



RN Services
Private Duty Care

TEAM MEMBER HANDBOOK

(Revised December 2022)

This handbook has been prepared to give you general information about some of the work rules, expectations, work environment, and policies under which we operate. From time to time, you may receive updated information concerning changes in policy. A copy of this document for your reference is available on our company website STLPrivateDutyCare.com. If you have any questions regarding this handbook, please email INFO@RNServicesSTL.com.

This handbook is not a contract, express or implied, guaranteeing job placement for any specific duration. Either you or RN Services of St. Louis Home Health Care, LLC may terminate this relationship at any time, for any reason, with or without cause or notice. This at-will relationship remains in full force and effect, notwithstanding any statements to the contrary made by you RN Services of St. Louis Home Health Care, LLC staff members, or set forth in any other document. No agreement shall be enforceable unless it is in writing.

Welcome to the RN Services family!

Welcome to RN Services of St. Louis Home Health Care, LLC (hereafter known as RNS or DBA RN Services Private Duty Care) and the opportunity to make a difference in the lives of our clients. We have a proud commitment among our staff at RNS of offering the best possible home care services to the community. This booklet was written to give you the answers to those most often asked questions about policies, what we expect from you, and what you may expect of us in our combined efforts to serve our clients well. The growth of this company can be attributed to our team members' knowledge, skill and commitment to providing outstanding client and customer service. Our staff members are part of a team that values the individual strengths that each person contributes. We are pleased that you have decided to join our home care team and we look forward to working together with you to fulfill our mission.

Compassionate Home Nursing & Care Services

Revised for 12/25/2022

ABOUT RNS

Company Background

Julie Burns started doing private duty in 1982 while she was a full-time RN working in a BJC intensive care unit. For 10 years (1992-2002), she cared for a man who had ALS and was on a ventilator. She found home care so rewarding she wanted to continue. However, finding a company to work with that had the level of care thought to be essential was not to be found.

This in mind, Julie started RNS as a private duty agency. It began with her neighbors as the first caregivers working out of her basement and has now grown into a referral-based network of RNs, LPNs, CNAs and helpers that pride themselves on giving the best compassionate care in St. Louis with over a hundred employees.

MISSION STATEMENT

The mission of RNS is twofold: First, with high ethical standards, principles and heart, we will commit ourselves to providing clients and their families with the best in-home health care. Second, RNS will strive to be the St. Louis and surrounding areas leader in the provision of quality home health care services.

We believe that our clients deserve compassionate, honest, and reliable care from only the top health care professionals who go the extra mile to provide it. At RNS, client goals are very important, and we will strive to keep our goals for the client in line with the desires of the client and their family. In order to make this happen, each team member will take genuine care and ownership in his or her duties and responsibilities toward each client with the "client first" attitude. While our staff members provide this care, RNS will strive to help them meet their needs and reach their professional goals.

RNS also recognizes its responsibility to the home health care industry and will be uncompromising in its drive to be above reproach in all areas of business ethics and standards.

Finally, we recognize that to achieve all this, communication is the key. Communication between clients, their families, their physicians and our staff will allow us to provide the kind of care we would want for our own loved ones.

RNS broader mission is to provide community/home-based healthcare to clients and their families. We recognize our responsibility to maintain the highest standards of quality services and client care through the hiring and retention of staff that demonstrate an attitude of service excellence and a commitment to all aspects of the RNS mission.

The objectives of our mission are achieved in the following manner:

- Provide direct services, education, support and advocacy for clients and family members who are involved with his/her care
- Respect the client and his/her family as individuals, assuring their right for confidentiality, respect and dignity
- Maintain optimal standards of professional practice leading to the highest possible quality of care
- Integrate client/family education into all plans of care
- Promote and encourage professional growth of all staff

AMERICANS WITH DISABILITIES ACT (ADA) – Employees should inform RNS of a physical or mental disability requiring accommodation in order for them to perform the essential functions of their jobs by contacting upper management or the president so that we can together discuss what accommodations are available and appropriate. RNS will consider the request but reserves the right to offer its own accommodation to the extent permitted by law. Some, but not all, of the factors that RNS will consider are cost, the effect that an accommodation will have on current established policies, and the burden on operations — including other employees — when determining a reasonable accommodation.

ATTENDANCE – Poor attendance and excessive tardiness could lead to disciplinary action including termination. If you will be absent, you must make every attempt via text message, email and calling your team members to find a substitute. If you are unable to find a substitute, you must call your team leader and scheduler. In case of car problems, you are responsible for making other transportation arrangements through friends, family, other RN Services' staff or a driving service (i.e. – Taxi, Uber or Lyft). If an employee is absent, a doctor's note may be required to be sent to upper management upon returning to work clearing the employee of their ability to return to work. If an employee fails to show up for work, no call/no show, he or she will be considered to have abandoned his or her job and voluntarily resigned from RNS. If an employee is not scheduled for work but is not reachable by email or cellphone for more than two weeks, he or she will be considered to have voluntarily resigned from RNS. Because our employees are directly responsible for the well-being of another person, leaving a shift or failing to report for a scheduled shift without upper management or team leader's permission

may be grounds for immediate termination. Authorized leave without pay is available for funeral matters and bereavement leave with approval from your team leader. RNS may request documentation to support absences for bereavement leave. Please contact your team leader and email schedulers@rnservicesstl.com for approval.

CONFIDENTIAL INFORMATION - Employees shall read, understand, sign off and follow the HIPAA policy.

DRESS CODE - All employees are required to report to work neatly groomed and dressed in business casual or business professional attire, depending on your client.

- Only closed toe shoes or sneakers may be worn.
- Employees shall be well groomed and have good personal hygiene and cleanliness.
- Fingernails are to be short, clean and neatly kept without artificial nails.
- Earrings and rings are restricted to those that will not snag on equipment, injure a client or employee, or that may impede the employee's job performance.
- Facial piercings must be removed while with the client.
- Tattoos must be covered by clothing while with the client.
- Long hair should be pulled back and secured at all times.
- Hair color and styles must not be extreme. Extreme hair color or styles may result in reduction in available working hours due to reduced client matches.
- Perfumes, scented body lotions and/or aftershave lotion should be avoided in respect of clients with sensitivities and/or allergies.
- Employees should not emit an odor of cigarette smoke that can be unpleasant to clients.
- The use of makeup should be minimal.
- On certain cases, the team leader may approve scrubs or jeans.
- Attire, which is deemed to be inappropriate includes, but is not limited to the following: clothing in disrepair, jeans, leggings/tights, jogging suits, clothing with inappropriate language, shorts, tank tops, revealing or tight clothing, visible undergarments.

RNS is dedicated to treating the religious diversity of all our employees equally and with respect. An employee may request an accommodation when his or her religious belief causes a deviation from RNS's dress code, schedule, basic job duties, or other aspects of employment. RNS will consider the request but reserves the right to offer its own accommodation to the extent permitted by law. Some, but not all, of the factors that RNS will consider are cost, the effect that an accommodation will have on current established policies and the burden on operations, including other employees, when determining a reasonable accommodation. At no time will RNS question the validity of a person's belief.

DIRECT DEPOSIT - It is the policy of RN Services of St. Louis Home Health Care, LLC to issue employee payments through electronic direct deposit. Employee payments will be electronically deposited directly into a checking or savings accounts designated by each employee. Accounts must be established with financial institutions, such as banks or credit unions that support direct deposit. Employees will setup their direct deposit information through Paycor. RNS payroll will assist employees with completing the necessary documentation as well as answering any questions or concerns about direct deposit. NOTE: It is each employee's responsibility to review his or her payroll stub for accuracy of personal information and payment information. Employees must immediately notify RNS if there has been an overpayment of wages. Employees are not entitled to keep wage overpayments and RNS may recoup overpaid amounts from future payments. Employees must notify RNS Payroll when there is any change to a bank account that affects direct deposit. Employees must immediately notify RNS if there has been an underpayment of wages.

DRUG FREE WORKPLACE - RNS intends to help provide a safe and drug-free work environment for our clients and our employees. With this goal in mind and because of the serious drug abuse problem in today's society, we are establishing the following policy for employees of RNS. RNS explicitly prohibits:

- The use, possession, solicitation for, or sale of narcotics or other illegal drugs, alcohol, or prescription medication without a prescription on RNS clients' premises or while performing an assignment.
- Being impaired or under the influence of legal or illegal drugs or alcohol away from the RNS clients' premises, if such impairment or influence adversely affects the employee's work performance, the safety of the employee or of others, or puts at risk the RNS's reputation.
- Possession, use, solicitation for, or sale of legal or illegal drugs or alcohol away from the RNS clients' premises, if such activity or involvement adversely affects the employee's work performance, the safety of the employee or of others, or puts at risk the RNS's reputation.
- The presence of any detectable amount of prohibited substances in the employee's system while at work. "Prohibited substances" include illegal drugs, alcohol, or prescription drugs not taken in accordance with a prescription given to the employee.

RNS may conduct drug and/or alcohol testing under any of the following circumstances:

- **RANDOM TESTING:** Employees may be selected at random for drug and/or alcohol testing at any interval determined by RNS.
- **FOR-CAUSE TESTING:** RNS may ask an employee to submit to a drug and/or alcohol test at any time it feels that the employee may be under the influence of drugs or alcohol, including, but not limited to, the following circumstances: evidence of drugs or alcohol on or about the employee's person or in the employee's vicinity, unusual conduct on the employee's part

that suggests impairment or influence of drugs or alcohol, negative performance patterns, or excessive and unexplained absenteeism or tardiness.

- **POST-ACCIDENT TESTING:** Any employee involved in an on-the-job incident or injury under circumstances that suggest possible use or influence of drugs or alcohol in the accident or injury event may be asked to submit to a drug and/or alcohol test. "Involved in an on-the-job accident or injury" means not only the one who was or could have been injured, but also any employee who potentially contributed to the accident or injury event in any way.

If an employee is tested for drugs or alcohol outside of the employment context and the results indicate a violation of this policy, the employee may be subject to appropriate disciplinary action, up to and possibly including discharge from employment. In such a case, the employee will be given an opportunity to explain the circumstances prior to any final employment action becoming effective. If an employee refuses a request to submit to testing under this policy, this may be deemed as job abandonment/voluntary quit.

ELIGIBILITY TO WORK - All new hires and current employees are required by federal law to verify their identity and eligibility to work in the United States. You will be required to complete federal Form I-9 online through Paycor on the first day of employment. If you are currently employed and have not complied with this requirement or if your status has changed, please email INFO@RNServicesSTL.com.

EMAIL - All data transmitted or received through RNS email are the exclusive property of RNS. No individual should have any expectation of privacy in any communication over this system. RNS reserves the right to monitor, to intercept, and/or review all data transmitted and received. Any individual who is given access to email is hereby given notice that RNS will exercise this right periodically, without prior notice and without the prior consent of the employee. RNS email can only be used for business purposes, not personal use.

EMPLOYMENT AT WILL - RNS believes in and adheres to the doctrine of employment at will, unless or except as modified by applicable law, RNS and its staff members each have the right to terminate the employment relationship with or without cause at any time.

EMPLOYMENT COMPENSATION - A pay range is established for RNS's employees. All RNS employees are paid bi-weekly (every other Friday) through direct deposit. RNS's work week begins at

12:00AM on Sunday and ends at 11:59PM on Saturday. RNS uses Paycor for our payroll system. After you are hired, you will be given instructions on setting up your personal information within Paycor.

EQUAL EMPLOYMENT POLICY - RNS is committed to the principles of equal employment. We are committed to complying with all federal, state, and local laws providing equal employment opportunities, and all other employment laws and regulations. It is our intent to maintain a work environment which is free of harassment, discrimination, or retaliation because of age, race, color, national origin, ancestry, religion, sex, gender identity, pregnancy, physical or mental disability, genetic information, veteran status, uniformed service member status, or any other status protected by federal, state, or local laws. RNS will conduct a prompt and thorough investigation of all allegations of discrimination, harassment, or retaliation, or any violation of the Company's Equal Employment Opportunity Policy in a confidential manner. RNS will take appropriate corrective action, if and where warranted. RNS prohibits retaliation against any employee who provides information about, complains, or assists in the investigation of any complaint of discrimination or violation of the RNS's Equal Employment Opportunity Policy.

FAMILY AND MEDICAL LEAVE ACT (FMLA) - RNS recognizes that there are times when an employee may need to be absent from work due to qualifying events under FMLA. Eligible employees must have worked 1,250 hours over the 12 months preceding the first day of the leave period. Accordingly, if approved RNS will provide these eligible employees up to a combined total of 12 weeks of unpaid FMLA leave per leave year for the following reasons: Parental Leave: For the birth or placement of an adopted or foster child; Personal Medical Leave: When an employee is unable to work due to his or her own serious health condition; Family Care Leave: To care for a spouse, child, or parent with a serious health condition; Military Exigency Leave: When an employee's spouse, parent, son, or daughter experiences a qualifying exigency resulting from military service; and Military Care Leave: To care for an employee's spouse, parent, son, daughter, or next of kin who requires care due to an injury or illness incurred while on active duty or was exacerbated while on active duty. Note: A leave of up to 26 weeks of leave per 12-month period may be taken to care for the injured/ill service member. To request a leave under this policy, employees should send their request to the President.

If the need for leave is foreseeable because of an expected birth/adoption or planned medical treatment, employees must give at least 30 days' notice. If 30 days' notice is not practicable, notice must be given as soon as possible. Leave for the birth or placement of a child must be taken in a

single block and cannot be taken on an intermittent or reduced schedule basis. Parental Leave must be completed within 12 months of the birth or placement of the child; however, employees may use parental leave before the placement of an adopted or foster child to consult with attorneys, appear in court, attend counseling sessions, etc. Family Care, Personal Medical, Military Exigency, and Military Care Leave may be taken in a block or blocks of time. In addition, if a health care provider deems it necessary or if the nature of a qualifying exigency requires, leave for these reasons can be taken on an intermittent or reduced-schedule basis. Employees receiving workers' compensation benefits during a personal medical leave will not be required to utilize these benefits.

Employees requesting family care, personal medical, or military care leave must provide certification from a health care provider to the President to qualify for leave. Such certification must be provided within 15 days of the request for leave unless it is not practicable under the circumstances despite the employee's diligent efforts. Employees requesting personal medical leave will also be required to provide a fitness for duty certification from their health care provider prior to returning to work to the President. Where possible, employees should attempt to schedule leave so as not to unduly disrupt operations. Employees returning to work at the end of leave will be placed in the same or an equivalent job assignment. No employee, while on leave of absence, shall work or be gainfully employed either for him, herself, or others unless express, written permission to perform such outside work has been granted by RNS. An employee on a leave of absence who is found to be working elsewhere without permission or found to have given a false reason for a leave may receive disciplinary action including termination.

HARASSMENT POLICY- RNS has a strict policy against all types of workplace harassment, including sexual harassment and other forms of workplace harassment based upon an individual's age, race, color, national origin, ancestry, religion, sex, pregnancy, gender identity, physical or mental disability, genetic information, veteran status, uniformed service member status, or any other status protected by federal, state, or local laws. All forms of harassment will not be tolerated. Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when (1) submission to such conduct is made either explicitly or implicitly as a term or condition of an individual's employment (2) submission to, or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual or (3) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment. Other workplace harassment is often verbal or physical conduct that insults or shows hostility or aversion towards an individual because of the

individual's age, race, color, national origin, ancestry, religion, sex, pregnancy, physical or mental disability, genetic information, veteran status, uniformed service member status, or any other status protected by federal, state, or local laws. Any employee who feels that he or she has witnessed, or been subject to, any form of discrimination or harassment is required to immediately notify their team leader, upper management or the president. RNS prohibits retaliation against any employee who provides information about, complains, or assists in the investigation of any complaint of harassment or discrimination. RNS will investigate any claim and take appropriate action where we find a claim has merit. Discipline for violation of this policy may include, but is not limited to reprimand, suspension and discharge. If RNS determines that harassment or discrimination occurred, corrective action will be taken to effectively end the harassment. As necessary, RNS may monitor any incident of harassment or discrimination to assure the inappropriate behavior has stopped. In all cases, RNS will follow up as necessary to ensure no retaliation for making a complaint or cooperating with an investigation. RN Services provides access to each team member's personal cell phone number in order to help better care for our clients and assist with scheduling request and shift change needs. The use of each other's personal cell phone numbers for personal conversations (via call or text) can be considered harassment if the conversations are not wanted. Therefore, progressive disciplinary procedures up to and including termination, can be used for violations of this procedure.

HOLIDAYS - All staff members who work on these days will be paid time and a half for the hours worked. The following holidays are observed by RNS:

- New Year's Eve –December 31 8am to 8am January 1
- New Year's Day - January 1 8am to 8am January 2
- Easter Eve – 4pm – 8am
- Easter Day– 8am day of to 8am day after
- Mother's Day – Second Sunday in May 8am to Monday 8am
- Memorial Day Eve – 4pm-8am
- Memorial Day – Last Monday in May – 8am Monday to 8am Tuesday
- Independence Day Eve- July 3 4p-8am
- Independence Day – July 4 8am to 8am July 5
- Labor Day Eve – 4pm-8am
- Labor Day - 1st Monday in September – 8am Monday to 8am Tuesday
- Thanksgiving Eve – 4pm-8am
- Thanksgiving Day - 4th Thursday in November – 8am Thursday to 8am Friday
- Christmas Eve – December 24 8am to 8am December 25
- Christmas Day – December 25 8am to 8am December 26
- Martin Luther King Day – 8am to 8pm

IDENTIFICATION BADGES - As part of our safety program, an identification badge with your name will be issued to you. You are required to wear your identification badge, in clear view, at all times while on duty, unless requested by your team leader, the client or the client's family not to wear it.

JURY DUTY - If you are summoned for jury duty, please notify your team leader or upper management as soon as you receive your summons or subpoena. Time taken off for jury duty is not paid. Upon returning to work, email a copy of your jury duty documentation to INFO@RNServicesSTL.com.

MEDICAL SCREENINGS - As part of the RNS employment procedures, an employee may be required to undergo a medical screening and an alcohol and drug test. A full medical report from your physician regarding your state of health may also be required. Annual TB testing is required, and your results should be emailed to INFO@RNServicesSTL.com. When reporting to work, an employee must be free of communicable and contagious diseases. Examples of some of the common communicable diseases include whooping cough, measles, influenza, viral hepatitis and tuberculosis (TB). Examples of some contagious diseases are pink eye, strep throat, and gastroenteritis and pneumonia. In the judgment of the company, the employee's continued presence must pose no risk to the health of the employee, other employees or the client. If an employee disputes the company's determination that a risk exists, the employee must submit a statement from his or her attending health care provider that the employee's continued employment poses no risk to the employee, other employees or the client.

NEW EMPLOYEE INTRODUCTORY PERIOD – Employment begins with an introductory period of 90 days, which is intended to give new employees the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. During this time RNS evaluates an employee's capabilities, work habits and overall performance. Either the employee or RNS may end the employment relationship at will at any time during or after the introductory period, with or without cause or advance notice. If RNS determines that the designated introductory period does not allow sufficient time to thoroughly evaluate the employee's performance; the introductory period may be extended for a specified period. During the introductory period, new employees are eligible for those benefits that are required by law, such as workers' compensation insurance and social security.

OPEN DOOR POLICY – RNS has an open-door policy. We welcome suggestions for continued improvement. We encourage employees to bring issues to the attention of upper management and the president.

OVERTIME PROGRAM - Nonexempt employees qualify for overtime pay. In advance, overtime must be approved by upper management. Overtime pay is one and one-half an employee's regular rate of pay of pay for all hours worked in excess of 40 in a given week. At certain times RN Services may require you to work overtime. We will attempt to give as much notice as possible in this instance. However, advance notice may not always be possible. Failure to work overtime when requested or working unauthorized overtime may result in discipline, up to and including discharge. RNS does not consider personal time off or any leave of absence as hours worked when calculating overtime.

OUTSIDE EMPLOYMENT - Outside employment that creates a conflict of interest or which affects the quality or value of your work performance or availability at RNS is prohibited. RNS recognizes that employees may seek additional employment during off hours, but expects, in these cases, that any outside employment will not affect job performance, work hours, or scheduling, or otherwise adversely affect the employee's ability to effectively perform his or her duties. Failure to adhere to this policy may result in discipline up to and including termination.

PAY INCREASES - Depending on the RNS's financial health and other factors, efforts will be made to give pay raises consistent with RNS's profitability, job performance, and the consumer price index. RNS may also make individual pay raises based on merit or due to a change of job position and responsibilities. Discussions among team members about individual pay rates is against policy.

PERFORMANCE EVALUATIONS - RNS will make efforts to periodically review your work performance. The performance evaluation process will take place as business needs dictate. Your initiative, effort, attitude, job knowledge, and other factors will be addressed. You must understand that a positive job performance review does not guarantee a pay raise or continued employment. RNS pay raises are based on numerous factors, one of which is job performance.

PERSONNEL RECORDS - It is your obligation to provide RNS with all your current contact information, including current mailing address and telephone number. Please make these changes in your Paycor account and notify the RNS office within 30 days. Any changes to your marital or tax withholding status needs to be updated on your Paycor account as well. Failure to do so may result in delayed receipt of your W-2 and other mailings. All direct deposit changes need to be addressed to the RNS payroll department to ensure the accuracy of you receiving a paycheck. The staff directory in your RNS Email,

Paycor and our scheduling system is for company use only. Your picture and cell phone number are listed in Paycor and our scheduling system for company use only. Employees are required to sign off on a Photo Release for this purpose. The RNS Office lists your emergency contact in Paycor and our scheduling system. All staff information is confidential and will not be released without your permission.

QUALITY IMPROVEMENT AND EXIT INTERVIEWS – RNS has an open-door policy. We welcome suggestions for continued improvement. We also encourage you to offer any suggestions derived from seminars, magazines, or other outside sources of information you believe would add value to RNS. Discuss your ideas with your team leader or email INFO@RNServicesSTL.com. You may be asked to participate in an exit interview when you leave RNS. The purpose of the exit interview is to provide upper management with greater insight into employee relations. Your cooperation in the exit interview process is appreciated.

RETURN TO WORK - RNS's Return-To-Work Program is a way for RNS to get an injured employee back to work as early as possible. When appropriate, the physician will advise you to return to work, possibly with some limitations. RNS will be advised by the physician of your expected return-to-work date and any physical restrictions that will apply for an expected period of time. Whenever reasonably possible, RNS will make every effort to provide transitional or lighter duty work. RNS's president will arrange transitional duty that will be discussed with you to ensure a complete understanding of what should and should not be done during your recovery period. Should you refuse the transitional duty offer, you could become ineligible for certain workers' compensation benefits and may jeopardize the right to return to work as outlined by this policy. At any time during the recovery process, you should feel free to contact the president for assistance or advice.

SAFETY PROGRAM - Employees must read, understand, sign off and follow the RNS Safety Program.

SMOKING - RNS is concerned about the effect that smoking can have on its employees and clients. Accordingly, smoking on duty is prohibited anywhere on our client's property. Smoking is strongly discouraged before reporting to work because a strong smoke smell is offensive to our clients. If a client complains about an employee smelling of smoke, disciplinary action will be taken. If numerous complaints have been received regarding an offensive smell, this may result in termination.

SOCIAL EVENTS - RNS may hold social events for employees. Please be advised that your attendance at these events is voluntary and does not constitute part of your work-related duties as an

employee. Alcoholic beverages may be available at these events. If you choose to drink alcoholic beverages, please do so in a responsible manner. Do not drink and drive. Instead, please call a taxi or appoint a designated driver.

SOCIAL MEDIA - At RNS, we understand that social media can be a fun and rewarding way to share your life and opinions with family, friends, and co-workers around the world. However, use of social media also presents certain risks and carries with it certain responsibilities. Ultimately, you are solely responsible for what you post online. You may be personally responsible for any litigation that may arise should you make unlawful defamatory, slanderous, or libelous statements against any client, owner, employee or upper management of RNS. Postings that include unlawful discriminatory remarks, harassment, and threats of violence or other unlawful conduct will not be tolerated and may subject you to disciplinary action up to and including termination. When posting information, do not create a link from your blog, website, or other social networking site to RNS's website that identifies you as speaking on behalf of RNS. Never represent yourself as a spokesperson for RNS. If RNS is a subject of the content you are creating, do not represent yourself as speaking on the RNS's behalf.

TARDINESS - Tardiness puts a strain on the relationships with our clients and your team members. If you are running late, you are expected to personally notify the team member who you are relieving. If you are not relieving another employee, you must notify the client that you are running late. Disciplinary action will be taken for frequent tardiness that may include termination.

VEHICLE SAFETY PROGRAM - Employees must read, understand, sign off and follow the RNS Vehicle Safety Program.

VIOLATION OF POLICIES OR PROCEDURES - Violation of RNS policies or procedures may result in disciplinary action including probation or termination of employment. RNS encourages a system of progressive discipline depending on the type of prohibited conduct. However, RNS is not required to engage in progressive discipline and may discipline or terminate an employee where he or she violates the rules of conduct, or where the quality or value of the employee's work fails to meet expectations at any time. Again, any attempt at progressive discipline does not imply that your employment is anything other than on an "at will" basis.

We strive to provide a comfortable, productive, legal, and ethical work environment. To this end, RNS wants you to bring any problems, concerns or grievances you have about the workplace to the attention

of your team leader, upper management or the president. To help manage conflict resolution we have instituted the following problem-solving procedure:

If you believe there is inappropriate conduct or activity on the part of the RNS, management, its employees, or any other persons or entities related to RNS, bring your concerns to the attention of your team leader. If you have discussed this matter with your team leader before and do not believe you have received a sufficient response, or if you believe your team leader is the source of the problem, we request you present your concerns to upper level management or the president. Please indicate what the problem is, those persons involved in the problem, efforts you have made to resolve the problem, and any suggested solution you may have. Any employee who violates the policies in this handbook will be subject to corrective action, up to and including termination of employment. If necessary, RNS will also advise law enforcement officials of any illegal conduct.

WORKER'S COMPENSATION - If you are injured on the job, you are to report the incident immediately to your team leader and upper management. Consistent with applicable state law, failure to report an injury within a reasonable period of time could jeopardize your claim for benefits. If your injury is the result of an on-the-job accident, you must fill out a client or staff event report. These reports are found on the employee portion of our website. Email your report to your team leader and the safety committee team leader. You may be required to submit a medical release to the president before you can return to work.

CONCLUSION - Thank you for reading our employee handbook. We hope it has provided you with an understanding of RNS's mission and history as well as our current policies and guidelines. If you have any questions about the contents of this handbook, please ask upper management, the president or email questions to INFO@RNServicesSTL.com. We look forward to working with you to create a successful company and a safe, productive, and pleasant workplace. RNS reserves the right to change, modify, or delete any of its work rules and policies at any time with or without prior notice.