



HEALTHCARE STAFFING + EDUCATION

CLINICAL EMPLOYEE HANDBOOK

Welcome Note

We are excited to have you join Springboard! As a Company, we rely on professionals such as you to provide the highest level of care to patients. Because of people like you, Springboard's national reputation is impeccable. We prepared this Handbook to assist you in finding the answers to many questions that you may have regarding your employment.

We do not expect this Handbook to answer all your questions. Your Relationship Manager or the Executive Management Team will be a major source of information. Neither this Handbook nor any other verbal or written communication by a management representative is, nor should it be considered, to be an agreement, contract of employment, express or implied, or a promise of treatment in any particular manner in any given situation, nor does it confer any contractual rights whatsoever.

Springboard adheres to the policy of employment at will, which permits Springboard or the employee to end the employment relationship at any time, for any reason, with or without cause or notice.

No Company representative other than the CEO or the COO may modify at-will status and/or provide any special arrangement concerning terms or conditions of employment in an individual case or generally and any such modification must be in a signed writing.

Many matters covered by this Handbook, such as benefit plan descriptions, are also described in separate Company documents. These Company documents are always controlling over any statement made in this handbook or by any member of management. This Handbook supersedes all prior handbooks.

The Company's Corporate Office is open from 8 am to 5pm Mountain Time from Monday through Friday. In the event of an unexpected patient incident(s) related to the care, treatment, and services provided (including errors, safety hazards, injuries, and sentinel events), regardless of whether the incident resulted in an adverse patient outcome, contact Springboard's office at number is (623) 565-7823 or our toll free number is (877) 890-5343. These numbers are available 24-hours per day and will be forwarded during non-business hours. You may also contact your recruiter with any questions or concerns you may have.

V.5.2026

WHAT YOU CAN EXPECT FROM US

Equal Employment Opportunity

We are an equal opportunity employer and, as such, provide employment opportunities to all employees and applicants for employment without regard to race, color, religion, national origin, ancestry, sex (including pregnancy, childbirth and related medical conditions), age, physical or mental disability, genetic characteristic, military status (as defined by the Uniformed Services Employment and Reemployment Rights Act (“USERRA”)) and any other legally protected status or characteristic. We comply with all applicable federal, state and local laws governing non-discrimination in employment.

Policy Against Harassment and Discrimination

We are committed to maintaining a work environment that is free of harassment and discrimination based on any legally protected characteristics. In keeping with this commitment, Springboard will not tolerate harassment or discrimination of its employees by anyone, including Managers, co-workers, or persons doing business with or for Springboard, as described more fully below.

Springboard prohibits discrimination and harassment based on race, color, religion, sexual orientation, national origin, ancestry, sex (including pregnancy, childbirth and related medical conditions), age, physical or mental disability, military status (as defined by the Uniformed Services Employment and Reemployment Rights Act (“USERRA”) (“Military Status”) and any other legally protected status or characteristic.

UNLAWFUL DISCRIMINATION OR HARASSMENT OF ANY EMPLOYEE IN VIOLATION OF THIS POLICY WILL NOT BE TOLERATED AND MAY RESULT IN DISCIPLINARY ACTION UP TO AND INCLUDING TERMINATION OF EMPLOYMENT.

All employees and members of Springboard’s management team who receive information concerning any type of alleged discrimination or harassment in violation of this policy must immediately notify their supervisor.

If a management team member becomes aware that harassment or discrimination is occurring (either from personal observation or as a result of an employee coming forward), the management team member must immediately report the situation to his or her supervisor and must take proper action to end such conduct.

The conduct described below includes examples of unacceptable conduct that is prohibited at all times. The following is not necessarily intended to define all types of prohibited conduct.

Sexual Harassment. Sexual harassment consists of unwelcome conduct of a sexual nature when any of the following is true:

- Submission to the conduct is either an explicit or implicit term or condition of employment; or
- There is a promise or implied promise of preferential treatment (such as a promotion, raise, favorable work hours, etc.) for submission to the conduct; or
- There is a threat of or actual adverse employment action (such as termination of employment, demotion, reduction of hours or pay, etc.) for rejection of the conduct; or
- Such conduct has the effect of creating an intimidating, hostile or offensive work environment or unreasonably interferes with an employee’s work performance.

Sexual harassment may occur between persons of the same gender, by a female against a male or by a male against a female. Although not a complete list, the examples of conduct that may constitute sexual harassment are:

- Sexual advances or requests for sexual favors (this includes repeated, unwelcome requests for dates)
- Sexually oriented comments, jokes, teasing, language or gestures
- Telling others about sexual relationships or asking questions of others about the same
- Comments of a sexual nature about a person’s clothing, body, or sexual activity
- Verbal abuse of a sexual nature

- Leering, staring, catcalls or whistling of a sexual nature
- Intentional physical contact that is sexual in nature and unwelcome by the recipient, such as touching, pinching, patting, grabbing, brushing against, massaging or poking another
- Displaying or reading pictures, objects or other materials that are sexually suggestive or demeaning
- Physical assault
- Text messaging or electronically transmitting (or requesting for a person to text message or electronically transmit) sexually suggestive or demeaning comments, jokes, graphics or pictures (“sexting”)

Other Types of Unlawful Harassment. Harassment on the basis of any other protected characteristic is also prohibited. Under this policy, harassment is verbal or physical conduct that degrades or shows hostility toward an individual because of his/her race, color, religion, sexual orientation, national origin, ancestry, sex (including pregnancy, childbirth and related medical conditions), age, physical or mental disability, military status and any other legally protected status or characteristic when any of the following is

- Conduct that has the purpose or effect of creating an intimidating, hostile or offensive work environment; or
- Conduct that has the purpose or effect of unreasonably interfering with an employee’s work performance; or
- Conduct that otherwise adversely affects an individual’s employment opportunities.

Harassing conduct includes, but is not limited to: derogatory comments, slurs or negative stereotyping; threatening, intimidating or hostile acts; demeaning or degrading jokes; or displaying, bringing, or communicating (electronically or otherwise) written or graphic material that degrades or shows hostility toward an individual or group because of their legally protected status or characteristic.

Discrimination. It is a violation of this policy to discriminate against an applicant for employment or employee on the basis of race, color, religion, sexual orientation, national origin, ancestry, sex (including pregnancy, childbirth and related medical conditions), age, physical or mental disability, military status and any other legally protected status or characteristic. This policy applies to all employment related decisions such as recruitment, hiring, transfers, promotions, compensation, benefits, training, work assignments and termination of employment. Springboard is committed to fulfilling its obligations under the Americans With Disabilities Act, and all other applicable federal, state, and local statutes, and as such, will engage in interactive discussions with qualified individuals with disabilities who are in need of reasonable accommodations in order to perform the essential functions of their jobs.

Retaliation

It is a violation of this policy to take any adverse action against an employee because that employee has made a good faith complaint about or participated in an investigation concerning proscribed harassment, discrimination or retaliation.

Reporting a Complaint

If you believe you have been discriminated against, harassed or retaliated against in violation of this policy, or if you have witnessed such conduct, you must report the incident. You should report it to your manager. If, for any reason, you are not comfortable going to such person, or if you are not satisfied with the results you received from such person, report your complaint directly to the CEO, Chief Operating Officer or member of the Executive Management Team.

It is Springboard’s policy to investigate all complaints of harassment and discrimination under this policy thoroughly and promptly. If an investigation confirms that proscribed harassment or discrimination has occurred, Springboard will take corrective action, which may include discipline, up to and including termination of employment.

It will help Springboard’s investigation into your claim if you save for Springboard, when applicable, any documentary evidence such as notes, pictures, electronic messages, voice mail messages, or any other relevant information. Saving these types of items will help Springboard focus its investigation to stop the offensive conduct. Your cooperation in that regard is greatly appreciated.

Confidentiality: Your complaint will be investigated as promptly as possible and we will maintain the confidentiality of

your complaint and our investigation to the greatest extent possible under the circumstances.

Liability for Harassment and Discrimination

Any employee, whether a coworker or manager, who is found to have engaged in prohibited harassment or discrimination is subject to disciplinary action, up to and including termination of employment. Any employee who knows about harassment or discrimination under this policy, but takes no action to report it, may also be subject to discipline up to and including termination. Springboard does not consider conduct in violation of this policy to be within the course and scope of employment, or part of your job duties at any time. Accordingly, to the extent permitted by law, Springboard reserves the right not to provide a defense or pay damages assessed against employees for conduct in violation of this policy.

Non-Discrimination Against and Accommodation of Individuals with Disabilities

Springboard complies with the Americans with Disabilities Act of 1990 (“ADA”), the amendments to the ADA and applicable state and local laws providing for equal opportunity in all aspects of employment for qualified individuals with disabilities.

To comply with applicable laws ensuring equal employment opportunities to individuals with disabilities, Springboard will make reasonable accommodations for the known physical or mental limitations of an otherwise qualified individual with a disability who is an applicant or an employee unless these accommodations create an undue hardship and/or a direct threat to the health and/or safety of the individual or others.

Any applicant or employee who requires an accommodation in order to perform the essential functions of the job should contact their supervisor to request an accommodation. Springboard will work with you and management using the interactive process of the accommodation process. If you are not comfortable going to such person or if you are not satisfied with the results you received from such person, contact any member of the Executive Management Team. The individual with a disability should state in writing what accommodation needed to perform the job.

Springboard will conduct an investigation to identify the barriers that make it difficult for the applicant or employee to have an equal opportunity to perform his or her job. Springboard will then identify possible accommodations, if any, that will help to eliminate the limitation or barrier. If the accommodation is reasonable and will not impose an undue hardship on Springboard and/or create a direct threat to the health and/or safety of the individual or others, Springboard will make the accommodation. Springboard may also propose an alternative accommodation(s).

Employees are expected to fully cooperate in the accommodation process. Employees who do not meaningfully cooperate in the accommodation process may waive their right to accommodation in accordance with applicable law.

Open Door Policy and Issue Resolution Procedure

We value your concerns, suggestions and comments. In keeping with our belief in open communication, all employees are encouraged to speak freely with management about their job-related concerns. You are encouraged to bring your suggestions, or raise your work-related concerns with your Manager. Should you have a concern that you feel is not appropriate to raise with your manager or you are not satisfied with how your concern was handled, you may and should talk directly to a member of the executive team, including the CEO or Chief Operating Officer. Springboard’s entire management team is committed to resolving your individual concerns in a timely and appropriate manner.

If you believe that any new re-assignment at a facility creates a concern related to patient care, please raise this immediately by contacting your Relationship Manager, Chief Operating Officer or any manager at Springboard.

Grievance Procedure

Springboard accepts complaints from staff and/or customers who believe they have experienced a violation of their rights, or feel like they are dissatisfied with Springboard. The following guidelines shall be followed in resolving complaints:

Step 1 Discuss or prepare a written summary of grievance with immediate supervisor (Relationship Manager). If complainant feels the discussion would be uncomfortable or inappropriate, complainant may skip step 1 and proceed directly to step 2.

Step 2 If problem is not resolved with direct supervisor and/or if complainant feels the discussion with

the direct supervisor would be uncomfortable or inappropriate, complainant is encouraged to setup a meeting with the next level of management. In an effort to resolve the problem, manager will consider the facts, may conduct an investigation, and may review the matter with other members of management. The complainant will receive a prompt response regarding the complaint shortly after the meeting.

Step 3 If complainant is not satisfied with the decision as noted in step 2, complainant may prepare a written summary of their concerns and request a review by senior management. After examination of the facts, the complainant will receive a prompt response regarding the complaint shortly after the meeting.

Springboard does not tolerate retaliation against employees who use this procedure. The Open Door Policy should not be construed, however, as preventing, limiting, or delaying Springboard from taking corrective action against any employee, up to and including termination.

Discipline Practice Springboard adheres to the following progressive discipline procedure in the event disciplinary action is required based on violation of Springboard's policies or company business practice. The discipline procedure is as follows:

- Verbal warning
- Written Warning
- Final Warning/ which may include un-paid suspension up to one week.
- Termination

Workplace Investigations and Searches

When deemed necessary and permitted under applicable law, based on a reasonable suspicion of theft, possession of alcohol or illegal drugs, or other illegal activity, or violation of any other provision of this handbook, a supervisor may search and inspect both Springboard property or premises and personal items present on Springboard or assigned facility property or premises. Searches may include asking an employee to empty his/her pockets, searching personal items brought onto Company property (including vehicles, purses, backpacks and bags), searching Springboard's premises (including any storage areas or other employee areas) and searching Springboard's equipment (including computers). Failure or refusal to cooperate in a lawful search, inspection or investigation as specified above will result in disciplinary action up to and including termination of employment. Employees are discouraged from bringing personal items to work.

Employees will never be asked or permitted to remove any clothing or to be touched by another employee or member of management as part of an investigative search. If you are asked to participate in such a search (even if such request is made by a member of management), you must tell the person making the request that you cannot do so because it is a violation of this policy. If that does not resolve the situation, you must immediately notify the Chief Operating Officer.

On the Job Safety

Springboard employees are responsible for adhering to state and federal safety guidelines promulgated by OSHA and the state agencies. (www.OSHA.gov) Springboard provides training in its Joint Commission training. Clinical Employees/Travelers should understand the safety risks associated with their assignment including:

- ✓ Attending Facility training and safety programs
- ✓ Complying with work safety practices including proper use of personal protective equipment (PPE), including facility specific requirements
- ✓ Washing hands properly
- ✓ Get to know exit plans, emergency cut off valves and other safety information
- ✓ Fire Safety, including calling 911 or notifying a manager to do so. Assist in alerting all occupants and ensuring an expedited and orderly evacuation. Get to know how to use facility fire extinguishers.

- ✓ Do not undertake a job that is not safe
- ✓ Do not perform services under the impairment of any drugs or alcohol or perform services if you are fatigued, ill, or in any diminished capacity that would impact your ability to perform patient care
- ✓ No Horseplay
- ✓ Use chemicals carefully
- ✓ Following proper lifting methods

This list is not exhaustive. Make sure you get to know safety plan, infection control, and hazard communication plan for each assignment.

Code of Business Ethics

As part of an organization dedicated to quality service, employees of Springboard have a special responsibility. We provide a vital service that is essential to our clients. Therefore, Springboard has high standards for all of its employees and expects every member of our team to strive to achieve excellence.

This Code of Business Ethics is a set of guidelines established to help compliment, and reinforce the existing policies and procedures established by our clients. This code of business ethics shall support the efforts Springboard takes to ensure compliance with all local, state and federal laws, and regulations.

- All employees are responsible for conducting their jobs in a manner reflecting standards of ethics that are consistent with Springboard’s core values: Trust, Urgency, Accountability, and Credibility.
- No employee should, at any time take any action on behalf of Springboard, Inc. that is known or should be known to violate any laws or regulations.
- Springboard employees shall adhere to all corporate and client HIPAA regulations with regard to protected health information.
- At Springboard we seek to hire qualified staff without regard to race, color, religion, sex, age, national origin, handicap or disability in compliance with all federal and state laws regarding discrimination.
- Springboard is committed to maintaining a work place environment in which employees are free from sexual harassment.
- Springboard will not tolerate violence or threats of violence in the workplace, including but not limited to abusive language, threats, intimidation, inappropriate gestures and/or physical fighting by any employee. These actions are strictly prohibited and may lead to severe disciplinary action up to and including termination.
- Springboard recognizes that its employees and clinical staff are its most valuable assets and is committed to protecting their safety and welfare. Employees are required to report accidents and unsafe practices or conditions to their supervisors or other management staff. Timely action will be taken to correct unsafe conditions.
- Clinical Employees/Travelers that are placed at Client facilities shall adhere to those duties and responsibilities with regard to credentialing, reporting, attendance, and performance consistent with their profession, in addition to the rules stated herein. Clinical Employees/Travelers shall in no way hold themselves out as employees of Client.
- Springboard prohibits the use or possession of illegal drugs and alcohol abuse on Springboard, property or while engaged in company activity.
- Springboard provides education for all employees regarding their responsibilities to uphold the code of business ethics as set by Springboard.
- Springboard prohibits field staff to discuss bill rates of hospitals or special rates of Springboard with other healthcare providers.

- Springboard respects all laws and avoids any involvement in false, fraudulent, or deceptive activity. Springboard has a non-retaliation policy and will not take any adverse action for any employee engaging in good faith protected activity related to concerns of fraud, waste, or abuse or any other CMS Compliance regulation concerns.
- It is considered a breach of ethical responsibility for any Springboard employee to have information concerning violation of regulatory requirements and not report it to Springboard management for review and appropriate action.

OUR WAY OF DOING THINGS

Facility Policies & Procedures

In addition to Springboard's policies and procedures, each Clinical Employee/Traveler must become familiar with the specific applicable policies and procedures of each facility at which they are assigned. As a professional, it is your responsibility to familiarize yourself with these policies and procedures during your orientation as this will help you to provide the best patient care and to respond appropriately to an emergency situation.

Proof of US Citizenship and/or Authorization to Work

Springboard hires only United States citizens and others who are authorized to work in this country. As required by law, you must provide proof of work eligibility and proper identification and complete the employee portion of the I-9 Form upon date of hire. The information provided on the I-9 Form must be valid and authentic. Providing false or misleading information on the I-9 Form will result in immediate termination of employment. If you have any questions, please contact your Manager.

Attendance and Tardiness

Springboard and its employees are proud to consistently serve our clients in a timely and efficient manner. Therefore, your attendance and punctuality are very important. Springboard expects all employees to assume diligent responsibility for their attendance and promptness.

Because excessive absenteeism and lateness interferes with the service to our clients and places an unfair burden upon co-workers, it will not be tolerated. Those who are excessively absent or late in the judgment of Springboard will be subject to corrective action, up to and including termination.

An employee must personally report each lateness and absence directly to his or her supervisor and Relationship Manager in advance of the designated start time. You must call your supervisor each day of an absence unless you have been granted an authorized medical leave. Please see additional requirements for absences due to sickness in the Sick Pay policy, below.

Absences not reported to a supervisor may result in corrective action, up to and including termination. Unreported absences of three consecutive shifts may be considered job abandonment and deemed a voluntary resignation of your employment.

Applicant Background Checks and Employee Investigations

Springboard recognizes the importance of maintaining a safe workplace with employees who are honest, trustworthy, qualified, nonviolent, and do not present a risk of serious harm to their coworkers or others. For purposes of furthering these concerns and interests, before hiring an individual, Springboard will perform a background check that may include one or more of the following areas: investigation of an applicant's criminal history, confirmation of prior employment history, and communication with personal references. Credit reports may be requested but generally only with regard to job applicants whose positions, department, or job duties involve the handling of money, valuables, confidential information, or trade secrets. Additionally, Springboard will investigate the driving records and driver's licenses of those applicants whose jobs require them to operate company or customer owned vehicles.

When conducting background checks, Springboard will comply with applicable federal and state laws, including the Fair Credit Reporting Act, and will provide applicants with any required notices and information. All job applicants will be asked to complete an authorization to release requested background information. Any applicant who refuses to complete such

an authorization will be excluded from consideration for employment.

On occasion, Springboard may find it necessary either to rerun background checks on employees or investigate employees whose behavior raises legitimate questions concerning work performance, reliability, honesty, trustworthiness, violation of Company policies, or whose actions give rise to issues such as potential threats to the safety of others, or other issues Springboard determines it should investigate. Employees subject to such investigations are required to reasonably cooperate with Springboard's lawful efforts to obtain relevant information and may be disciplined, up to and including termination, for failure to do so. Springboard will inform employees of any negative information if it is the basis for an adverse action.

Company Property

Clinical Employees/Travelers to whom Company property is given (i.e., keys, name tags, dosimetry badges, etc.) is responsible for proper use of the property and will be required to sign for it. This includes returning any facility property. Lost or misplaced property must be reported immediately to your Manager. Never duplicate or loan Company property to anyone for any reason. See your Manager if you need replacements. Employees must return all Company property on or before their last day of employment or upon request by management. By signing the form acknowledging receipt of this Handbook, employees authorize Springboard to deduct the amount of any damaged or lost Company property from their paycheck.

Smoking and Tobacco Use

Our properties are smoke free! We do not permit smoking, vaping, or chewing tobacco, in any areas inside Springboard, including the restrooms. Use of tobacco products, including electronic cigarettes, is prohibited. Further, because of the nature of our client work, your clothes must not smell like smoke at any time during treatments.

For employees who wish to quit smoking, the Arizona Department of Health Services suggests contacting the Arizona Smoker's Hotline at 1-800-556-6222 or the AshLine website at www.ashline.com for more information and assistance.

YOUR PAY

Wage and Hour Policy

It is the policy and practice of Springboard to compensate employees accurately and to do so in compliance with the Fair Labor Standards Act (“FLSA”) and all applicable federal and state laws. All employees and members of management are responsible for complying with this policy.

If you have questions about deductions from your pay, if your pay does not accurately reflect your hours worked or if you are aware of violations of this policy, please contact your manager or payroll.

Efforts will be made to investigate any concerns as promptly as possible. Appropriate corrective action (up to and including termination of employment) may be taken against any person found to have violated the wage and hour practices and policies of the employer.

It is a violation of this policy to take any adverse employment action against an employee because that person has made a good faith complaint about alleged violations of wage and hour laws or participated in an investigation. Any form of retaliation will result in disciplinary action, up to and including termination of employment.

Your Employee Classification and Weekly Pay

Clinical Employees/Travelers are normally hired to work on an hourly basis for assignments of approximately thirteen weeks. Clinical Employees/Travelers work on assignment at Springboard Client locations as temporary employees for the term of the employee’s contract with Springboard. Clinical Employees/Travelers’ benefits, including overtime and callback time, are detailed in their contract, and shall be consistent with the state and federal wage and hour laws for the locality in which the Clinical Employees/Traveler works.

Timesheets must be completed BEFORE OR ON each Monday by 9:00 AM MST to provide adequate time for payroll to complete weekly payroll. Employees submitting late timesheets may not be paid on time as Springboard does not have independent records of hours worked for each week. Paychecks are issued to employees on a weekly basis.

Unless otherwise instructed, Clinical Employees/Travelers’ timesheets must be completed online using Bullhorn BBO. Instructions and a link will be sent for your assignment. Clinical Employees/Travelers must also adhere to the facility timekeeping requirements, which may vary from assignment to assignment. Clinical Employees/Travelers agree to cooperate with providing signed timesheets or dispute forms when required. Springboard will compare Clinical Employee/Traveler’s hours to the facility’s timekeeping records/reports. If there is a discrepancy between the Springboard timesheet and the facility reported hours, Springboard will investigate any such discrepancy and use reasonable efforts to determine hours worked. Springboard will submit discrepancy forms for the facility to resolve disputes. As Springboard relies on the Facility to validate hours worked, Springboard reserves the right to pay Clinical Employees/Traveler for hours reported by the facility.

Springboard reserves the right to discipline Clinical Employees/Travelers for intentional misrepresentation of hours worked on timesheets, up to and including termination of employment.

Employees are responsible for ensuring that Springboard has a current direct deposit information and tax home address for their paychecks. If a paycheck is lost or stolen, a new paycheck can only be reissued after a stop payment has been confirmed with the bank.

Employees are encouraged to enroll in Springboard’s Direct Deposit program upon hire or to use a payroll debit card as applicable. Enrollment generally is not effectuated unless completed by the Monday of payroll. If there are any errors with Direct Deposit enrollment, Springboard will need the funds returned prior to re-issuing those funds.

Deductions

Certain payroll deductions are required by law and are automatically deducted from your paycheck. Automatic deductions include social security contributions, federal income tax, state income tax and applicable local wage taxes. Other deductions may also occur as set forth in this Handbook or other Company policies.

Meals and Break Periods

Springboard provides meal and break periods time in accordance with the jurisdiction where employee is providing services (i.e., the law where the hospital is located). Employees are advised to check the Federal, State and Local Employment posters at their worksite for information about meal and break time or to contact payroll.

Where applicable in California, Springboard provides and affords Clinical Employees/Travelers who work more than five hours in a workday with an uninterrupted, duty-free, 30-minute meal period. This meal period is to begin no later than the end of the fifth hour of work. Springboard also provides and affords a second uninterrupted, duty-free, 30-minute meal period when an employee works more than 10 hours in a workday. This second meal period is to begin no later than the end of the 10th hour of work. Only in the limited circumstances, discussed below, can meal periods be waived. For this reason, unless there is a written agreement for an on-duty meal period approved by Springboard or your direct supervisor, employees must record the beginning and ending time of their meal period on their timesheet for each shift.

Springboard policy is to relieve employees of all duty during their meal periods, so that employees are free to use their meal period times as they wish. Employees may be asked to confirm in writing that they have been relieved of all duty and otherwise provided all their meal periods during a particular pay period, or in the alternative, to identify any meal periods that they have missed. At no time may any employee perform off-the-clock work or otherwise alter, falsify or manipulate any aspect of their time-keeping records to inaccurately reflect or hide meal periods taken or time spent working during meal periods. If your facility supervisor instructs you how to spend your personal time during a meal period, please report the supervisor's instruction to skip or work during a meal period to your Relationship Manager.

Waiver of meal period:

Employees may waive their meal periods only when they will complete their workday in six hours. If employees work more than 10 hours in a day, they may waive their second meal periods only if they take their first meal periods *and* they do not work more than 12 hours that day. Employees wishing to waive a meal period are required to submit a completed and signed meal period waiver form to Springboard.

On-duty meal period:

In limited situations when the nature of employees' duties prevents the employees from being relieved of all duty, certain designated employees may be authorized to work an "on-duty meal period." Employees will be permitted to take an on-duty meal period only if the nature of their job duties requires an on-duty meal period, *and* the employee and Springboard have agreed in advance and in writing to an on-duty meal period. In this situation, the on-duty meal period will be paid and treated as hours worked.

California Alternative Workweek Policy

Springboard shall adopt the alternative workweek schedule for employees working in units at Client facilities that have approved an alternative workweek schedule for healthcare workers. Employees who accept an assignment at a unit with an alternative workweek schedule should anticipate remaining on that schedule as long as the schedule is in effect for that unit. Employees working on an alternative workweek schedule are required to comply with the Springboard's timekeeping policies and procedures. Consistent with California's exception to the general overtime law, Orders 4 and 5, no violation of the daily overtime provisions by an employer who institutes a validly adopted alternative workweek schedule that provides for workdays exceeding 10 hours but not more than 12 hours within a 40-hour workweek without the payment of overtime, provided that:

1. An employee who works beyond 12 hours in a workday must be paid overtime at double the employee's rate of pay for all hours in excess of 12; and
2. An employee who works in excess of 40 hours in a workweek must be paid overtime at one and one-half times the employee's regular rate of pay for all hours worked over 40 in the workweek.

Personnel Records

To better assist employees and their families in the event of emergencies, Springboard needs to maintain up-to-date contact information. Maintaining accurate information in our files also is important for recordkeeping, payroll and benefits

related purposes. Changes in your name, address, telephone number, number of dependents, marital status, or changes in next of kind or beneficiaries should be completed in Paycom promptly. To the extent permitted by law, Springboard treats employee files as confidential. Medical records of the Clinician/Traveler are not part of the personnel record and are maintained separately.

Document Expiration & Notification

As a Springboard employee, you are responsible for maintaining current medical, training, application, and other employment documentation. Springboard's Onboarding Staff will work you to provide advance notice of expiring credentials. If, however, documents are delayed beyond an expiration date, assignment delay or termination of employment may result—which we will try hard to avoid with your cooperation. Critical documents related to your employment and patient care include:

- ✓ Current valid licensure for state in which employee takes assignments
- ✓ Current valid BLS or ACLS certification (if required for the assignment)
- ✓ Appropriate TB documentation

In addition to these documents, Springboard may also require timely updates to the following documents based on your assignment.

- ✓ Job Description and Skills Checklist
- ✓ State Licensure
- ✓ Certifications
- ✓ Drug Screen
- ✓ Documentation of immunity for Rubella, Rubeola, Mumps, Varicella, and Hepatitis B
- ✓ W-4
- ✓ Permanent Tax Home Deductions

Employee Resignations

If you voluntarily decide to resign from your employment with Springboard, we request that give Springboard at least two weeks' notice in advance of your intended date of termination. Such notice should be given in writing to your supervisor. In most situations, Clinical Employees have contractual time periods for work and the Clinical Employees' contracts will define such terms. Clinical Employees/Travelers may be required to reimburse Springboard for contractual penalties associated with not working the full notice period.

You must immediately notify the Company at the end of every assignment within 72 hours and call-in with your availability every week to express interest in reassignment. If you fail to give such notice, we may assume you are not available for work. Failure to provide this notification within 72 hours or a failure to call in your availability on a weekly basis will be considered abandonment of your interest in continuing on assignments with the Company and unemployment compensation benefits may be denied.

Holidays

Clinical Employees/Travelers only receive Holiday pay if provided for in their Contract.

Paid Sick Time

Springboard provides sick time in accordance with the jurisdiction where employee is providing services (i.e., the law where the hospital is located). State and local jurisdiction paid sick time will not roll over when working in a new jurisdiction. Sick time, if any, will be reflected on employee's paycheck. Employees are advised to check the Federal, State and Local Employment posters at their worksite as many cities and counties have paid sick time requirements. If there is a paid sick time requirement in the city or county you are working in and you are not receiving the benefit, please notify

the COO immediately.

New employees will begin accruing paid sick time according to state and local law. However, Clinical Employees/Travelers are not eligible to use it until the 90th calendar day after starting employment. Springboard will not loan paid sick time to employees before employees earn it or become eligible to use it.

When foreseeable, employees must make a good faith effort to provide notice of the need to use paid sick time in advance and should schedule the leave in a manner that does not unduly disrupt Springboard's operations. When unforeseeable, employees who are unable to report to work must notify their Manager as soon as possible in advance of the tardiness or absence. The notification must occur no later than within the first hour of the beginning of their shift for employees to be eligible to use paid sick time. Such notification must be done by telephone call or in person; text messages and emails are not permitted. Their Manager must also be contacted each additional day of absence. Springboard may require reasonable documentation from an employee after three or more consecutive work days of paid sick time used.

The twelve-month period for paid sick time will run each calendar year. For partial years of accrual of paid sick time, paid sick time will be accrued on a pro rata basis. Unused paid sick time will carry over annually but each year employees will only be allowed to use 24 hours of paid sick time. Unused paid sick time will not be paid at employment termination. Springboard will reinstate any earned paid sick time to any employees rehired within nine months.

Springboard prohibits retaliation against employees who request or use paid sick time, and, will not count use of paid sick time as an absence that may lead to an adverse action such as discipline or discharge.

For each pay period, Springboard will report the amount of 1) paid sick time available; 2) paid sick time taken by the employee year to date; and 3) pay time the employee has received as earned paid sick time. Sick time can be taken in fifteen-minute increments, which is the smallest increments used to keep payroll. This policy supersedes any policy to the contrary.

Travel & Lodging Arrangements

Springboard adheres to applicable IRS rules in reimbursing employees for business expenses related to travel for work. Springboard uses an accountable plan and/or per diem method. All travel, lodging and per diem pay arrangements for Clinical Employees/Travelers will be set forth in Clinical Employees/Travelers' contracts. Where Clinical Employees/Travelers travel out of town for Springboard, Springboard typically uses a per diem method to reimburse employees for ordinary and necessary business expenses. Springboard is careful to pay employees no more than the appropriate per diem amount and may reduce the per diem amount if a Clinical Employee/Traveler does not work forty hours per week.

YOUR BENEFITS

Group Health and Related Benefits

You may be eligible to participate in a group health benefits program depending on your position with Springboard and on your length of service from your date of hire. Please contact your manager regarding eligibility to participate in a group health plan or other related benefits.

The Consolidated Omnibus Budget Reconciliation Act (COBRA) gives employees who participate in Springboard's health insurance plan and their eligible dependents the opportunity to continue or convert their health insurance coverage under certain specified circumstances. For additional information, please refer to the initial notice describing your rights under COBRA that was sent to you after your enrollment in Springboard's health plan or contact your manager. The above information is a brief summary of the benefit plans offered by Springboard. Final interpretation of any provision of any plan is governed by the Summary Plan Descriptions. Springboard reserves the right to amend or

WHAT SHOULD I DO IF I'M HURT AT WORK?

1. Report the incident to your onsite supervisor.
2. Seek medical treatment if needed.
3. Call Springboard at 866-465-6286 to notify your Relationship Manager.
4. Complete Employee Incident Report form and email to wc@ingenovishealth.com.

terminate any of its benefits programs or to require or increase employee premium contributions toward any benefits at its discretion, with or without advance notice.

To the extent you are eligible to receive benefits under either Company sponsored or employee contributed systems, Springboard will provide you with additional information not included in its general employee handbook.

Workers' Compensation/ Employee Accident Reporting Procedure

Springboard provides Workers' Compensation benefits to employees at no cost. Workers' Compensation can provide an employee who has been injured on the job with coverage for medical treatment and/or compensation while he or she is recuperating. In order to qualify for Workers' Compensation, you must report all accidents and injuries no matter how slight. Failure to report your accident or injury to your Relationship Manager immediately may result in denial of coverage.

Springboard is here to support you through the incident and healing process. It is important that you provide our team with the information required to process your claim and facilitate any required investigation. If you are involved in an accident while at work, you must report the incident to the onsite supervisor and call Springboard at 866-465-6286. Springboard will email you the Employee Incident Report form or a link to complete the form. Complete and submit the form to wc@ingenovishealth.com **within 24 hours** of the incident. Failure to submit the completed form in a timely manner may result in denial of any claim by the insurance carrier or a delay in benefits.

Depending on the circumstances of the injury, Clinical Employees/Travelers may be required to submit to a post-accident drug screen within 24-hours of the accident. Unless absolutely necessary, employees must **NOT** go to an Emergency Room as it will not be covered by the insurance carrier.

Clinical Employees/Travelers who receive a needle stick injury must be tested for HBV and HIV within 72 hours of the injury as a baseline test.

Vaccination History

Clinical Employees/Travelers are responsible for providing to Springboard requested copies of original medical documents detailing their history of prior vaccinations and immunity testing. Requirements of client companies may vary due to internal politics and the profile of the local and patient populations, and employees may be required to obtain additional immunizations and/or immunity testing prior to assignment(s). Minimum requirements typically include the Hepatitis B injection series, TB test within the past year, and MMR and Varicella immunity. Employees authorize Springboard to release any or all of these medical records to Client companies upon their request. The cost of any required testing or vaccinations are borne by the employee, however, Springboard may facilitate any such procedures with the consent of the employee. Failure to comply with any required testing or vaccinations, or falsification of such records, will result in discipline, up to and including immediate termination.

Voting and Jury Duty

On days when primary and general elections are held, employees will be given time off to vote as required by law. However, Springboard encourages voting to be done when the employee is off shift. If there are less than three (3) consecutive hours between the opening of the polls and the beginning of the employee's regular work shift or between the end of the employee's regular work shift and the closing of the polls, the employee may take off time to vote without loss in pay at the beginning or end of his or her shift. The total period of time taken by the employee when added to the time difference between work shift hours and the opening or closing of the polls may not exceed three consecutive hours. Employees must request time off to vote prior to the day of the election, and Springboard may specify the hours during which the employee may be absent.

Employees called to jury duty are expected to notify their Manager immediately so that Springboard can plan the department's work with as little disruption as possible. Employees who are released from jury service before the end of their regularly scheduled shift or who are not chosen to serve on jury duty are required to call their Manager as soon as possible and report to work if requested. Non-exempt hourly employees are not compensated for the time spent attending jury duty.

Misrepresentations Concerning Leave

If Springboard learns that an employee has misrepresented or falsified the reason a leave of absence was needed or the employee's whereabouts during the leave, the employee will be disciplined, up to and including termination of employment, regardless of the time elapsed before discovery of the misrepresentation or falsification.

POLICY AGAINST WORKPLACE VIOLENCE

Statement of Policy

Springboard recognizes that violence in the workplace is a growing nationwide problem necessitating a firm, considered response by employers. The costs of workplace violence are great, both in human and financial terms. We believe that the safety and security of employees are paramount. Therefore, Springboard has adopted this policy regarding workplace violence.

Acts or threats of physical violence, including intimidation and/or coercion, that involve or affect Springboard or its employees or that occur on Company property or in the conduct of Company business off Company property, will not be tolerated. This prohibition against threats and acts of violence applies to all persons involved in Company operations, including but not limited to, Company personnel, contract workers, temporary employees, and anyone else on Company property or conducting Company business off Company property. Violations of this policy, by any individual, will lead to disciplinary action, up to and including termination of employment and/or legal action as appropriate. Springboard reserves the right to involve law enforcement to the extent necessary to provide a safe working environment for its employees.

This policy is intended to bring Springboard into compliance with existing legal provisions requiring employers to provide a safe workplace; it is not intended to create any obligations beyond those required by existing law.

All employees must immediately report to the Manager any incidents of violent, threatening, or criminal behavior of co-employees, supervisors, visitors, customers, or other individuals that jeopardizes the safety or security of co-employees, visitors, customers, or other individuals.

Definitions

Workplace violence is any intentional conduct that is sufficiently severe, threatening, or intimidating so as to cause an individual to reasonably fear for his or her personal safety or the safety of his or her family, friends, and/or property or that creates a hostile, abusive, or intimidating work environment for one or more employees. Workplace violence may involve any threats or acts of violence occurring on Company premises, regardless of the relationship between Springboard and the parties involved in the incident. It also includes threats or acts of violence that affect the business interests of Springboard or that may lead to an incident of violence on Company premises. Threats or acts of violence occurring off Company premises that involve employees, agents, or individuals acting as a representative of Springboard, whether as victims of or active participants in the conduct, may also constitute workplace violence.

Specific examples of conduct that may constitute threats or acts of violence under this policy include, but are not limited to, the following:

- Threats or acts of physical or aggressive contact directed toward another individual
- Threats or acts of physical harm directed toward an individual, individual's family or property
- Intentional destruction or threat of destruction of Company property or another employee's property
- Threatening phone calls
- Stalking;
- Veiled threats of physical harm or similar intimidation; and
- Any conduct resulting in the conviction under any criminal code provision relating to violence or threats of violence that adversely affects Springboard's legitimate business interests.

Workplace violence does not refer to occasional comments of a socially acceptable nature. These comments may include references to legitimate sporting activities, popular entertainment, or current events. Rather, it refers to behavior that is personally offensive, threatening, or intimidating.

Enforcement

Any person who engages in or threatens violent action on Company property or assigned facility property may be removed from the premises as quickly as safety permits and may be required, at Springboard's discretion, to remain off such premises pending the outcome of an investigation of the incident.

Once a threat has been substantiated, it is Springboard's policy to put the threat maker on notice that he/she will be held accountable for his/her actions and then implement a specific and appropriate response. When threats are made or acts of violence are committed by employee(s), a judgment will be made by Springboard as to what actions are appropriate, including possible disciplinary action up to and including termination of employment or contact of legal authorities.

Under this policy, decisions may be needed to prevent a threat from being carried out, a violent act from occurring, or a life-threatening situation from developing. No existing policy or procedure of Springboard should be interpreted in a manner that prevents the making of these necessary decisions.

NOTE: Springboard will make the sole determination of whether, and to what extent, threats or acts of violence will be acted upon by Springboard. In making this determination, Springboard may undertake a case-by-case analysis in order to ascertain whether there is a reasonable basis to believe that workplace violence has occurred. No provision of this policy shall alter the at-will nature of employment at Springboard.

Weapons Possession

Under no circumstances are employees permitted to bring onto Company property or assigned facility property, or possess on Company property, including the parking lot, weapons of any kind, except as permitted by law. In Arizona, lawful possession of firearms in proper storage case in the locked trunk of vehicles does not violate this policy. This prohibition includes, but is not limited to, firearms, knives, brass knuckles, box cutters, and other devices that can inflict bodily harm or destruction.

Employees are strictly prohibited from using any weapon to threaten or intimidate other employees or visitors. Any unauthorized use or brandishing of a weapon will be grounds for disciplinary action, up to and including termination.

STANDARDS OF CONDUCT

Throughout this Handbook we have defined certain rules that should not be violated under any circumstances. Springboard expects employees to follow standards of conduct that promote our mission and philosophy. Nothing in this policy alters the fact that your employment is "at-will".

Violation of these rules, the policies contained in this Handbook, or any of Springboard's other policies, standards and procedures, as well as other unacceptable behavior may lead to disciplinary action up to and including termination of employment.

It is not possible to list all the form of behavior that are considered unacceptable in the workplace, but the below list includes examples of infractions of rules of conduct that may result in disciplinary action, including but not limited to suspension, demotion, or termination of employment. If you have any questions about Springboard's rules, or what is expected of you, please discuss them with your Manager or Human Resources.

Examples of conduct and behavior not specified below will also result in disciplinary action if deemed improper or inappropriate by Springboard:

1. Providing deliberately false or misleading information to Springboard, including but not limited to, information on your application or other information obtained during the hiring process, I-9 Form, or information relating to time missed from work.
2. Falsifying, tampering with or removing (without authorization) from Springboard, employment records or documents maintained by Springboard.

3. Conduct causing waste, damage, loss, destruction, or abuse of Company property, equipment or property belonging to others.
4. Insubordination, including refusal to perform assigned work, using foul or abusive language (including profanity) or threatening conduct.
5. Failure to consistently perform job responsibilities in a satisfactory manner.
6. Repeated failure to clock in or out, manipulating or falsifying time clock information for self, or for another employee, or allowing another employee to falsify your time card, or the card of another. Working off the clock for any reason is prohibited. Performing non-work related activities during working time is prohibited.
7. Disclosing to anyone for non-work related purposes or failing to properly protect confidential information including employee lists or any trade secret or propriety information or violations of your Confidentiality and Non-compete Agreement.
8. Smoking, use of other tobacco products, gum chewing, eating or drinking in unapproved areas or at unauthorized times.
9. Failure to take appropriate action to remedy or to immediately report to management discrimination or harassment in violation of Springboard's policy, safety hazards, equipment defects, accidents or injuries.
10. Violation of any Company policy, procedure, rule or practice contained in this employee handbook or otherwise implemented.
11. Intentionally making a knowingly false complaint, pressuring others to be untruthful, or lying about or otherwise covering up or attempting to cover up misconduct or conduct that is the subject of a complaint or investigation.
12. Any other conduct that Springboard determines, in its sole discretion, should be addressed with discipline, up to and including immediate termination of employment.
13. Violating Springboard's protocols for providing treatment to clients anywhere other than Springboard's facilities.
14. Participating in any sexual or romantic relationship with a customer outside the service relationship model.
15. Failure to maintain, in good standing, a current license as required by applicable law. It is critical that Travelers maintain their licenses. If there are any issues with a license the Traveler must notify the COO immediately.

DRUG AND ALCOHOL POLICY

Purpose

Springboard believes that it has a responsibility to its employees, its patients, those who do business with Springboard and the general public to ensure safe working conditions for its clients and employees.

Prohibited Conduct

Employees must report to work in a fit for duty condition to perform their duties. The following conduct is strictly prohibited:

- Reporting to work or returning to duty following breaks or meal periods impaired by drugs or alcohol in your system.
- Reporting to work having a measurable quantity of an illegal drug in one's system, except as otherwise provided by law.
- Consuming, manufacturing, buying, selling, distributing or possessing drugs or alcohol on Company premises, while on client's premises or while doing company work. "Company premises" includes all property rented, leased, owned or controlled by Springboard, including parking lots and adjacent areas. It also extends to Company equipment and vehicles on or off Company premises. "Client's premises" is any property owned or controlled by the client, including vehicles.
- Failing to fully cooperate with any aspect of Springboard's enforcement of this policy, including but not limited to refusing to provide truthful and accurate information; promptly submitting to required testing; giving false, diluted or altered urine samples.
- Failing to promptly report conviction, arrest for which employee is presently awaiting trial or plea bargain for an

alcohol or drug related criminal offense. All drug and alcohol related convictions, arrests and plea bargain arrangements must be promptly reported to Human Resources. This obligation to disclose applies to all convictions, arrests or plea bargains that occur after the effective date of this policy.

- Failing to report, in writing, of any prescription or non-prescription drugs that have a warning label about ability to safely operate machinery or vehicles. These types of drugs must not be taken before reporting to work or during work until disclosed to Human Resources in writing and to your department manager. Failure to report, in writing, of any medication that may impair your ability to safely and competently perform job duties and which may impact the safety of themselves or others to your department manager or Human Resources detailing the substance taken and its side effects before reporting for work. Medical verification of the ability to safely perform job duties may be required before the employee is allowed to continue to work. For more information please refer to the "Prescribed Medication" section.

"Drugs" refers to all controlled substances and medication containing controlled substances, including "designer drugs" not approved for use by the U.S. Food and Drug Administration. "Drugs" also applies to prescription medication. For detailed information on the requirements that apply to employees using prescribed medication, please refer to the "Prescribed Medication" section.

Any employee who engages in prohibited conduct will be subject to disciplinary action, up to and including termination.

Drug Testing Procedures

Violation of this policy will result in reassignment, discipline or discharge. A drug and alcohol screening test can be an effective means by which to identify those in need of counseling, treatment, or disciplinary action. Springboard's testing program is intended to supplement, not replace, other means by which the use of drugs or alcohol can be detected. Springboard reserves the right to engage in other means to detect the use or possession of controlled substances such as random testing and/or workplace searches.

Drug or alcohol tests of all employees are required as outlined below.

1. Drug testing of employees may be conducted under the following circumstances:

- a. An employee's supervisor has a reasonable suspicion that the employee is intoxicated or has used drugs or alcohol. "Reasonable suspicion" is based on articulable observations sufficient to lead a prudent manager to suspect that the employee is impaired or under the influence of drugs (including, but not limited to, slurred speech, inability to walk a straight line, erratic behavior, etc.)
- b. An employee is found in possession of suspected controlled substance or alcohol or suspected illegal drugs are found in an area controlled or used exclusively by the employee, such as an employee's locker, desk or workspace.
- c. Following an accident, or an incident in which safety precautions were violated or unusually careless acts were performed. Including incidents of improper medication handling or disappearance of client's medication.
- d. As part of a routine testing program instituted as a result of prior disciplinary action against the employee or as part of a rehabilitation program related to the use of drugs or alcohol.
- e. An employee is assigned to a customer work site where testing is required by law or agreement.
- f. Random drug test randomized in conjunction with the Lab if applicable.

2. A refusal to submit to drug and alcohol testing procedures or a failure to cooperate with the implementation of this policy and Springboard's efforts to maintain a drug and alcohol free workplace may result in discipline, up to and including discharge.

3. Drug and alcohol urine screening tests will be conducted at Company expense during working hours at a certified laboratory designated by Springboard. Transportation of employees to and from the testing site will be provided, also at Company expense if necessary. Medical personnel will collect test samples with due regard for employee privacy and an initial enzyme multiplied immunoassay test (or comparable test) will be conducted on the sample. Initial positive results will be confirmed by gas chromatography mass spectrometry or an equally reliable testing method. Test results of Springboard designated laboratory are considered final.

4. Drug tests may screen for the following substances or their metabolites: marijuana, alcohol, amphetamines, barbiturates, benzodiazepines, cannabinoids, cocaine, methadone, opiates, propoxyphene, phencyclidine, and methaqualone. Employees tested should notify laboratory personnel of information that could affect test results, including identification of currently or recently used prescription or nonprescription drugs.

Confidentiality

Human Resources will receive all reports of test results and will notify only those Company employees or agents who have a need to know about the test results. Individuals tested may, upon request, receive a copy of their test results. Information regarding test results will not be provided to any other persons without the written consent of the individual tested, except as allowed or required by law.

Use of Results

Springboard will take action on a confirmed positive test result only after receiving a report from its designated testing laboratory. Detection of controlled substances or alcohol is grounds for immediate dismissal of an employee or withdrawal of a hiring offer.

Springboard reserves the right to impose discipline, including discharge, on any employee who violates this policy, except as otherwise provided by law. Any disciplinary decision will be communicated in writing to the employee and will be accompanied by a copy of the test results.

When evidence warrants, Springboard will bring matters of illegal drug or alcohol use to the attention of appropriate law enforcement authorities or proper licensing agencies, or professional advising counsel.

Prescribed Medication

Employees employed in a position posing a threat to safety as defined hereinafter, using prescribed drugs that have warning labels about safely operating machinery or equipment or non-prescription medication which may have any side effects that could affect their ability to safely and competently perform job duties and which may impact the safety of others must notify Human Resources in writing of the substance taken and of the potential side effects before reporting for work.

Medical verification of the ability to safely perform job duties may be required before the employee is allowed to continue his/her work assignment.

Although the use of prescribed drugs or non-prescription medication which contain controlled substances as part of a prescribed medical treatment program is not grounds for disciplinary action, failure to report the use of such substances, illegally obtaining the substance or use which is inconsistent with a prescription or label, may subject an employee to disciplinary action, up to and including termination.

HIPAA Policy

Springboard has adopted a policy that protects the privacy and confidentiality of protected health information (PHI) whenever it is used by company employees. The private and confidential use of such information will be the responsibility of all individuals with job duties requiring access to PHI in the course of their jobs.

PHI refers to individually identifiable health information received by Springboard's group health plans or received by a health care provider, health plan or health care clearinghouse that relates to the past or present health of an individual or to payment of health care claims. PHI information includes medical conditions, health status, claims experience, medical histories, physical examinations, genetic information and evidence of disability.

SOCIAL MEDIA POLICY

Springboard recognizes that internet-provided social media can be a highly effective tool for sharing ideas and exchanging information. However, Springboard also seeks to ensure that social media usage serves its need to maintain its brand identity and integrity while minimizing actual or potential legal risks. Springboard therefore establishes the following rules and guidelines for communicating employer information via social media. Violation of this policy may lead to disciplinary

action, up to and including termination of employment.

Springboard defines “social media” broadly to include online platforms that facilitate activities such as professional or social networking, posting commentary or opinions and sharing pictures, audio, video, or other content. “Social media” includes personal websites and all types of online communities (e.g., Facebook, LinkedIn, Yelp, YouTube, Twitter, Instagram, blogs, message boards, and chat rooms).

- Your social media activity is covered by all Springboard policies including, among others, Springboard’s Equal Employment Opportunity / Non-discrimination, Anti-harassment, Confidentiality and Proprietary Information, and Communications Systems, Email, Networks, and Internet policies.
- You should not post content on social media that violates Springboard’s discrimination or harassment policies, or that is threatening or obscene.
- You may use social media for non-business purposes while at work, but only if (i) you are complying with all company policies, (ii) the activity does not interfere with your work or your co-workers’ work; and (iii) you only use social media for an insignificant portion of your work day.
- You should not represent that Springboard has authorized you to speak on behalf of Springboard or that Springboard has approved your message, unless you receive prior written authorization to do so from The Owner. If you do not receive written authorization to speak on behalf of Springboard, you are strongly encouraged to state explicitly, clearly, and in a prominent place on the site that views expressed are the employee’s own and not those of Springboard or of any person or organization affiliated or doing business with Springboard. Should you decide to make social media postings about Springboard including, among other things, messages concerning company-related services and products, you must expressly state in your postings that you are an employee of Springboard.
- You may not illegally disparage Springboard’s products/services, or Springboard’s vendors’ or competitors’ products/services. This means that you may not intentionally make maliciously false statements that denigrate Springboard’s products/services, or Springboard’s vendors’ or competitors’ products/services.
- You should not advertise or sell Springboard products via social media without the prior written approval from Springboard.
- Springboard protects its copyrights, trademarks, and logos. You should respect the laws regarding copyrights, trademarks, rights of publicity, and other third-party rights. To minimize the risk of a copyright violation, you should reference to the source(s) of information you use and accurately cite copyrighted works you identify in your online communications. Do not infringe on Company logos, brand names, taglines, slogans, or other trademarks. You may not use Springboard’s (or any of its affiliated entities) logos, brand names, taglines, slogans, or other trademarks or other protected information or property for any business/commercial venture without Springboard’s express written authorization.
- Springboard protects its confidential information (including its financial information, trade secrets, marketing lists, strategic business plans, competitor intelligence, business contracts and other proprietary Company information that is non-public and that employees can access). You should not display or disclose such confidential information through social media without prior written approval from Springboard.
- Springboard protects its premises and processes. You should not record audio/video or take pictures of non-public areas of Springboard’s premises or of Springboard’s processes and display such content through social media without prior written approval from Springboard.
- You should not display or post video or other images of, or material about, Springboard’s employees that are libelous, proprietary, harassing, bullying, discriminatory, retaliatory, or that can create a hostile work environment. Such conduct that would not be permissible in the workplace is not permissible between or among employees online, even if done during non-work hours and away from the workplace on personal devices or home computers.
- You should not display or post video or other images of, or material about, Springboard’s competitors, vendors, or customers without prior written approval from Springboard.

- Under no circumstances may you post Springboard’s competitors’, vendors’, or customers’ personally identifying information, such as social security numbers, credit card numbers, or phone numbers.
- Managers should not “friend” subordinate employees on non-professional social media sites.

Springboard reserves the right to (and does) use software and search tools to monitor comments or discussions about it, its representatives, its products, its vendors, and its competitors that are posted *anywhere* on the Internet, including social media.

Springboard respects your right to communicate on your own (or other employees’) behalf concerning terms and conditions of employment. Nothing in this policy is intended to interfere with your rights under federal and state laws, including the National Labor Relations Act.

Continuing Education

Springboard supports professional development and encourages you to participate in ongoing work-related in-services, training, or other activities. Springboard also offers online educational tools for you to develop skills in Cath and EP labs. Please contact your recruiter for more information.

Always Available

In the event of an emergency, natural disaster or other uncontrollable event, Springboard will continue to provide service to you through our corporate network from a location where phones and computers are functional. Springboard will do everything possible to support you in meeting your needs during crisis situations. A copy of our Emergency Management Plan is available upon request.

Our goal is to always provide you with a consistent level of service. If for any reason you are dissatisfied with our service, we encourage you to call the Springboard Healthcare Staffing office at (866) 465-6286. Our representative will work with you to resolve your concern. Any individual or organization that has a concern about the quality and safety of patient care delivered by Springboard Healthcare Staffing management, is encouraged to contact the Joint Commission at www.jointcommission.org or by calling the Office of Quality Monitoring at (630) 792-5636. Springboard Healthcare Staffing demonstrates this commitment by taking no regulatory or disciplinary action against employees when they do report safety or quality of care concerns to the Joint Commission.

Suggestions

We want and need your suggestions on how to run Springboard more efficiently and profitably. If you any suggestions that you believe will add to our effectiveness, or that you think will reduce expenses, present them in writing to your Manager. They will be evaluated and, if practical, put into operation.

CONCLUSION

This handbook highlights your responsibilities and benefits of working at Springboard. We hope it will help you define your role as a team member. Please do not hesitate to ask questions, your supervisor will gladly answer them or direct you to someone who can. Again, we're glad to have you with us!

RECEIPT AND ACKNOWLEDGMENT

I have received a copy of the Employee Handbook. I agree to read the handbook and become familiar with its contents. I understand that the handbook is not a binding contract but is rather a set of general guidelines concerning employment with Springboard. I understand that my employment is terminable at- will and that Springboard may modify, revoke or change any of the provisions of the handbook at any time without notice.

Print Name

Date

Signature