and Actriv may seek repayment of the cost of medical benefits to the extent permitted by law. You must notify your manager of your intent to return to work at least one week prior to your anticipated return date.

Hearts and Culture (H&C) Leave of Absence team will send a letter via USPS two (2) weeks prior to the expected return to work date requesting that you contact the leave of absence department within seven

(7) days from the date on the letter to confirm your intent to return to work. If the leave of absence department has not received notice from you of your intent to return to work or of your need for an extension of the leave period prior to the exhaustion of your leave of absence, and you do not return to work on your expected return to work date, you will be removed from a leave of absence status.

Prior to your return to work, you must submit a medical certification from a licensed healthcare provider to the H&C Leave Team indicating you are medically released to return to your regular job duties.

Actriv does not offer light duty assignments for non-work-related injuries or illnesses. You may return to your regular work duties on a part-time or intermittent basis if you have not exhausted your 12-week leave period, provided that Actriv may require that an independent medical examination by a doctor of its choice be completed before your return.

Actriv will also adhere to any state or local family and medical leave regulations, which may supersede or modify the federal Family and Medical Leave Act.

Protecting Information and Assets

Confidential Information

As part of your employment, you may have access to confidential information, which is our sole property and requires your protection. The goal of our Information Security Program is to ensure that all of our information is protected in accordance with business requirements, customer requirements, and relevant laws and regulations. We implement appropriate physical, technical, and administrative controls to protect the confidentiality, integrity, and availability of our information. You are responsible for abiding by these controls and for protecting our information from loss or unauthorized access, modification, destruction, or disclosure.

Confidential Information Definition

Confidential and proprietary information comes in several forms, including personal information, patient information, financial account information, and other proprietary information regarding our company and its operations.

Personal information, also known as Personally Identifiable Information (PII), is any information that enables identification of an individual. PII includes an individual's name, email address, work or home telephone number, home postal or other physical address, birth date, drivers' license number or other municipality-issued identification card number, social security number or other national identification number, or other information that enables identification of a person or individual.

Our PII can refer to any of our patients, employees, workers, applicants, candidates, or other persons about whom we maintain personal information as part of providing our services and conducting our business. Actriv Healthcare [Privacy Policy Statement](#) explains what types of personal information we gather and why we collect it. <https://actriv.com/privacy/>

All PII that you may have access to at Actriv is confidential Actriv property and requires your protection.

Patient Information (HIPAA Policy)

Patient information, also known as Protected Health Information (PHI) as defined by the Health Insurance Portability and Accountability Act (HIPAA) and the Health Information Technology for Economic and Clinical Health (HITECH) Act, consists of both of the following two types of information:

- Any information regarding a patient's health status, health care provided, or payment for health care services; and

- PII identifying the patient.

Because PHI contains both health care information and information identifying the patient, it requires the protections described by the HIPAA/HITECH Privacy Rule and Security Rule.

All Protected Health Information (PHI) that you may have access to at Actriv is confidential Actriv's property or Partner Facility/Healthcare System Property and requires your protection.

If you have any questions regarding protecting Patient Information, please refer to Actriv's HIPAA policy or contact the Hearts and Culture Department.

Financial Account Information

Financial account information includes information regarding bank accounts, credit card accounts, debit card accounts, and other financial accounts, that would allow access to or use of those accounts. Bank account information typically includes a bank routing number and account number, credit and debit card information typically include a card number, expiration date, security code, and cardholder's name.

All financial account information that you may have access to at Actriv is confidential Actriv property and requires your protection.

Other Proprietary Information

As part of your employment, you may also have access to other types of our information of a confidential or secret nature related to our business or our clients' businesses, including but not limited to these examples: customers, bid information, pricing, strategic plans, and suppliers; finances, budgets, business, marketing, forecasts, and projections; manuals, methods, techniques, processes, and business practices; compensation, sensitive personnel information regarding other employees and clients; and legal matters. Because our success depends on our competitive edge and our efforts to safeguard trade secrets and non-public, confidential, sensitive, and proprietary information, the protection of this information is critically important to us, our employees, and our clients. You may not use or disclose any non-public, confidential, sensitive, or proprietary information of ours in any manner that is unauthorized or detrimental to our best interests.

All proprietary information that you may have access to at Actriv is confidential Actriv property and requires your protection.

This policy does not prohibit you from engaging in discussions regarding your wages, benefits, and terms and conditions of employment with other employees.

Protecting Confidential Information

You are expected to follow these guidelines to protect our confidential information:

- Always access, use, or modify confidential information only as needed for the purposes of performing your official job duties.
- Never access confidential information out of curiosity.
- Never use confidential information for personal interest, advantage, gain, or profit.
- Never provide confidential information to any unauthorized person.
- Never remove documentation containing confidential information from the office, home, Client's Facilities, or other work area without proper written authorization.
- Always prevent unauthorized persons from gaining access to confidential information when using it in their presence.
- Always store confidential information in a place physically secure from access by any unauthorized person and out of plain view.
- Always use proper shredding bins for the disposal of all documents and files containing confidential information. Never dispose of confidential information in wastebaskets or unsecured recycle bins.
- Always comply with our policies governing privacy and security issues as well as applicable state and federal laws.

Misappropriating Information

You are prohibited from misappropriating confidential, proprietary, or trade secret information of another person or entity. It is against our policy to violate the copyright, trademark, or patent rights of other persons or entities in their products, materials, or information. You are prohibited from using confidential or proprietary business information obtained from competitors or third parties, including client lists, price lists, contracts, or other information, in violation of an enforceable covenant not to compete or a prior enforceable employment agreement.

Requests for Company-Related Information

If you receive a request for information about us or another employee from a federal, state, or local government agency, the request should be referred to the Legal Department immediately. This information may be time sensitive. You should not meet representatives from any government agency or non-company lawyers without first getting express permission from the Legal Department. You

should not have discussions with the media about company matters unless authorized by us.

Upon Termination of Employment

Upon termination of employment, you will be required to promptly return to us all company property, including materials, documents, and data of any nature, including any reproductions, containing confidential and proprietary information. Additionally, you will be required to return all computer equipment, including but not limited to desktops, laptops, tablets; computer peripherals such as printers, monitors, keyboards and mice; mobile devices such as company owned smartphones, mobile tablets or cell phones; networking devices such as air cards and wireless hotspots; and portable storage devices such as flash drives, hard drives and other USB-attached storage.

Upon termination you are also responsible for indefinitely protecting confidential and proprietary information you obtained while employed by us. You may not use or disclose such information to any person or entity for any reason, except when you are required to do so, after notifying us, by a valid subpoena, court order, or order of a government agency.

Questions about Confidential Information

If you are unclear about whether certain information should be kept confidential, please contact the Legal Department before sharing any information.

Secure your Workspace.

You are responsible for the protection of confidential information at your workspace even when you are away, no matter how briefly. Follow these practices to Secure your Workspace:

- Cover all confidential information when you step away, even briefly.
- Lock up all confidential information when you leave (lunch/meetings/end of day). This applies to confidential information in any form: paper, CD, DVD, flash drives, USB, hard drives, laptops, tablets, cell phones, mobile devices.
- When you lock your drawers and cabinets, take your keys with you. Do not leave your keys elsewhere in the vicinity.
- Angle screens to prevent accidental viewing of confidential information by others in your vicinity. Add privacy screens to monitors if needed.
- Empty shred bins daily. Do not leave any unsecured confidential information behind.

Building Access

You are authorized to be on our premises or in our facilities or Partner Client's Facilities only if you are on duty, reporting for or leaving from scheduled work, or conducting other authorized business.

If you are granted access codes or pass by our Partner Client Facilities, it is prohibited for you to share that information with unauthorized parties.

Security Inspections

We strive to maintain a work environment that is free of illegal drugs, firearms, explosives, weapons, pornography, and other materials that are inappropriate in the workplace. We prohibit the possession, transfer, sale, or use of such materials on our premises or in our facilities to the extent permitted by law.

We reserve the right to search and inspect anything on our premises or in our facilities at any time, whether or not locked and with or without advance notice within the limits permitted by law. Merchandise, desks, drawers, files, lockers, cabinets, and offices, whether or not they are company property, are subject to inspection at any time by any supervisory personnel. You may be required to unlock any such item, container, or area for inspection upon request. All packages and other belongings are also subject to inspection upon request within the limits permitted by law.

Reporting Security Incidents

Promptly report any suspected privacy or security incident as follows:

- Contact 911 in case of emergencies requiring police, fire, or urgent medical assistance. Employees should alert their local Customer Support Team if and when it is safe to do so. Also see Emergency Procedures.
- All aspects of an office/Facility break-in including facilities, records, computers, and law enforcement must be reported to the Client's Facility Administration and to safe@actriv.com.
- Lost or stolen company- issued computers including desktops, laptops, and tablets must be reported to the Actriv Care Center at help@actriv.com.
- Lost or stolen company-issued phones including cell phones, smartphones, and MiFi devices must be reported to the Actriv Care Center at help@actriv.com.
- Suspicious emails, viruses, malware, and other suspicious computer activity must be reported to the Actriv Care Center at help@actriv.com.
- Lost or stolen personally owned devices including cell phones, tablets, mobile devices, and thumb drives must be reported to the Privacy Team at Privacy@actriv.com.

- Any other suspected privacy or security incident must be reported to the Privacy Team at Privacy@actriv.com.

Acceptable Use of Electronic Resources

Use of the internet by employees of Actriv Healthcare Inc. is permitted and encouraged where such use supports the goals and objectives of the business. However, Actriv Healthcare Inc. has a policy for the use of the internet, whereby employees must ensure that they:

- Comply with current Acceptable Use Policy
- Use the internet in an acceptable way; and
- Do not create unnecessary business risk to Actriv Healthcare Inc. by their misuse of the internet.

Examples of Unacceptable Uses:

- Visiting internet sites that contain obscene, hateful, pornographic, or otherwise illegal or inappropriate material
- Using the computer to perpetrate any form of fraud, or software, film, or music piracy
- Downloading commercial software or any copyrighted material belonging to third parties, unless the download is covered or permitted under a commercial agreement or other such license
- Hacking into unauthorized areas
- Publishing defamatory and/or knowingly false material about Actriv Healthcare Inc., your colleagues, and/or our customers on social networking sites, blogs, and any online publishing format
- Revealing confidential information about Actriv Healthcare Inc. in a personal online posting, upload, or transmission, including financial information and information relating to our customers, business plans, policies, staff, and/or internal discussions
- Introducing any form of malicious software into the network

You are provided access to and use of our electronic resources to conduct business for our benefit. Examples of electronic resources include:

- Desktop and laptop computers
- Personal digital assistants
- iPods and other media players
- iPads and other tablets
- iPhones, blackberries, and other smart phones or cell phones
- Electronic mail (“e-mail”), including electronic attachments and transactional information associated with such communication.
- Internet access
- Internal network resources (“intranet”)
- External network resources (“extranet”)

- File shares
- SharePoint sites
- Telephones
- Voice mail
- Fax machines
- Printer and multifunction devices
- Webcams
- Video conferencing
- Software, applications, and operating systems
- Databases and electronic storage media

Our electronic resources also include all electronic communications sent or received when you are conducting our business, regardless of whether company equipment is used, and all activities using any accounts, subscriptions, or other technical services we pay for, such as Internet access, cell phone service, voice mail service, e-mail, and instant messaging. Electronic resources include all resources we own, lend, lease, or license, as well as the data and electronic communications stored on, sent from, or received using them.

You are responsible for the content of all text, audio, and images you create, retrieve, store, delete, send, or receive using our electronic resources. You are required to comply with all policies and procedures when using our electronic resources. You are responsible for using our electronic resources ethically and legally, and not to the detriment of us, our employees, our clients, or our patients. Your use of our electronic resources is not to interfere with your productivity, the productivity of others, the operation of our electronic resources, our operations, or the security and integrity of our information security systems.

You are responsible for exercising good judgment regarding the reasonableness of personal use of electronic resources. You are permitted to use our electronic resources within reason for occasional and important non-business purposes, such as coordinating childcare with a family member or communicating a change in work schedule. Non-business uses should not involve significant use of our resources, such as your work time, the work time of others, computer resources, or network bandwidth. Since all uses of our electronic resources are subject to ongoing monitoring, you are advised not to communicate with personal legal counsel nor discuss personal medical information while using our electronic resources for non-business or personal matters.

Electronic Resources Directives

Regarding our electronic resources, you are required to:

- Always use Windows + L to lock your computer whenever you walk away from it, no matter how briefly. Remember: Stand up, Lock up!

- Never share accounts, passwords, or access information, or store such information in a location accessible to unauthorized persons.
- Never hide your identity or pretend to be a different person.
- Never access the communications, files, or equipment of others without authorization.
- Never allow unauthorized persons, including friends or family, to access our communications, files, or equipment.
- Never create, retrieve, store, send, receive, or view offensive material.
- Never download our confidential information or licensed software to a personal device without approval.
- Never upload our confidential information to a personal account in a cloud storage service without approval, including but not limited to any Internet-based file storage such as iCloud Drive, Google Drive, Microsoft OneDrive, Box, Dropbox, or any similar file storage service.
- Never communicate confidential information using unencrypted or otherwise unsecured electronic resources.
- Never disable virus protection software or otherwise circumvent security controls.
- Never install licensed software without approval. Never install unlicensed software under any circumstances.
- Never check in equipment as baggage when traveling.
- Never leave equipment unattended in public places, no matter how briefly.
- Never leave equipment in plain sight in a vehicle, even if the vehicle is locked.

Mobile Device Directives

A mobile device is a portable computing device (tablet, smartphone, etc.) running an embedded operating system. You are required to follow these mobile device directives when you use any mobile device to conduct our business, even if you are using your personal mobile device.

Mobile devices shall be used as described by the Electronic Resources Directives listed above, and by the following additional guidelines:

- Always set a password, "PIN" code, or other security method of preventing access to a mobile device by unauthorized persons, including a reasonably brief automatic screen locking time, such as one minute.
- Never share passwords, "PIN" codes, or other security access methods for a mobile device.
- Never allow unauthorized persons, including friends or family, to access our communications, files, or equipment on a mobile device, including use of the mobile device itself.
- Never store or communicate confidential information using SMS or other similarly unsecured text messaging.

- Never use a mobile device to record conversations, take pictures, or record movies while on our premises, in our facilities, or conducting our business at any location without written authorization from the Legal Department.
- Always adhere to all federal, state, and local laws and regulations regarding the use of these devices while driving regulations regarding the use of these devices while driving.

Social Media Policy

We believe in the importance of using technologies that strengthen communication in the communities we serve. We also respect your right to use social media tools during your personal time.

“Social media activity” includes all types of postings on the Internet, including but not limited to, postings on social networking sites (such as Facebook, TikTok, Instagram, or LinkedIn); blogs and other online journals and diaries; bulletin boards and chat rooms; microblogging, such as Twitter®; and postings of video or audio on media-sharing sites, such as YouTube. Social media activity also includes permitting, or failing to remove, posts by others where you can control the content of postings, such as on a personal page or blog.

This policy applies to you and is intended to provide guidance on appropriate conduct when you participate in social media activity that identifies you in connection with us (other than as an incidental mention of place of employment in personal social media activity unrelated to us) or relates in any way to our business, employees, customers, vendors, or competitors. Even if you make anonymous web postings, you are responsible for complying with this policy. We will not construe or apply this policy in a manner that improperly interferes with or limits your rights under the National Labor Relations Act.

We value our established brand reputation and good will relationships. These are important assets. When you engage in social media activity that identifies you as our employee or that relates to us in any way, you must consider whether your comments are professional and beneficial, or damaging, to our reputation. Consider using available privacy filters or settings to block any inappropriate, unprofessional, or overly personal information about you from co-workers, customers, vendors, or competitors who may have access to your social media activity.

Please review our Social Media policy or contact the Marketing and Communications Department for more information.

Media Inquiries

To better work with the media and maintain compliance with privacy regulations, you, all employees, contractors, corporations, partnerships, and associations affiliated with us should coordinate media inquiries with our Marketing and Communications Department at press@actriv.com.

If you are approached by media representatives for comments about us or industry activities, you should refer all inquiries to the Marketing and Communications Department at Press@actriv.com.

You may not distribute information to the media without the prior notification and approval of the Marketing and Communications Department.

Solicitation/Distribution of Literature and Political Advocacy

Policy Statement

Actriv Healthcare prohibits any solicitation or distribution and posting of materials at any company facility or workplace by any employee or non-employee, except as may be permitted by this policy. The sole exceptions to this policy are causes, programs, activities supported / sponsored by Actriv Healthcare and/or required by law.

Non-Employees

Non-Actriv employees may not at any time solicit employees, clients, or customers, including distribution of literature or items of any kind at any Actriv facility or work site, without prior approval from senior management. Furthermore, Nonemployees, including former employees, are not permitted in any work area at any Actriv worksite without the prior approval of senior management. This includes company sponsored events or programs. Non-Actriv employees approved to be at an Actriv work site should be always accompanied by an Actriv employee. Non-employees not approved to be on Actriv's, or Actriv's Partners Clients premises will be considered to be trespassing and could be subject to legal action.

Current Employees

Employees may not solicit patients or clients at any time for any reason. Employees may not solicit other employees, vendors, or suppliers during work time, except in connection with a company sponsored event, or in areas devoted to patient care. Employees may not distribute non-work-related literature or items of any kind during work time, in a work area at any time except in connection with a company sponsored event.

Employees may not sell merchandise for any cause or organization during work time in a work area.

Employees are prohibited from posting any materials at any Actriv work site without management approval. Employees are prohibited from sending non-work-related electronic announcements without management approval.

Off-Duty Employees

Off-duty employees are not permitted in the interior of our facilities or working areas without approval of their manager, with the exception of rest and meal breaks.

Actriv Communications Systems

Actriv communications systems are not to be used to solicit for or to promote any commercial ventures, outside organizations, religious or political causes unless required by law.

Political Advocacy

Employees are prohibited from engaging in any political advocacy during work time or in a work area unless otherwise required by law.

Violations of this policy should be reported to management and or Employee Relations. Employees who violate this policy are subject to corrective action up to and including termination.

World Class Customer Service

Actriv extends an uncommon level of commitment and support to the businesses we serve. Adhering to a rigid code of ethics and accountability, Facilities have complete access to an Actriv representative who is dedicated to filling their workforce needs with exceptionally talented Providers.

Facilities

Business partners enjoy quick responses to last minute staffing needs and hard-to-place requests. And because Actriv only places top level talent, Facilities are confident that the care their Patients are receiving is unparalleled.

Actriv also backs up their commitment to their Facility Partners by taking liability for all placed staff. Honest, ethical, trustworthy. Traits of Actriv Providers and staffers alike.

Support and Assistance

24/7 Support

Actriv Healthcare provides 24/7 Support while you are on assignment or a shift. Our Customer Success Team will be available to answer any questions that arise. Whether they concern general area facts or specific assignment/shift details, we are genuinely interested in your complete satisfaction. Issues related to Payroll, disciplinary, clinical case update, recruiting or compliance will be addressed during normal business hours Monday through Friday 9:00am to 6:00pm PST.

The Company also maintains 24/7 Online Access through our website or App. Through the Actriv App you can request for a shift, update your work experience, upload your credentials, sign required documents, complete tests, and skills checklist, view your most recent pay statement, verify your W-2 address and email your local Customer Success Representative, just to name a few. Ask your local Customer Success Representative for details.

Clinical Assistance; Customer Service

Actriv Healthcare provides you with a Clinical Liaison team whose primary goal is to assist you with clinical concerns or clinical performance issues that may arise from time to time. This team of experienced healthcare professionals assists employees with clinical performance situations that may necessitate intervention by providing conflict resolution support, counseling, guidance, and remediation. A Clinical Quality Assurance Team of nursing professionals serves as an advisory resource panel for these Clinical Liaisons.

Contact your local customer success team or email safe@actriv.com to relay customer feedback or for assistance with non-clinical issues/complaints.

Referral Bonus

The Company offers a referral bonus to those eligible who refer qualified candidates. Referrer's name must appear on application. Call your Company Representative for additional details. Bonus programs are subject to change without notice.

Texting

The Company provides SMS Text Messaging to some of our healthcare professionals in order to provide instant notification about various aspects of your assignment. You can STOP receiving text messages at any time by responding

"STOP" to text messages received from Actriv. Although the service is free, your cell phone provider's standard text messaging rates may apply. For more information, contact your local customer success Representative or visit the Company's website to view the terms and conditions. The last page of this Booklet contains website information.

How You Treat Others

Empowered. Expected.

When you are a part of the Actriv family, you can rely on being met with genuine care that embraces every part of you.

In turn, you are empowered to care deeply and continually for those around you.

Not only are you equipped to care, but you are expected to deliver that care with excellence. Whether it's a Patient, a fellow Provider, or Facility staff, you have been empowered to provide exceptional service to all.

We are all called to care more.

Minnesota Handbook Addendum

Minnesota Meal and Rest Break

At Actriv, we prioritize the well-being of our employees. In accordance with Minnesota's labor regulations, we have established the following meal and rest break policies:

1. Meal Break Policy:

- **Eligibility:** Any employee working eight (8) or more consecutive hours is entitled to a meal break.
- **Duration:** We provide a reasonable amount of time for meal breaks. Although this time can be unpaid, the employee must be completely relieved of all duties.
- **Exceptions:** If the nature of an employee's work allows for frequent short, intermittent breaks to eat meals, the above provision may not apply.

2. Rest Break Policy:

- **Eligibility:** For every four (4) consecutive hours of work, employees are eligible for a rest break.
- **Duration:** Rest breaks typically last at least ten (10) minutes and are paid.
- **Scheduling:** The timing of rest breaks is at our discretion. Ideally, we aim to provide breaks approximately in the middle of each work segment. However, if the nature of the work allows employees to take frequent short breaks, this provision may not be strictly enforced.

3. Nursing Mothers:

- **Breaks:** We are committed to supporting nursing mothers. Therefore, we provide reasonable unpaid break times for mothers to express breast milk.
- **Facilities:** A private space, other than a restroom, shielded from view and free from intrusion will be provided for this purpose.

4. Compliance and Reporting:

1. Accountability:

Violation of these provisions is taken seriously. We encourage employees to report any discrepancies to their immediate supervisors or the Hearts and Culture Department. Rest assured; necessary corrective actions will be taken promptly.

2. Documentation Protocol:

- All breaks, both meal and rest, must be documented to ensure compliance and transparency.
- Employees are required to clock in and out and record breaks using the Actriv app.
- If, for any reason, a break is not taken during a shift, employees should record the reason within the Actriv app.
- While some partnering facilities might require Actriv employees to use paper timecards or other time-keeping devices/software, Actriv's policy mandates the use of the Actriv app for clocking activities, including the recording of all breaks, whether paid or unpaid.

Minnesota Wage Notice Disclosure

Under the Minnesota Wage Disclosure Protection law, you have the right to tell any person the amount of your own wages. The Company will not retaliate against you for disclosing your own wages. Your remedies under the Wage Disclosure Protection law are to bring a civil action against your employer and/or file a complaint with the Minnesota Department of Labor and Industry at **(651) 284-5070** or **1-800-342-5354**.

Minneapolis and St. Paul Sick and Safe Paid Time

Employees will accrue 1 hour of earned sick leave for every 30 hours worked, up to a maximum of 48 hours of leave per benefit year, and a maximum of 80 hours total. Hours begin to accrue on the first day of work and may be used on the 90 day of employment. Sick and Safe Time is access to time off work for Sick and Safe Time purposes.

It is unlawful for the Company to restrain, prevent, or deny the exercise of any right protected under the Minneapolis or St. Paul Earned Sick and Safe Time Ordinances.

St. Paul Minimum Wage Ordinance

Employees working in St. Paul are entitled to receive the payment of the applicable minimum wage throughout their employment. Employees have the right to report a violation of the St. Paul Minimum Wage Ordinance or if they believe that they have been denied payment of minimum wages. Employees will not be retaliated against by the Company for requesting payment of any minimum wages owed or for reporting a believed violation of such ordinance. If you have any questions, you may contact the City of St. Paul at 651.266.8966 or laborstandards@stpaul.gov

Duluth Sick and Safe Paid Time

Employees who work a majority of their time in Duluth will accrue 1 hour of earned sick and safe time for every 50 hours worked, up to a maximum of 64 hours per year. Employees can carry over up to 40 hours of accrued but unused time over to the following year. Employees will accrue sick and safe time immediately but cannot use such accrued time until they have been employed with the Company for 90 days. The Company will not retaliate against employees for requesting to use such paid time off, filing a complaint with the City of Duluth, or telling others about their rights.

Oregon Handbook Addendum

Oregon Meal and Rest Breaks

Actriv is dedicated to adhering to state-specific regulations and understands the importance of rest and meal breaks to ensure employee well-being.

- **Meal Breaks:** Actriv will provide meal periods of at least thirty (30) minutes to employees who work shifts of six (6) or more hours.
- **Rest Breaks:** Actriv will also provide a paid rest period of not less than ten (10) minutes for every segment of four (4) hours worked in one work period. Note: This rest time is distinct from, and is provided in addition to, time designated for meals.

Oregon Family Leave Act (OFLA)

Employees working in Oregon have rights under the Oregon Family Leave Act:

- **Leave Duration:** Eligible employees may take up to twelve (12) weeks of unpaid leave annually for various reasons including parental leave, serious health conditions, pregnancy disability leave, sick child leave, and more.
- **Eligibility:** To qualify, employees must have worked an average of 25 hours per week for 180 days. For parental leave, the requirement is 180 days without the average hour condition.
- **Comparison with FMLA:** The OFLA provides certain benefits which might not be available under the Federal FMLA. It is recommended to understand both acts to ensure complete coverage and compliance.

Oregon Workplace Fairness Act (OWFA)

Actriv firmly believes in creating a workplace free from discrimination, harassment, and retaliation:

- **Anti-Harassment Policy:** Actriv's Anti-Harassment Policy promotes an environment free from unlawful discrimination or harassment based on various protected characteristics. If any employee witnesses or experiences inappropriate conduct, they are advised to document such events and follow the prescribed reporting process.
- **Reporting Procedure:** Immediately contact Actriv's 24HR clinical manager or your recruiter to report any violations.
- **Retaliation Prohibited:** Actriv strictly prohibits any form of retaliation against employees for filing complaints or assisting in investigations. Violations of this anti-retaliation policy will result in disciplinary actions, including potential dismissal.

Agreement Clarifications under OWFA:

Actriv is transparent about the terms and conditions of its agreements:

- **Nondisclosure Agreement (NDA):** This is an agreement that restricts parties from sharing information regarding any work-related complaint about harassment, discrimination, or sexual assault.
- **Non-disparagement Agreement:** This is an agreement restricting parties from making negative remarks about another party or Actriv.
- **No-rehire Provision:** This provision prevents a former employee from seeking reemployment with Actriv and allows Actriv the right to refuse rehiring said individual.

Washington Meal and Rest Breaks:

Lunch Break:

- Non-exempt employees working a minimum of five (5) consecutive hours are entitled to a 30-minute lunch break.
- This break will start anywhere between two (2) to five (5) hours from the start of the employee's shift.
- In line with our general lunch break policy, non-exempt employees have the flexibility to extend this break up to one (1) hour.

Additional Meal Period for Overtime:

- If an employee works overtime for three (3) or more hours beyond their regular workday, they are entitled to an additional 30-minute meal break before or during this overtime period.

Rest Breaks:

- For every four (4) hours of continuous work, employees are entitled to a 10-minute rest break.
- Efforts will be made to schedule this break around the midpoint of the work period.
- It's important to note that no employee will work more than three (3) continuous hours without a rest break.

Washington Family Medical Leave:

Eligibility:

- Employees who have been with the Company for at least 12 months.
- Those who have completed a minimum of 1,250 hours over the past twelve (12) months.

Leave Duration & Reason:

- Eligible employees can avail up to twelve (12) weeks of unpaid protected leave within a twelve (12) month period for the following reasons:
 - Birth of an employee's child and subsequent care.
 - Placement of a child with the employee for adoption or foster care.
 - Care for a family member with a serious health condition.

- Serious health conditions preventing the employee from performing their duties.

Additional Leave Provisions:

- Pregnant employees working at a site with fifty (50) or more employees within 75 miles can avail an additional twelve (12) weeks of FLA leave on top of the pregnancy disability leave.
- Employees needing to care for a registered domestic partner with serious health conditions can avail up to twelve (12) weeks of unpaid FLA leave.
- In specific situations, employees can still use FLA leave even after exhausting their federal FMLA entitlements for military-related reasons.

Leave Flexibility:

- Employees can choose to take their leave all at once, intermittently, or on a reduced schedule.

Notice Requirement:

- Employees must inform the Company at least thirty (30) days in advance for expected child birth/placement.
- For other reasons, employees must provide as much notice as possible.

Return from Leave:

- Post the FLA leave, employees will be reinstated to their previous or an equivalent position with the same pay, benefits, and other employment terms.

Concurrent Leave:

- In most instances, the FLA leave will run concurrently with the Family Medical Leave Act (FMLA), if applicable.

Washington Family Care Leave:

This policy allows employees to use their accrued paid sick leave or vacation days to care for:

- A minor child with a routine illness.
- A spouse, registered domestic partner, parent, parent-in-law, or grandparent with a serious or emergency health condition.
- An adult incapable of self-care due to a physical or mental disability.

Applicability:

- The Family Care Leave only pertains to the paid leave that employees have accrued under Company policies.

- The Company will not provide advance leave under this policy.

Usage:

- Employees can use their available paid sick leave or vacation time to provide the necessary care to the aforementioned family members.

Conditions:

- The leave is applicable only when the employee has "earned" it, based on our existing Company policies.

Washington Paid Sick Leave

Employees working in Washington will accrue one hour of paid sick leave for every 40 hours worked. An employee can carry over up to 40 accrued hours of sick leave to a subsequent year.

Employees may use paid sick leave for themselves or their family members for any of the following reasons:

- A mental or physical illness, injury, or health condition.
- To diagnose, care for, or treat a mental or physical illness, injury, or health condition.
- To receive preventive medical care.
- For leave that qualifies under the state's Domestic Violence Leave Act.
- If an employee's workplace, or their child's school or place of care, has been closed by order of a public official for a health-related reason.

For foreseeable events, such as appointments scheduled in advance, employees are required to provide 10 days' notice, or as early as practical. For unforeseeable uses of paid sick leave, employees must notify the Company as soon as possible before the start of their shift, unless it is impractical to do so. For absences exceeding three required work days or longer, the employee is required to provide verification that their paid sick leave absences are for an authorized purpose.

Any discrimination or retaliation against an employee for lawful exercise of paid sick leave rights is not allowed. Employees will not be disciplined for the lawful use of paid sick leave. If an employee feels they are being discriminated or retaliated against, the employee may contact Customer Support. If an employee is not satisfied with the Company's response, the employee may contact the Washington State Department of Labor & Industries. Online:

www.Lni.wa.gov/WorkplaceRights

Call: 1-866-219-7321, tollfree

Visit: www.Lni.wa.gov/Offices

Email: ESgeneral@Lni.wa.gov

Seattle Paid Sick Leave

As an enhancement to the benefits afforded under the Washington Paid Sick Leave law, employees in Seattle shall accrue 1 hour of paid sick time for every 30 hours worked under the Paid Sick and Safe Time (PSST) law. Seattle employees can carry over up to 72 hours to the subsequent year. Any accrued but unused PSST hours are not available to be paid out upon termination of employment.

Employees cannot be retaliated against for using Paid Sick and Safe Time. If you believe that your PSST rights have been violated, we ask that you please reach out to Customer Support so that we can attempt to rectify the situation. If we are not able to resolve the situation to your satisfaction, you may file a complaint with Seattle's Office of Labor Standards (OLS) or bring a civil action. OLS also provides free technical assistance, brochures, posters and other resources. For more information from OLS, call **206-684-4500** or visit <http://www.seattle.gov/laborstandards/ordinances/paid-sick-and-safe-time> .

Washington Paid Family and Medical Leave

Paid Family and Medical Leave is a mandatory statewide insurance program that will provide almost every Washington employee with paid time off to give or receive care. If you qualify, this program will allow you to take up to 12 weeks, as needed, if you:

- Welcome a child into your family (through birth, adoption or foster placement)
- Experience a serious illness or injury
- Need to care for a seriously ill or injured relative
- Need time to prepare for a family member's pre- and post-deployment activities, as well as time for childcare issues related to a family member's military deployment.

If you face multiple events in a year, you might be eligible to receive up to 16 weeks, and up to 18 weeks if you experience a serious health condition during pregnancy that results in incapacity.

The program is funded by premiums paid by both employees and employers. It will be administered by the Employment Security Department (ESD). The Company will calculate and withhold premiums from your paycheck and send both your share and theirs to ESD on a quarterly basis.

Starting Jan. 1, 2020, employees who have worked 820 hours in the qualifying period (equal to 16 hours a week for a year) will be able to apply to take paid medical leave or paid family leave. The 820 hours are cumulative, regardless of the number of employers or jobs someone has during a year. All paid work over the course of the year counts toward the 820 hours, including part-time, seasonal and temporary work. While on leave, you are entitled to partial wage replacement. That means you will receive a portion of your average weekly pay. The benefit is generally up to 90 percent of your weekly wage, with a minimum of \$100 per week and a maximum of \$1,000 per week. You will be paid by the Employment Security Department rather than your employer.

Please go to www.paidleave.wa.gov for more information.

WA Cares Fund - A Long-Term Care Fund for Everyone:

Contribution Mechanism:

- Every Actriv employee will contribute a sum equivalent to 0.58% of their paycheck towards the WA Cares Fund.
- This translates to an approximate amount of \$24/month for the average worker.

Eligibility Criteria:

- Accumulate a qualifying year for every year you work a minimum of 500 hours.
- You can avail the benefits from July 2026, provided you have contributed:
 - For 3 of the previous 6 years at the application time, or
 - For 10 years (without a gap of more than 5 years) at any juncture during your career.
- For those born before 1968, lifetime access to a partial benefit is available, amounting to 10% of the full sum for every contributing year.
- Exemptions: Out-of-state residents, military spouses, workers with nonimmigrant visas, and veterans with a disability rating of 70% or more have the option to opt out.

Benefit Details:

- Starting July 2026, eligible Actriv employees can access care services costing up to \$36,500 (with annual inflation adjustments) throughout their lifetime.
- Designed primarily for aging-in-place, the fund offers support for daily chores like bathing, cooking, and transportation, facilitating independent living.

- The fund provides multiple options, granting flexibility to family caregivers. This includes the provision to train and pay a family caregiver or to appoint external help to give family caregivers some respite.
- With WA Cares, you can select services that cater to your individual needs.

Why is this Important?:

- Statistics reveal that 7 out of 10 people will require long-term care. However, many don't have the financial means for it.
- WA Cares Fund is a pioneering program ensuring that Actriv employees have access to affordable long-term care.
- The coverage extends to various services like professional in-home care, home safety modifications, home-delivered meals, transportation, etc.
- The fund can also be employed to cover expenses in residential settings like nursing homes.

Important Dates:

- Effective Date July 1, 2023, Actriv will commence the deduction of WA Cares Fund premiums starting.

For a comprehensive understanding and additional details, please visit the official site: wacaresfund.wa.gov.

Texas Handbook Addendum

Dallas Paid Sick Leave Ordinance

An employee who works for Activ for at least 80 hours within the geographic boundaries of the City of Dallas is entitled to earn paid sick time under the Earned Paid Sick Time Ordinance. Eligible employees will receive one hour of paid sick time for every 30 hours worked for the Company in Dallas. An employee can begin using paid sick time as soon as the employee has worked at least 80 hours within the geographic boundaries of the City of Dallas and the paid sick time is earned. An employee can accrue up to 64 hours of earned paid sick time that can be carried over to the following year.

An employee can use paid sick time (1) for the employee's physical or mental illness, physical injury, preventative medical or health care, or health condition; (2) to care for the employee's family member's physical or mental illness, physical injury, preventative medical or health care, or health condition; and (3) for the employee's or the employee's family member's need to seek medical attention, seek relocation, obtain services of a victim services organization, or participate in legal or court ordered action related to an incident of victimization from domestic abuse, sexual assault, or stalking involving the employee or the employee's family member.

Activ will not retaliate against an employee for requesting paid sick time, using paid sick time, filing a complaint, participating in an investigation, or doing anything else that is protected under the Earned Paid Sick Time Ordinance. An employee may file a complaint with the City of Dallas Office of Fair Housing and Human Rights if an employee believes their rights under the Ordinance have been violated.

San Antonio Sick and Safe Leave Ordinance

An employee who works for the Company within the geographic boundaries of the City of San Antonio is entitled to earn paid sick and safe time under the Sick and Safe Leave Ordinance. Eligible employees will accrue 1 hour for every 30 hours worked, up to 56 hours per year. While sick and safe leave begins to accrue from the first working day for new employees, employees must wait to 90 days before using any accrued time.

The Company may request medical documentation or other verification if an employee misses more than three consecutive days, or whether the Company reasonably suspects abuse of the sick and safe leave time.

The Company will not retaliate against an employee for requesting paid sick time, using paid sick time, filing a complaint, participating in an investigation, or doing anything else that is protected under the Sick and Safe Leave Ordinance.

Maryland Handbook Addendum

Maryland Earned Sick and Safe Leave

The Maryland Healthy Working Families Act requires employers to provide paid sick and safe leave for certain employees. Earned sick and safe leave begins to accrue on the date on which an employee begins employment with the Company. An employee accrues earned sick and safe leave at a rate of one hour for every 30 hours the employee works; however, an employee is not entitled to earn more than 40 hours of earned sick and safe leave in a year or accrue more than 64 hours of earned sick and safe leave at any time.

An employee is allowed to use earned sick and safe leave under the following conditions:

- To care for or treat the employee's mental or physical illness, injury, or condition;
- To obtain preventative medical care for the employee or the employee's family member;
- To care for a family member with a mental or physical illness, injury, or condition;
- For maternity or paternity leave; or
- The absence from work is necessary due to domestic violence, sexual assault, or stalking committed against the employee or the employee's family member and the leave is being used: (1) to obtain medical or mental health attention; (2) to obtain services from a victim services organization; (3) for legal services or proceedings; or (4) because the employee has temporarily relocated as a result of the domestic violence, sexual assault, or stalking.

A family member includes a spouse, child, parent, grandparent, grandchild, or sibling.

An employer is prohibited under the law from taking adverse action against an employee who exercises a right under the Maryland Healthy Working Families Act and an employee is prohibited from making a complaint, bringing an action, or testifying in an action in bad faith.

If you feel your rights have been violated under this law or you would like additional information, you may contact: Commissioner of Labor and Industry
1100 North Eutaw Street, Room 600 | Baltimore, MD 21201
ssl.assistance@maryland.gov

Nevada Handbook Addendum

Nevada Meal and Rest Breaks

Employees who work eight continuous hours are permitted at least one 30-minute uninterrupted meal break. During the break, employees will be relieved of all duties. An uninterrupted meal break lasting at least 30 minutes will be unpaid for nonexempt employees. Employees who work eight continuous hours are permitted at least one 30-minute uninterrupted meal break. During the break, employees will be relieved of all duties. An uninterrupted meal break lasting at least 30 minutes will be unpaid for nonexempt employees.

**Do the right thing,
no matter how
difficult.**

– Proverb

Our Brand Pillars

Goodwill⁰¹

Kindness, compassion, and empathy. It's our approach to every relationship we build, every community we help grow, and every aspect of our business.

Innovation⁰²

More than forward thinking. Disruptive. Blowing up the norm. Reinventing workforce solutions. Changing it forever.

Empowerment⁰³

When we hand the power over to our Providers
something wonderful happens.
Commitment. Contentment. Joy.
Not just for them personally, but for the Facilities
they are placed in and the Patients they care for.

Purpose⁰⁴

Our purpose is to make the world a better place.
We're called to do this, so it governs how we do
business. It's the end goal that drives us. The reason
we work, create, and push ourselves.