



T R I A G E

Traveler Handbook

Welcome!

We are pleased to have you on our team. This handbook, however, gives us the opportunity to renew our welcome and to share our benefits and policies. We believe that each employee contributes directly to our success, and we hope you will take pride in being a member of our team.

This employee handbook describes the expectations we have of our team and outlines many of our policies, programs and benefits available to eligible employees. Employees should familiarize themselves with the content as it will answer many questions about your employment with us.

It is also important to understand that this employee handbook does not constitute a contract. Triage, LLC (“Triage” or “Company”) retains the right to modify or end these policies and benefits. We reserve the right to adopt new policies and benefits, too. The policies, practices and benefits described in this employee handbook supersede all those written and unwritten at an earlier time.

We hope that your experience here will be enjoyable and rewarding. Again, welcome!

Sincerely,

John Maaske
Founder/CEO

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Introduction

Welcome to Triage! Triage has drafted this Employee Handbook (“Handbook”) to answer questions employees may have about Triage and its policies. This Handbook applies to all Company employees and each employee must read this Handbook thoroughly and retain it for future reference. This Handbook supersedes, replaces and overrides any and all previous Handbooks or employment policies addressing these same topics. Policies stated in this Handbook are guidelines only, with the exception of the policy on “at-will” employment, and are subject to change at the sole discretion of Triage, as are all other policies, procedures, benefits and other programs of Triage. From time to time, employees may receive updated information concerning changes in policy. Nothing in this Handbook shall be construed or interpreted in any way to limit or infringe upon employees' protected rights under the National Labor Relations Act. Employees with questions regarding this Handbook should contact the People & Cultures Department.

This Handbook is not a contract, express or implied, guaranteeing employment for any specific duration. Although Triage hopes that each employee’s employment relationship will be long term, Triage may terminate this relationship at any time, with or without cause or advance notice. Employees may also terminate this employment relationship at any time. This is known as employment “at-will” and all of Triage’s employment relationships and policies in this Handbook are based on this premise. Company reserves the right to change any provision of this Handbook. Company also reserves the right to modify compensation and/or compensation plans. Please understand that no supervisor or representative of Triage other than the CEO has the authority to enter into any agreement with you for employment for any specified period or to make any promises or commitments contrary to the foregoing. Further, any employment agreement entered into by the CEO shall not be enforceable unless it is in writing. In the event the terms of an employment agreement entered into between the Employee and Triage conflict with the terms of this Handbook, the terms of the employment agreement shall prevail.



Triage is certified by the Joint Commission

This certification demonstrates Triage's commitment to providing the highest level of clinicians with quality health care facilities since 2007.

What does this mean to you as a Triage employee?

Triage employees are working for a company committed to **QUALITY, SAFETY, and ETHICS.**

- Opportunities in quality facilities, with employees working for one cause — patient satisfaction
- Comprehensive credentialing standards and practices ensuring your safety and experience fit best.
- Our rigorous credentialing standards and practices ensure the appropriate placement of employees based on experience and competence.
- Ongoing education is critical to providing customers and patients with clinically competent health care professionals. We encourage our health care professionals to participate in ongoing work-related in-services, training or other educational opportunities.

What this means to the employee:

Triage's promise to delivering quality service comes with the added guarantee that we meet or exceed the standards for the healthcare industry. The Joint Commission certification acknowledges our performance.

If anyone has any concerns or questions about the safety or quality of care provided by Triage, please feel free to contact us at 1-800-494-0087 or by email at safety@triagestaff.com.

How to Report Concerns to The Joint Commission

If there are additional concerns that Triage is unable to address or you are not satisfied with our response, please contact The Joint Commission at:

The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, Illinois 60181
Direct Number: 1-800-994-6610
Email: complaint@jointcommission.org
Fax: 630-792-5636

Triage will not permit disciplinary action or retaliation against any employee or client who voices concerns with The Joint Commission.





T R I A G E

Contacting Triage

Triage's normal business hours are 8am–5:00pm Central Standard Time. Please use one of the following methods to make general contact with Triage or to report fraudulent or illegal acts.

Mail

You have the option to provide your name or you can submit information confidentially.

Triage
Attn: People & Culture
13609 California Street
Omaha, Nebraska 68154

Fax

You have the option to provide your name or you can submit information confidentially via 800-701-9855.

Phone

You have option to provide your name or you can submit information confidentially via 800-259-9897, Option 0, Request People & Culture.

Email

You can send an email using your own name or can create a confidential email using one of the internet's free email services to Benefits benefits@triagestaff.com.



Employment Policies

Equal Employment Opportunity Employer

Triage provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, sex (including pregnancy, sexual orientation, and gender identity), citizenship national origin, age, disability, genetic information, because of past, current or future military obligations, or status in any group protected by federal, state, or local law. This policy applies to all terms and conditions of employment, including, without limitation, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

Antidiscrimination and Antiharassment

Triage is committed to providing a work environment where all employees are treated with courtesy, respect and dignity. Triage expressly prohibits any form of unlawful employee discrimination or harassment based on race, color, religion, sex (including pregnancy, sexual orientation, and gender identity), citizenship national origin, age, disability, genetic information, because of past, current or future military obligations, or status in any group protected by federal, state, or local law. Triage will not tolerate improper interference with the ability of Triage's employees to perform their expected job duties.

It is Triage's policy to provide a work environment free of sexual and other harassment. To that end, harassment of Triage's employees by management, supervisors, coworkers, or non-employees who are in the workplace is absolutely prohibited. Further, any retaliation against an individual who has complained about sexual or other harassment or retaliation against individuals for cooperating with an investigation of a harassment complaint is similarly unlawful and will not be tolerated. Triage will take all steps necessary to prevent and eliminate unlawful harassment.

Definition of Unlawful Harassment

"Unlawful harassment" is conduct that has the purpose or effect of creating an intimidating, hostile, or offensive work environment; has the purpose or effect of substantially and unreasonably interfering with an individual's work performance; or otherwise adversely affects an individual's employment opportunities because of the individual's membership in a protected class.

Unlawful harassment includes, but is not limited to, epithets; slurs; jokes; pranks; innuendo; comments; written or graphic material; stereotyping; or other threatening, hostile, or intimidating acts based on a protected characteristic.



Definition of Sexual Harassment

“Sexual harassment” is generally defined under both state and federal law as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature where:

- Submission to such conduct is made either explicitly or implicitly a term or condition of employment;
- Submission to or rejection of such conduct is used as the basis for decisions affecting an individual’s employment; or
- Such conduct has the purpose or effect of creating an intimidating, hostile or offensive working environment.

Other sexually oriented conduct, whether intended or not, that is unwelcome and has the effect of creating a work environment that is hostile, offensive, intimidating, or humiliating to workers may also constitute sexual harassment.

While it is not possible to list all those additional circumstances that may constitute sexual harassment, the following are some examples of conduct that may constitute sexual harassment depending on the totality of the circumstances, including the severity of the conduct and its pervasiveness:

- Unwanted sexual advances, whether they involve physical touching or not;
- Sexual epithets, jokes, written or oral references to sexual conduct, gossip regarding one’s sex life, comments about an individual’s body, comments about an individual’s sexual activity, deficiencies, or prowess;
- Displaying sexually suggestive objects, pictures, or cartoons including transmission or display via computer or phone;
- Leering, whistling, brushing up against the body, sexual gestures, or suggestive or insulting comments;
- Inquiries into one’s sexual experiences; and
- Discussion of one’s sexual activities.

Retaliation against an individual who has complained about sexual harassment and retaliation against individuals for cooperating with an investigation of sexual harassment complaint is unlawful and will not be tolerated at Triage.

Complaint Procedure

An employee, who feels they have been discriminated against or harassed by any supervisor, coworker, vendor, or other person in the workplace, or who has witnessed harassment of another, they have several options. Whenever possible, the person doing the harassing should be told, politely but firmly, that such conduct is not acceptable. In any case, the complaint of discrimination or harassment should be reported immediately.



Triage takes complaints of discrimination and harassment very seriously. Thus, an employee does not need to follow any formal chain of command when filing a complaint or when discussing or expressing any issue or concern regarding alleged discrimination or harassment. An employee may bypass anyone in their direct chain of command and file their complaint or discuss or express any issue of concern with the People & Culture department or a member of management at any time, and an investigation will be conducted. The ability to provide details, including names, dates and descriptions of the concerning conduct or statements made, will enhance greatly Triage's ability to conduct an appropriate investigation.

All employees are strongly encouraged to take appropriate action as soon as possible if they feel they are being discriminated against or harassed or witness discrimination against or harassment of others. All Triage Representatives who become aware of discrimination or harassment or receive a complaint of discrimination or harassment must promptly notify your Triage Representative or People & Culture at benefits@triagestaff.com either by phone or email.

All complaints of harassment will be promptly and thoroughly investigated; if the complaint is justified, corrective action appropriate to the circumstances will be taken. All complaints and all information given during an investigation will be treated as confidential to the extent possible, subject to the need to conduct a full and fair investigation, and to inform those individuals who will be involved in any corrective action.

Under no circumstances will any person who in good faith makes a complaint of harassment, or assists in its investigation, be subject to any form of retribution or retaliation. Any person who makes or participates in such retribution or retaliation, directly or indirectly, will be subject to severe corrective action.

Background Checks

Triage may require applicants and employees to satisfactorily complete a background check. Triage will consider the applicant's or employee's job duties, among other factors, in determining what constitutes satisfactory completion of the background check. All information obtained as a result of a background check will be used solely for employment purposes.

When a background check is required, applicants or employees must complete Triage's authorization form. Failure to timely complete an authorization form may result in termination of Triage's consideration of an applicant's or employee's position. Falsification or omission of information may result in denial of employment or discipline, up to and including termination of employment.

All background check information will be kept confidential. Triage complies with all applicable federal, state, and local laws regarding background checks.



Performance Reviews

Triage may conduct informal performance reviews at any time during an employee's employment. A performance review is not a contract, guarantee or commitment to provide any form of compensation adjustment, a promotion, a bonus, continued employment or retention. A performance review is only one of several factors Triage uses in making these and other employment decisions.

Diversity and Sensitivity

Triage affirms, through deliberate execution, diversity and multiculturalism as important organizational values. Triage values and regards diversity as an organizational asset, utilizing the strengths and benefits it brings to maximize our ability to achieve Triage's mission.

Defining Diversity

Triage defines diversity and multiculturalism as any aspect that differentiates people from one another. Aspects of personal and cultural backgrounds include race, color and ethnicity, nationality and national origin, citizenship, ancestry, gender and gender identity, age, religion and creed, physical and mental abilities, disabilities, sex, sexual orientation, socio-economic status, political affiliation, Veteran and active armed service status, job level, job responsibilities and experience.

Managing Diversity

Managing diversity is the set of actions that Triage takes to establish and support a culture in which personal and cultural backgrounds are leveraged effectively, thereby allowing Triage to attract and retain a diverse workforce, build organizational and individual capabilities to respect and manage similarities and differences, provide culturally competent care, enhance our relationships with the variety of diverse audiences that we serve.

Time Away From Work

Holiday Schedule and Policy

Holidays will be paid in accordance to the agreed upon holiday rate listed on Assignment Agreement for any hours worked between 12:00 AM and 11:59 PM on New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

If the client observes any additional holiday time, you may be eligible for additional holiday pay as detailed on your Assignment Agreement



State-Mandated Sick Leave

Triage employees working in states with state-mandated sick leave, will accrue sick leave in accordance with applicable state law. All hours worked are included in the calculation of sick leave with the exceptions of On Call hours and Meal Penalty earnings codes. Employees may only accrue up to the maximum hours of sick leave set forth by the state. Once an employee reaches the maximum number of hours, they will not accrue additional sick leave until they have used accrued time and have dropped below the maximum. Once below the maximum hours, the Employee will begin accruing additional sick leave. Employees will not receive retroactive credit for the hours worked while they were at the accrual cap limit.

Time off to Vote

Triage encourages all employees to vote. It is the policy of Triage to comply with all state election law requirements with respect to providing employees, when necessary, time off to vote. Unless applicable law dictates otherwise, time off to vote will be considered unpaid time off.

Family and Medical Leave Act

Under the Family and Medical Leave Act (“FMLA”), employees who have worked for Triage for at least 12 months and at least 1,250 hours during the prior 12 months, and if there are at least 50 employees employed by Triage within 75 miles of the employee’s worksite, may take leave in certain circumstances (“FMLA Leave”).

The FMLA provides that eligible employees may take up to 12 weeks of unpaid leave (“Medical and Family Leave”) during a 12-Month Period (as defined below) for the following reasons:

- For incapacity due to pregnancy, prenatal medical care or child birth;
- To care for the employee’s child after birth, or placement for adoption or foster care;
- To care for the employee’s spouse, son or daughter, or parent, who has a serious health condition; or
- For a serious health condition that makes the employee unable to perform the employee’s job.

Eligible employees with a spouse, son, daughter or parent deployed to a foreign country while on active duty as a member of the Armed Forces or while on active duty status in the National Guard or Reserves in support of a contingency operation may also use their 12-week leave entitlement to address certain qualifying exigencies (“Qualifying Exigency Leave”). Qualifying exigencies may include attending certain military events, arranging for alternative childcare or parental care, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings.

The 12-Month Period during which an eligible employee’s 12 weeks of Family and Medical Leave and Qualifying Exigency Leave entitlement occurs shall be a “rolling” 12 month period measured backward from the date an employee uses any FMLA Leave.



Additionally, the FMLA also includes a special leave entitlement that permits eligible employees to take up to 26 weeks of unpaid leave to care for a covered servicemember during a single 12-month period, less any other FMLA Leave taken during the same period (“Military Caregiver Leave”). A covered servicemember is a current member of the Armed Forces, including a member of the National Guard or Reserves, who has a serious injury or illness incurred or aggravated in the line of duty on active duty that may render the servicemember medically unfit to perform his or her duties for which the servicemember is undergoing medical treatment, recuperation, or therapy; or is in outpatient status; or is on the temporary disability retired list. A covered servicemember also includes a veteran who was discharged or released under conditions other than dishonorable at any time during the five-year period prior to the first date the eligible employee takes Military Caregiver Leave to care for the veteran, and who is undergoing medical treatment, recuperation or therapy for a serious injury or illness. The 12-month period in which an employee may take Military Caregiver Leave begins on the first day the employee takes Military Caregiver Leave and ends 12 months after that date.

An employee does not need to use his or her FMLA Leave in one block of time. Medical and Family Leave and Military Caregiver Leave can be taken intermittently or on a reduced leave schedule when medically necessary. Employees must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt Triage’s operations. Qualifying Exigency Leave may also be taken on an intermittent basis.

Employees must provide 30 days’ advance notice of the need to take FMLA Leave when the need is foreseeable. When 30 days’ notice is not possible, the employee must provide notice as soon as practicable and generally must comply with Triage’s normal call-in procedures. Employees must provide sufficient information for Triage to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include that the employee is unable to perform job functions, the family member is unable to perform daily activities, the need for hospitalization or continuing treatment by a health care provider, or circumstances supporting the need for Qualifying Exigency Leave or Military Caregiver Leave. Employees must also inform Triage if the requested leave is for a reason for which FMLA Leave was previously taken or certified.

Triage will inform employees requesting FMLA Leave whether they are eligible under the FMLA. If an employee is eligible, Triage will specify any additional information required, such as certifications, as well as the employee’s rights and responsibilities. If an employee is not eligible, Triage will provide a reason for his or her ineligibility.

In determining whether leave requested by an employee is FMLA Leave, Triage may require that an employee support his or her request with sufficient certification. The employee must provide a copy of the certification to Triage in a timely manner. When the need for FMLA Leave is foreseeable and at least 30 days’ notice has been provided, the employee should provide the certification before the FMLA Leave begins. When 30 days’ notice is not possible or if the need for FMLA Leave is unforeseeable, a maximum of 15 calendar days from the date of the leave request will be allowed to provide the certification to Triage. Certification shall be on forms provided by Triage. If an employee fails to provide certification or fails to provide certification within a reasonable time under the pertinent circumstances, Triage may deny or delay the employee’s FMLA Leave.



Triage will inform employees if leave will be designated as FMLA-protected and the amount of leave counted against an employee's FMLA Leave entitlement. If Triage determines that the leave is not FMLA-protected, Triage will notify the employee of that decision.

Employees must use all applicable paid leave during any otherwise unpaid FMLA Leave. FMLA Leave will be unpaid if the employee has exhausted all available paid leave.

Triage will continue an employee's health benefits during the leave period at the same level and under the same conditions as if the employee was continuously at work.

While on paid leave, Triage will continue to make payroll deductions to collect the employee's share of insurance premiums. While employee is on unpaid leave, Triage will maintain health benefits and pay the employee's share of the premium payments. Triage will recover the costs incurred for paying the employee's share of any premiums, whether or not the employee returns to work.

If the employee chooses not to return to work, Triage may require the employee to reimburse Triage the amount it paid for the employee's health insurance premium during the leave period.

If the payment is more than 30 days late, the employee's health care coverage may be dropped for the duration of the leave.

During any unpaid FMLA Leave, employees will not accrue any additional benefits or seniority.

Triage may require an employee on FMLA Leave to report periodically on his or her status and the intention of the employee to return to work. Triage may also require periodic recertification of the need for Medical and Family Leave. An employee taking Medical and Family Leave due to the employee's serious health condition may be required to obtain a fitness-for-duty certification, i.e., a certification that the employee is able to perform the functions of the employee's position, prior to the return from leave.

Employees who return to work from any FMLA Leave within or on the business day following the expiration of the employee's FMLA Leave entitlement will be reinstated to their pre-leave position or an equivalent position without loss of benefits or pay. However, an employee has no greater right to reinstatement or to other benefits and conditions of employment than if the employee had been continuously employed during the FMLA Leave. The failure of an employee to return to work upon the expiration of FMLA Leave shall constitute grounds for dismissal.

Under the FMLA, Triage is prohibited from interfering with, restraining or denying the exercise of any right provided under the FMLA or discharging or discriminating against any person for opposing any practice made unlawful by the FMLA or for involvement in any proceeding under or relating to the FMLA. Triage complies with all of these requirements.



Jury Duty

If you are summoned for Jury Duty, Triage will follow all state applicable laws regarding jury duty. Triage will require proof of jury duty with official documentation from the state. Unless applicable law dictates otherwise, time spent on jury duty may be taken as unpaid leave.

Military Leave

Triage complies with all applicable federal and state laws regarding leaves of absence for military or reserve duty. Employees must provide written notification of a military obligation requiring a leave of absence to their supervisor as soon as possible. An employee's eligibility for reinstatement after completion of his or her military duty or training is determined in accordance with applicable federal and state laws. Military leave is unpaid, unless otherwise required by applicable law.

Inclement Weather/ Emergency Closings

Emergencies such as severe weather, fires, power failures, or earthquakes, can disrupt your daily operations. In the event of such an emergency, please contact your Triage Representative and direct facility supervisor should you have questions on reporting to your scheduled shift.

General Practices

Self-Disclosure and Possible Known Conflicts of Interest

Management and employees will ensure an ongoing competitive environment by avoiding any activities or circumstances that could create any perception of conflict of interest. These policies are designed to prevent any actual or perceived conflicts of interest. Actions that may involve a conflict of interest must be avoided both in business and personal relationships and activities. Every employee of Triage is required to disclose any conflict of interest which he or she may have regarding any dealings involving any relationship with any vendor or customer and agrees to exclude him or herself from all matters involving said vendor or customer.

If you feel that you have a conflict of interest, please contact your Triage Representative as soon as the conflict is known. Depending upon the conflict, Triage may be required to take certain reasonable steps to avoid and/or report the conflict of interest.



Compliance and Credentialing

Employees of Triage have credentialing and compliance obligations. You are expected to meet these requirements. Healthcare workers employed by Triage who fail to comply with any credentialing policies may be suspended from employment until compliant documentation is on file with the Triage Compliance department.

It is the employee's responsibility during their assignment(s) to keep all documents, licenses, certifications, and other required documents current and up to date. If a compliance requirement expires during an assignment, the employee must submit a valid, up-to-date, renewed document one week prior to the expiration. If the employee allows their compliance requirements to expire, the employee may be suspended until they become compliant again.

Bribes, Kickbacks, and Gifts

Bribes and kickbacks are criminal acts strictly prohibited by law. Triage does not permit or condone bribes, kickbacks, or any other illegal, secret, or improper payments, transfers, or receipts. This prohibition applies both to the giving and the receiving of payments or gifts. All payments and transfers of items of value to employees of other business entities or to such entities themselves shall be made openly and must be disclosed and authorized in advance by clients and Triage.

No employee shall offer, give, or transfer any money or anything else of value for the personal benefit of any employee or agent of another business entity for the purpose of:

- Obtaining or retaining any business that Triage itself would not otherwise provide.
- Receiving any kind of favored treatment that Triage itself would not otherwise provide.
- Inducing or assisting such employee or agent to violate any duty to Triage or to violate any law.

No employee shall assist in the misuse of a clients' or Triage funds, including, without limitation, the misappropriation of such funds for the personal benefit of employees of Triage or Triage's clients. No outside agent of any kind shall be used to circumvent the prohibition against bribes, kickbacks, and other illegal, secret, or improper payments. Fees, commissions, and expenses paid to outside agents must be based upon proper billings, accurate record keeping, and reasonable standards for services rendered.

Except in connection with and specifically pursuant to programs officially authorized by authorized representatives of Triage, employees may not accept, directly or indirectly, any money, objects of value, from any person or company that has or is doing or seeking business with Triage. All employees must disclose transactions of this nature to their Triage representative. Providing excessive gifts or entertainment to others who may represent potential business is prohibited.

Employees may accept only business-related meals, entertainment, gifts, or favors when authorized by Triage when the value involved is not significant and clearly will not create an obligation to the donor.

Compensation Policies

Classifications of Employment

For purposes of salary administration and eligibility for overtime payments, Triage classifies its employees and other workers as follows:

Full-time regular employees. Employees hired to work Triage's full-time, 30-hour workweek on a regular basis. Such employees may be "exempt" or "nonexempt" as defined below.

Part-time regular employees. Employees hired to work fewer than 30 hours per week on a regular basis or employees hired to work on a periodic basis. Such employees may be "exempt" or "nonexempt" as defined below.

Leased workers. Workers assigned to work at Triage through a leasing organization. Leased workers are similar to contract temporary workers assigned to work at Triage through temporary employment agencies. Leased workers differ from contract temporaries, however, in that leased workers are normally engaged for extended periods of time as opposed to the brief periods for which temporary agency workers are engaged. Leased workers may be "exempt" or "nonexempt" as defined below. Leased workers are employees of the leasing organization and not of Triage.

Nonexempt employees. Employees who are required to be paid overtime at the rate of time and one half (i.e., one and one-half times) their regular rate of pay for all hours worked beyond 40 hours in a workweek, in accordance with applicable federal and state wage and hour laws.

Exempt employees. Employees who are not required to be paid overtime, in accordance with applicable federal wage and hour laws, for work performed beyond forty hours in a workweek. Executives, professional employees and certain employees in administrative positions are typically exempt.

Each employee will be informed of his or her initial employment classification and of his or her status as an exempt or nonexempt employee at the time of hire. Employees that change positions as a result of a promotion, transfer, or otherwise will be informed by the People & Culture Department of any change in exemption status. Employees should direct any questions regarding employment classification or exemption status to the People & Culture Department.

Work Hours

Regular work hours vary based on the employee's position at Triage and Triage's business needs. Daily and weekly work schedules may be changed or extended from time to time at Triage's discretion to accommodate business needs. Changes in work schedules will be provided as far in advance as practicable.



Regular Pay Procedures

For payroll purposes, Company's workweek begins on Sunday 12:00 am and ends on Saturday 11:59 pm. All Company employees are paid on a weekly basis. Paychecks will begin to be direct deposited on the second Friday of an assignment. Your paycheck stubs will be available on each pay date for you to view and download via UKG. Triage will continue mailing your paystubs if you do not have internet access. Please contact our People & Culture Department for this request. All required deductions, such as for federal and state taxes, and all authorized, voluntary deductions will be withheld automatically from employee paychecks.

Employees should immediately review their paystubs for errors and notify the Payroll Department if they notice an error. The Payroll Department will assist employees in taking steps to correct the error.

Recording Work Hours

Triage complies with all applicable laws that require records to be maintained of the hours worked by nonexempt hourly employees. To ensure that accurate records are kept of the hours actually worked by employees (including overtime hours where applicable), all nonexempt employees must record when the employee begins and ends work as well as each time the employee begins and ends their meal break.

Employees may not record time for any other employee. Falsifying a time record is a breach of Company policy and is grounds for disciplinary action, up to and including termination of employment.

Employee agrees, on a weekly basis, to accurately complete, sign, and submit all hours worked. Employee also understands and agrees that in the absence of complete and accurate time records, compensation may be delayed. Time sheets are due to be turned in no later than noon on Monday CST. Time sheets are encouraged to be submitted through the Triage APP.

Meal and Rest Breaks

Triage complies with all applicable laws regarding meal and rest breaks. Triage reserves the right to schedule all meal breaks at its discretion. Employees will be relieved of all active responsibilities during unpaid meal periods, and employees will not be compensated for this time. If the employee is required to work at any time during the designated meal period, the employee will be compensated for this time.

Overtime

Employees may be required to work overtime if deemed necessary. You are not permitted to work overtime without prior approval. For the purpose of overtime compensation, only hours worked in excess of state and federal overtime regulations are paid at overtime rates. Employees who are eligible for overtime are paid at the rate listed on their Assignment Agreement.



Compensation and Mandatory Deductions

Employee paychecks will reflect the gross amount of earnings and will show deductions that are authorized or required by law.

Triage is required to make the following withholdings:

1. Social Security Tax (FICA)
2. Medicare Tax
3. Federal Income Tax
4. State Income Tax (where applicable)
5. Local (City) Income Tax (where applicable)

In addition, you may have withholdings from among the items listed below:

1. Insurance Premiums
2. 401(k) Contributions
3. Court Ordered Deductions
4. Repayments of Advances
5. Garnishments

Administrative Pay Corrections / Salary Basis

Triage takes all reasonable steps to ensure that employees receive the correct amount of pay in each paycheck, and that employees are paid promptly on the scheduled payday.

If there is an error in your amount of pay, bring the discrepancy to the attention of your Triage Representative so that corrections can be made on the next regular paycheck.

Certain employees will be exempt from the minimum wage and overtime pay requirements. In order for an exemption to apply, an employee's specific job duties and salary must meet all relevant requirements. In addition, an employee must be paid on a "salary basis," meaning that the employee regularly receives a predetermined amount of compensation each pay period on a weekly, or less frequent, basis. Only certain deductions will be permitted from an exempt employee's salary for that employee to be considered paid on a salary basis.

It is Triage's policy to comply with the salary basis requirements. Therefore, Triage prohibits any improper deductions from the salaries of exempt employees. If an employee believes that an improper deduction has been made from the employee's salary, the employee should immediately report this information to the Payroll Department. Reports of improper deductions will be promptly investigated. If it is determined that an improper deduction has occurred, the employee will be promptly reimbursed for any improper deduction made.

Reimbursable Expenses

Any reimbursable expenses not already outlined in the employee contract must have written approval from your Triage representative prior to being submitted.



Referral Bonus

A referral bonus program has been established to encourage employees to refer quality people to Triage. If the referral is hired and meets the minimum employment requirements, the employee that referred the individual may receive a referral bonus in accordance with the referral bonus program.

Workers' Compensation Policy

Triage fully complies with the Workers' Compensation law throughout the United States. Every associate, part-time or full-time, is entitled to file a work-related incident report. If you are involved in an incident, on the job, you must first notify your Triage Recruiter and our Triage Safety Department the same day of the event. Please inform our Triage Safety Department immediately if you are involved in a workplace incident and if you lose any work time due to the incident. A Triage Incident Report must be completed within 24 hours of the event noting the exact detailed description of the incident, the exact body part(s) affected, if any time was missed from work, as well as additional details, witnesses, etc. Ensuing injuries may not be certified if this is not done. The employee is responsible for getting the hospital or clinic to complete the claim application when they go for medical assistance.

Employees involved in a workplace incident may be tested for drug and/or alcohol use in accordance with applicable law. If the results of such tests are positive, you may possibly forfeit Workers' Compensation benefits and will be subject to disciplinary action up to and including termination. All employees must refrain from horseplay or malicious mischief while on assignment. Any incident related to horseplay or malicious mischief may not be covered by Workers' Compensation.

If you are Involved in a workplace Incident that requires immediate, emergency medical care, please contact your Triage recruiter at the first possible opportunity after treatment has been provided and you are able to do so.

If you are involved in a workplace incident which does not require immediate care, you shall notify your client site supervisor immediately following the incident. Then you will contact your Triage recruiter. If your recruiter is not available, you should report the incident directly to our safety department. Failure to report an incident to Triage in a timely manner may impact your Workers' Compensation eligibility.

After speaking to your recruiter, the safety department will send you our Triage incident Report paperwork. Please complete, save and send back to your Triage safety representative.

Triage requires that you use Triage's Incident Report to document important information about the workplace incident. You may also be asked to complete documentation for the Client site. Please keep a copy of the client's and Triage's form and send a legible copy to Triage Safety representative within 24 hours of the incident.

If the incident requires medical treatment (beyond first aid) you will need to obtain a return to work certification by a physician. Prior to your return to work, you must provide Triage with work status form from the treating physician certifying your ability to return to work, including the return date as well as any applicable restrictions.



Incident Reporting

Triage's policy is to document, track and trend, all incidents and circumstances surrounding those incidents to assure proper management and timely implementation of risk management/quality of care strategies. All incidents as described below shall be documented and directed to Triage's Safety Department through a communication tool and then forwarded onto the appropriate client contact in which the location of the incident took place, as needed. This is to be done within 24 hours of the incident or discovery of the incident.

Incident

An incident is any happening, which is not consistent with the routine operation of the hospital/medical center, facility or the routine care of a patient. It may be an accident, a situation, a safety hazards observed which might result in an accident, or potential compensable event (PCE), i.e., falls, injuries, medication errors, altercations, etc. In addition, but not limited to equipment breakdowns during direct patient care, theft, gun threats, etc. are also considered incidents.

Incident Report

An Incident Report is an administrative report for the purpose of identifying and evaluating risk and improving quality of care. If the incident is a medication error, the client site pharmacist will be informed as soon as possible and the Medication Error Report should be utilized for these issues.

Immediate Procedure

Immediate notification to the client site supervisor or charge nurse as well as your Triage recruiter is a requirement. No exceptions. An Incident Report will be completed and sent to Triage's Safety Department (safety@triagestaff.com) within 24 hours of the incident that happened or was first discovered by the person who discovers the event. If no computer is available, you may complete a printed copy.

Follow-Up Procedure

Triage's Safety Department will investigate the incident to determine causative factors and recommendations for future prevention. Staff counseling will be provided as appropriate. Review and further action as necessary will be taken at the discretion of Triage.

Employee Files

Personnel records are the property of Triage. Please notify Triage immediately of any change of name, address, telephone number, marital, dependent or tax status, individuals to be contacted in the event of an emergency, etc.

Dress Code

Dress should always be consistent with the policy of the facility where you are assigned and should always consider the needs of the patients and considerations of professionalism. If you are unsure about what the client's dress code is, here are some basic guidelines:

- Uniforms and shoes should be clean and in good condition. No holes, tears, or stains.
- Simple rings, earrings and neck chains are appropriate.
- Hair should be clean, neat or be worn back or up.
- A name tag should always be worn.
- Basic personal hygiene is expected. Perfume and cologne should be worn in moderation.
- Licensed personnel should have their licenses with them while on duty.

Employee Benefits

General

This section of the Handbook highlights some features of Triage's benefit programs. All regular full-time employees are eligible to participate in Triage's benefit programs upon meeting all requirements for enrollment. Among the various benefits that employees may be eligible for are:

- Medical coverage
- Dental coverage
- Vision coverage
- Voluntary term life/accidental death & dismemberment insurance
- 401(k) savings plan

The benefit programs are described more fully in Summary Plan Description booklets with which employees are provided once the employee is eligible to participate in these programs. Complete descriptions of such programs are also contained in Master Contracts/Documents. If documentation in this Handbook and the Summary Plan Descriptions contradicts information in the Master Contracts/Documents, the Master Contracts/Documents shall govern in all cases.

Triage reserves the right to amend or terminate any of its benefit programs or to require or increase employee premium contributions toward any benefits with or without advance notice at its discretion. This reserved right may be exercised in the absence of financial necessity. Whenever an amendment is made to any of Triage's benefit programs, the respective plan administrator will draft and submit the amendment to Triage for opinion and approval. The respective plan administrator will notify plan participants of all approved amendments or plan terminations in accordance with the requirements of applicable law. For more information regarding any of the benefits programs, employees should contact the Benefits team at benefits@triagestaff.com.



Employee Conduct

Triage's Code of Business Ethics

Our employees are expected to adhere to the principles and procedures set out in the [Triage Code of Business Ethics](#).

Personal Conduct

All employees must conduct themselves in an appropriate manner at all times. Listed below are some of Triage's work rules. This list should not be viewed as being all-inclusive. As stated above, all Company employees are considered to be "at-will" and may be terminated at any time, with or without cause or advance notice. Violations of Triage's work rules may result in disciplinary action. Disciplinary action may include any one or a combination of the following steps – verbal warning, written warning, suspension with or without pay or termination of employment, depending on the severity of the problem and the number of occurrences. Triage expressly reserves the right to take any disciplinary action that it sees fit in its sole discretion for any behavior that falls below Triage's personal conduct expectations. Types of behavior and conduct that Triage considers to be inappropriate and that could lead to disciplinary action, up to and including termination of employment, without prior warning, at the sole discretion of Triage, include, but are not limited to, the following:

- Failure to follow department procedures or established customer service/patient satisfaction standards of performance.
- Hindering or restricting normal operations or inciting others to do so.
- Insubordination—initial refusal but subsequent compliance with instructions of supervisor.
- Loitering or loafing while on duty.
- Horseplay, disruptive activity or other forms of disorderly conduct.
- Failure to meet an established standard of performance including established customer service/patient satisfaction standards of performance.
- Disregard of one's appearance, uniforms, dress or personal hygiene including non-compliance with appropriate dress code or professional business wear policies.
- Solicitation, distribution, or posting of provocative, controversial, and/or inflammatory.
- Failure to properly wear ID badge on premises.
- Creating unsafe or unsanitary conditions or allowing unsafe or unsanitary conditions to continue.
- Violating Triage regulations or regulations of any division, department or service of the facility.
- Any conduct considered detrimental to patient care, fellow employees or facility operations.
- Gambling on facility premises.
- Unauthorized access, use or disclosure of confidential patient information or inappropriate discussion of patient information in public areas.
- Failure to follow general safety guidelines or universal precautions.
- Failure to treat customers, patients, visitors, physicians and/or employees with courtesy and respect.
- Failure to follow communication performance standards with customers, patients, visitors and/or employees, whether in person or on the telephone. This includes inappropriate or excessive personal cell phone usage in work areas and during work hours.



T R I A G E

- Failure to follow established customer service and patient satisfaction standards of performance relating to preserving patient privacy and confidentiality.
- Sleeping while on duty.
- Soliciting or accepting tips from patients, visitors, physicians or any other employees.
- Negligence or irresponsibility involving patient care or any client operation.
- Physical or verbal abuse of patients, visitors, physicians or employees.
- Illegal conduct. Employee may be suspended without pay until matter is settled.
- Possession, use, sale or distribution of illegal narcotics and/or controlled substances.
- Unlawful possession of firearms or other concealed weapons.
- Theft of patient, visitor, physician, employee or facility property.
- Deliberate destruction or misuse of facility, employee, patient, physician or visitor property.
- Failure to comply with facility's hazardous and infectious waste safety guidelines and regulations.
- Falsification of Triage records or information, including application and timesheet.
- Insubordination - refusal to comply with instructions from an authorized supervisor.
- Unauthorized use or possession or distribution of alcohol or other drugs on facility premises; reporting to work with the odor of, under the influence of, or test positive for alcohol or other drugs.
- Fighting or provoking a fight on Triage or facility premises.
- Use of abusive or obscene language; acting in a defamatory or disrespectful manner to any employee, patient, physician or visitor.
- Threatening, intimidating or sexually harassing employees, patients, physicians or visitors.
- Any conduct considered detrimental to patient care, fellow employees or client operations.
- Propping doors open, entering unauthorized areas or otherwise violating or bypassing security systems or policies.
- Excessive absenteeism or any absence without notice.
- Unsatisfactory performance or conduct.

If an employee's performance, work habits, overall attitude, conduct or demeanor become unsatisfactory in the judgment of Triage, based on violations either of the above or of any other of Triage's policies, rules or regulations, the employee will be subject to disciplinary action, up to and including termination of employment.

Using Social Media at Work

Employees should refrain from using social media while on work time, unless it is work-related as authorized by a supervisor. Do not use Company email addresses to register on social networks, blogs or other online tools utilized for personal use.



Personal Telephone Calls

All employees are expected to limit their personal telephone calls. Excessive personal phone calls interfere with customer service and may result in disciplinary action, up to and including termination of employment.

Computers / Electronic Communications

This policy governs employee use of Triage's computer and telecommunications systems and equipment. The following guidelines pertain to all forms of electronic communication, including: the receipt, access, review, composition and/or transmission of email or other electronic communications and content including accessing and/or using the internet, business and personal email accounts and social networking accounts, through a Company electronic device.

Employees may use Triage's computer and telecommunications systems, and its computer equipment and its telecommunications equipment (collectively, "Computer System and Equipment") for business purposes only. Emails and electronic communications generated by, received by, reviewed with, transmitted by or stored on Triage's Computer System and Equipment are considered Triage's property and are not private or personal to an employee.

No use of Triage's Computer System and Equipment is to be considered private and employees should have no expectation of privacy in emails, voice mails or any other type of communication. Triage may access, monitor, read, disclose, delete and use electronic files, messages and transmissions generated by, received by, reviewed with (or through or on), or transmitted by or stored on Triage's Computer System and Equipment. Triage or its representatives may view, monitor and assess internet use, at any time and for any reason without notice to employees.

This is true, regardless of whether the employee uses or creates:

- Special or personal or custom passwords
- Personal/custom named email or other folders
- Connection to external personal or other internet sites
- Creation or use of personal/custom files
- Private or personal e-mail or electronic accounts
- Designating documents as personal, private or confidential.

All use of Triage's Computer System and Equipment and all message and transmissions generated by, with, through or stored on such Computer System or Equipment (or any of it) must be consistent with Triage's policies, rules and procedures, including those pertaining to, or with respect to, conduct, communication, safety, ethics and/or proper and appropriate business practices.

All electronic mail and electronic communications and transmissions shall be drafted with care, thoughtfulness, professional courtesy, awareness of Triage's policies and sound business judgment.



No improper communications or transmissions using, through or involving Triage's Computer System and Equipment (or any part of such), including but not limited to, access, composition, and/or transmission of, messages, images, content or communication in the nature of or containing language or images of an inciteful, harassing, abusive, threatening or intimidating nature, containing racial, ethnic or gender-related slurs, profanity, or violating any discrimination, harassment or abuse or other laws, rules or regulations or policies is permitted. Violation of this policy may result in disciplinary action up to and including termination of employment.

Absenteeism and Tardiness

Good attendance and punctuality are required of all employees. Additionally, an employee's absenteeism and tardiness will be evaluated when Triage is considering pay increases, promotions and terminations. Unsatisfactory attendance, including tardiness and leaving early, may be cause for disciplinary action up to and including termination of employment. When an employee needs to be absent from work, the employee must contact their supervisor as soon as possible prior to their normal starting time. If an employee is absent from work for more than two consecutive working days without providing notice, Company will assume that the employee has voluntarily resigned.

Triage maintains a record of all absences and late arrivals. Unexcused absenteeism and tardiness will result in disciplinary action, up to and including termination of employment.

Workplace Monitoring

Workplace monitoring may be conducted by Triage to ensure quality control, employee safety, security and customer service. Computers furnished to employees are the property of Triage. As such, computer usage and files may be monitored or accessed. Inspection of Triage devices and equipment may be conducted at any time at the discretion of Triage.

Workplace Violence Prevention

Triage is committed to preventing workplace violence and maintaining a safe work environment.

All individuals, including customers and employees, regardless of their position with Triage, should be treated with courtesy, dignity and respect at all times. Employees are expected to refrain from fighting, "horseplay" or other conduct that may be dangerous to others. Employees are also expected to refrain from any conduct that may be viewed as threatening, intimidating or coercive.

All threats of violence, actual violence, suspicious individuals, suspicious activities or any other violation of this policy should be reported, with as much detail as possible, to a supervisor as soon as possible. This includes conduct by employees, customers, or other members of the public. If observing any actual or potential violence or suspicious situations, employees SHOULD NOT place themselves in danger by trying to intercede or to see what is happening.



Smoking

Company prohibits and will not tolerate smoking in the workplace, including all indoor facilities, offices, lunchrooms, breakrooms, bathrooms, and company vehicles. This policy applies to all employees.

For purposes of this policy, smoking includes lighting, smoking, or carrying a lighted cigarette, cigar, or pipe, and the use of any electronic smoking device. This list is illustrative only and not exhaustive.

Safety

Triage is committed to providing a safe and healthful working environment. In this connection, Triage makes every effort to comply with relevant federal and state occupational health and safety laws and to develop the best feasible operations, procedures, technologies, and programs conducive to such an environment.

Triage's policy is aimed at minimizing the exposure of Triage's employees, customers and other visitors to Triage facilities to health or safety risks. To accomplish this objective, all Company employees 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.

The responsibilities of all employees of Triage in this regard include:

- Exercising maximum care and good judgment at all times to prevent accidents and injuries;
- Reporting to supervisors and seeking first aid for all injuries, regardless of how minor;
- Reporting unsafe conditions, equipment, or practices to supervisory personnel;
- Using safety equipment provided by Triage at all times;
- Observing conscientiously all safety rules and regulations at all times; and
- Notifying supervisors, before the beginning of the workday, of any medication an employee is taking that may cause drowsiness or other side effects that could lead to injury to them, their coworkers, or customers.

Drug-Free Workplace

The use of controlled substances is inconsistent with the behavior expected of employees, subjects all employees to unacceptable safety risks, and undermines Triage's ability to operate effectively and efficiently. In this connection, the unlawful manufacture, distribution, dispensation, possession, sale, or use of a controlled substance in the workplace while engaged in Company business or on Triage's premises is strictly prohibited. Such conduct is also prohibited during non-working time to any extent that in the opinion of Triage, it impairs an employee's ability to perform on the job or threatens the reputation or integrity of Triage. Triage reserves the right to conduct drug and alcohol testing, including, but not limited to, pre-employment, reasonable suspicion, post-accident, and random drug and alcohol testing. All drug and alcohol testing will be conducted in accordance with applicable state and federal laws.



Reporting Adverse Events

Employees who have been arrested or convicted of a crime of any kind (excluding minor traffic offenses) while employed by Triage must immediately (within 24 hours) report such arrest or conviction to their manager. Any arrest or conviction may result in disciplinary action, up to and including termination of employment.

Employees must also notify their recruiter of:

- Loss of license or other penalties imposed by state licensing agencies;
- Loss of Drug Enforcement Administration (DEA) certificate or other penalties placed on it;
- Any investigation initiated regarding reductions in privileges or other penalties placed on provider by facilities at which appointments are currently held;
- Reductions in privileges or other penalties placed on provider by facilities at which appointments are currently held;
- Any investigation initiated regarding participation in Medicare/Medicaid;
- Any sanction or exclusion imposed restricting participation with Medicare/Medicaid;
- Any charge of a misdemeanor or felony related to the practice of medicine or crimes against children, or any members of vulnerable populations;
- Any action, whether voluntary or involuntary, to enter a substance abuse treatment program;
- Any other significant professional problem and/or
- Any malpractice claims and/or any private negotiation or settlement of a claim alleging professional malpractice.

Failure to report may result in discipline up to and including termination of employment.

Resolving Workplace Complaints

Triage wishes to provide a comfortable, productive, legal and ethical work environment. To this end, Triage wants you to bring any concerns you have about the workplace (either Triage's or client facility) to the attention of your Triage Representative and, if necessary, Triage People & Culture. In light of these concerns we have instituted the following procedures.

If you feel that there is inappropriate conduct or activity on the part of Triage, management, its employees, vendors, customers, clients, or other persons or entities related to Triage, we request that you bring these concerns to the immediate attention of your Triage Representative. All complaints regarding discrimination or harassment should be reported in accordance with the Antidiscrimination and Antiharassment policy.

Please try to approach your Triage Representative at a time that will allow the Triage Representative to properly listen to your concerns. If you have discussed this matter with your Triage Representative previously and you do not believe that you have received a sufficient response, we request that you present your concerns to your Triage Representative in writing. Please indicate what the problem is, those persons involved in the problem, and any suggested solution you may have to the problem.



If you do not receive a sufficient response to your written complaint, or if your Triage Representative is the problem, you should contact Triage People & Culture. If you consider the matter an emergency, legal, ethical or safety issue, use your best judgment to expedite the complaint process.

Triage's People & Culture or Clinical team may have a conference with you, a client representative and your Triage Representative or with each party individually.

It is the purpose of these procedures to help maintain a positive work environment with respect and responsibility towards each other. Triage cannot promise that your specific concern or complaint will result in the action you request or that you will be satisfied with the outcome.

Confidential Information and Company Property

During your employment at Triage, you may have access to confidential and proprietary data, which is not known by competitors or within Triage's field of business generally. This information (hereinafter referred to as "Confidential Information") includes, but is not limited to: data relating to Triage's marketing and servicing programs; procedures and techniques; the criteria and formula used by Triage in pricing its products and services; the structure and pricing of special packages that Triage has negotiated; lists of customers and prospects; the identity, authority and responsibilities of key contacts at Company accounts; the composition and organization of accounts' businesses; the peculiar risks inherent in their operations; proprietary or trade secret information; sensitive details concerning the structure, conditions, and extent of their existing products and services; contract expiration dates; proprietary software, engineering, Web applications and analysis tools; information about employees and customers of Triage; present and/or future development projects of Triage; financial and/or marketing data; ideas, inventions, trademarks, copyrights, patents, business information, know-how, processes, techniques, improvements, designs, redesigns, creations, discoveries and developments of Triage; and other data showing the particularized requirements and preferences of the accounts. This Confidential Information is an asset of Triage, developed over a long period of time and at substantial expense.

To protect Triage's interest in this valuable asset, you must (a) not use any such Confidential Information for your personal benefit or for the benefit of any person or entity other than Triage, and (b) use your best efforts to limit access to such Confidential Information to those who have a need to know it for the business purposes of Triage.

During your employment with Triage, you may be provided with and may generate correspondence, memoranda, literature, reports, summaries, manuals, contracts, customer lists, prospect lists, and other documents and data concerning the business of Triage. Any and all such records and data, whether maintained in hard copy or on a computer or other medium, is the property of Triage, regardless of whether it is or contains Confidential Information. Upon termination of your employment at Triage, or upon any request by Triage at any time during or after your employment with Triage, you are required to return all such records to Triage and may not retain any copy of such records or make any notes regarding such records.

Patient confidentiality and that of the client's proprietary business practices and information is expected always. Any Triage employee who violates this policy will be subject to disciplinary action up to and including removal from the assignment and termination of employment with Triage.



Pursuant to the Defend Trade Secrets Act of 2016, an individual shall not be held criminally or civilly liable under any federal or state trade secret law for the disclosure of a trade secret that is made in confidence to a Federal, State, or other government official, either directly or indirectly, or to an attorney, and solely for the purposes of reporting or investigating a suspected violation of law, or for the disclosure of a trade secret as defined by the Act that is made in a complaint or other document filed in a lawsuit or other proceeding, if such filing is made under seal.

Employment Termination

As mentioned elsewhere in this Handbook, all employment relationships with Triage are on an at-will basis. Thus, although Triage hopes that relationships with employees are long-term and mutually rewarding, Triage reserves the right to terminate the employment relationship at any time, with or without cause or advance notice.

As a professional courtesy, employees are asked to submit a notice of resignation at least two weeks prior to their scheduled separation date if they elect to voluntarily terminate their employment with Triage.

When employment ends, final pay will be received in accordance with applicable state law.

Should a prospective employer call Triage for a reference or verification of employment, Triage will only confirm dates of employment, wage rates, and final job position. Should you desire a more extensive reference, we require that you supply us with a completed and signed copy of a Reference Release. No employment data will be released without a written authorization and release signed by the individual who is the subject of the inquiry.



Handbook Acknowledgement

I hereby acknowledge receipt and review of a copy of Triage, LLC ("Triage") Traveler Employee Handbook ("Handbook"). I understand that the information in the Handbook represents guidelines only and that Triage reserves the right to modify this Handbook or amend or terminate any policies, procedures, or employee benefit programs whether or not described in this Handbook at any time, or to require and/or increase contributions toward these benefit programs. I understand that I am responsible for reading the Handbook, for familiarizing myself with its contents, and for adhering to all the policies and procedures of Triage that are set forth in this Handbook or elsewhere.

I understand that I am an employee at will and that this Handbook is not a contract of employment, express or implied, between me and Triage, and that I should not view it as such, or as a guarantee of employment for any specific duration.

I further understand that no supervisor or representative of Triage, other than the CEO, has any authority to enter into any agreement guaranteeing employment for any specified period of time. I also understand that any such agreement, if made, shall not be enforceable unless it is a formal written agreement signed by CEO and me.

I acknowledge that no supervisor or other representative of Triage has the authority to make any verbal promises, commitments, or statements of any kind regarding Triage's policies, procedures, or any other issues that are legally binding on Triage.

Print Name of Employee

Signature of Employee

Date