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EMPLOYEE HANDBOOK

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1. WELCOME

We would like to take this opportunity to welcome you as you join our team of dedicated employees. It is our goal to provide you with a supportive and rewarding work environment along with a comprehensive and competitive benefit package. We hope that this Employee Handbook will answer most of your questions, but feel free at any time to contact your Human Resources Team. Our commitment to providing care with dignity begins and ends with you, our valued employee. Once again, welcome, and we wish you the best of luck as you begin your new position.

2. MISSION STATEMENT

We see ourselves as an integral part in the continuum of care. Our delivery of services is adaptable to the provision of present and future care needs of our residents. Our goal is to provide a highly skilled and supportive environment through which we can foster dignity, independence and self-determination to the fullest extent of our residents. Our employees, representing many disciplines, work together as an integrated clinical team to exceed expectations. We are firmly committed to providing our services within available resources consistent with achievable goals.

3. INTRODUCTION

This Employee Handbook is not a contract. The language used in the Handbook is not intended to create or to be construed as a contract. Instead, it is solely informational in nature and is subject to change by the Company / Company's client from time-to-time without prior notice. This Handbook modifies any and all preexisting rules, benefits, policies and procedures, whether written or otherwise. If you have any questions about the Handbook or any of the policies, please speak with our Human Resources Team. No policy contained in this Handbook should be construed to limit your right to engage in any activity protected under applicable law including, but not limited to, Section 7 of the National Labor Relations Act. This Handbook was written with the intention of complying with all current federal, state and local laws and regulations. If there is a discrepancy between this Handbook and applicable law, then the law governs. In addition, in the event of a conflict, any applicable collective bargaining agreements will supersede any policies and procedures in this Handbook.

It is your responsibility to read and understand this Handbook. For matters not covered in this Handbook, they will be handled as the Company / Company's client believes appropriate under the circumstances. If you have any questions about the Handbook or your employment rights in general, please speak to you to Human Resources Team

4. KEY POLICIES

4.1 AT-WILL EMPLOYMENT

Nothing in this Handbook should be construed as a promise or guarantee of continued employment. Unless you are subject to a Collective Bargaining Agreement, your employment with the Company / Company's client is at-will. That means you may terminate your

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employment with the Company / Company’s client at any time and for any reason. The Company / Company’s client may also terminate your employment at any time and for any reason. At-will employment also means that the Company / Company’s client may make decisions regarding your other terms of employment with or without advance notice and for any reason including, but not limited to, demotion, promotion, transfer, compensation, benefits, duties and location of work.

Only the Administrator is authorized to modify your at-will employment or enter into any agreement contrary to this policy. Any such modification must be in writing and signed by the Employee and Administrator.

4.2 EQUAL EMPLOYMENT OPPORTUNITY

The Company / Company’s client is an equal employment opportunity employer. It is our policy to ensure equal employment opportunity to all qualified persons without regard to race, color, national origin, ancestry, citizenship status, religion, sex, pregnancy, age, disability, military status, unfavorable discharge from military service, order of protection status, marital status, sexual orientation, gender identity or expression, genetic information and testing or any other protected characteristic. We hold all employees responsible for supporting the concept of equal employment opportunity as well.

Any employee who has questions regarding our policy or feels that we are failing in our dedication to equal opportunity should contact our Human Resources Team. Please follow the complaint procedure set forth in the Company / Company’s client’s Anti-Harassment policy and, if necessary, the reconsideration process. The Company / Company’s client will likewise be guided by that policy's procedures and prohibition against retaliation.

4.3 NON-DISCRIMINATION POLICY

It is the Company / Company’s client’s policy to provide service to all persons without regard to race, color, national origin, disability or age in compliance with Title VI of the Civil Rights Act of 1964, Section 504 of Rehabilitation Act of 1973 and the Age Discrimination Act of 1975. 45 CFR (80, 84 and 91). Other agency guidelines prohibit discrimination on the basis of religion and sex. The same requirements are applied to all, and there is no distinction in eligibility for, or in the manner of, providing service. All persons and organizations having occasion either to refer persons for services or to recommend our services are advised to do so without regard to the person’s race, color, religion, disability, age or national origin.

The person designated to coordinate compliance with Section 504 of the Rehabilitation Act of 1973 is the Administrator.

4.4 ANTI-HARASSMENT POLICY

It is the Company / Company’s client's policy to maintain a working environment free from sexual harassment or other discriminatory harassment whether based on race, color, national origin, ancestry, citizenship status, religion, sex, pregnancy, age, disability, military status, unfavorable discharge from military service, order of protection status, marital status, sexual

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orientation, gender identity or expression, genetic information and testing or any other protected characteristic. We intend to provide a work environment that is pleasant, professional and free from intimidation, hostility or other offenses that might interfere with your employment or work performance. Discriminatory harassment – whether verbal, non-verbal, visual or physical – will not be tolerated.

All employees have a responsibility for keeping the Company / Company’s client’s work environment free of such harassment. Any employee found to have engaged in any form of discriminatory harassment will be subject to appropriate disciplinary action, up to and including termination of employment.

Prohibited Conduct

This policy prohibits all improper conduct, whether or not the conduct is unlawful. The Company / Company’s client encourages early reporting and resolution of complaints to avoid continuous improper conduct.

Prohibited conduct includes, but is not limited to, the following behavior:

- Verbal conduct such as epithets, slurs, jokes or comments based on sex or any other protected characteristic that is derogatory, offensive or unwelcome;
- Visual conduct such as e-mail, posters, photography, cartoons or drawings based on sex or any other protected characteristic that is derogatory, offensive or unwelcome. This includes, but is not limited to, displaying, storing or transmitting racist, discriminatory, pornographic, sexually explicit or sexually suggestive photographs or images;
- Non-verbal conduct such as obscene or suggestive gestures based on sex or any other protected characteristic that is derogatory, offensive or unwelcome;
- Unwelcome sexual advances or propositions;
- Demands for sexual activity or sexual favors in exchange for favorable treatment, continued employment or promotion.
- Physical conduct such as indecent exposure, pinching, slapping, assault (fear of imminent bodily harm), battery (unpermitted touching), or blocking an individual’s normal movement because of his or her sex or any other protected characteristic.

Individuals Covered

This policy applies to all employees at each and every level of the Company / Company’s client. It also applies to job applicants and to Company / Company’s client visitors, clients, consultants, vendors or suppliers who work with or have contact with Company / Company’s client employees (hereafter, collectively referred to as "non-employees"). Conduct prohibited by these policies is unacceptable in the workplace and in any work-related setting off Company / Company’s client premises and at Company / Company’s client social events.

Complaint Procedure

Any employee who believes that she or he has been subjected to discriminatory harassment by a co-worker, Department Head or any non-employee should immediately report the incident to Human Resources Team.

Any non-employee who believes that she or he has been subjected to discriminatory harassment

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should report the incident to Human Resources Team.

The complainant should put her or his complaint of harassment in writing, sign it and include details of the incident(s), the individuals involved and any witnesses. The Company / Company's client takes matters of discriminatory harassment very seriously. The Company / Company's client will promptly investigate all complaints and take appropriate action based on that investigation. Absolute confidentiality cannot be guaranteed. However, every effort will be made to handle all complaints and investigations with as much delicacy and confidentiality as circumstances permit.

Complaint Resolution and Corrective Action

Upon completing its investigation, the Company / Company's client will communicate its findings and intended actions to the complainant and alleged offender. Any individuals whom the Company / Company's client finds to have violated the Anti-Harassment policy will be disciplined, up to and including termination of employment. Disciplinary action may also include, but is not limited to, temporary suspension without pays, demotion, withholding of promotion, anti-harassment training, sensitivity training, decrease in salary or wage rate and other corrective action.

The Company / Company's client's ability to discipline a non-employee who violates the Anti-Harassment policy is limited by the degree of control, if any, that the Company / Company's client has over the individual. The Company / Company's client will take the steps that are at its disposal to address the situation and attempt to prevent any reoccurrence or escalation of improper conduct.

Informal Complaints and/or Informal Resolution

Any member of management who becomes aware of informal complaints, potentially harassing conduct or any attempts to informally resolve such complaints/conduct must immediately advise the Administrator and Human Resources. These parties need to be made aware of informal complaints or potentially harassing conduct to determine if there is any pattern of harassment by a particular individual. Together, Human Resources and the Administrator will determine whether the informal resolution is sufficient or whether the conduct needs to be formally investigated and written-up.

Reconsideration Process

If any person directly involved in the investigation is dissatisfied with the outcome or resolution, that individual has the right to request reconsideration within 14 days of when the outcome was communicated. The individual must make a written request for reconsideration that states the reasons why she or he believes the matter was not adequately or properly resolved and sign and submit the request to the Administrator or Human Resources. The Company / Company's client will address the request for reconsideration in writing.

Prohibition Against Retaliation

No employee will be retaliated against for making a complaint, bringing inappropriate conduct to the Company / Company's client's attention, or for participating in the Company / Company's client's investigation of the complaint or conduct. If an investigation reveals that an employee knowingly made false accusations or knowingly provided false information, however, that

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employee will be subject to appropriate disciplinary action, up to and including termination of employment.

If the Company / Company's client determines that an employee retaliated against another employee for reporting or participating in its investigation, the retaliating employee will be subject to appropriate disciplinary action, up to and including termination of employment.

4.5 WORKPLACE VIOLENCE

The Company / Company's client's commitment to workplace safety includes a commitment to providing a workplace that is free of threats or acts of violence, and to protecting its employees and residents from such conduct on its premises. In keeping with this commitment, the Company / Company's client has zero tolerance for employees, independent contractors, residents, visitors or vendors who make threats, engage in threatening behavior, or commit acts of violence against others in the workplace or while on Company / Company's client / Clients / facility property. As part of this policy, the Company / Company's client seeks to prevent workplace violence before it begins and reserves the right to deal with behavior that suggests a propensity towards violence, even prior to any violent behavior occurring.

To keep the workplace free of violence, every employee needs to take personal responsibility for being aware of and reporting potentially violent behavior. Therefore, the Company / Company's client requires all employees to report any incident involving threats or acts of violence immediately to their Human Resources Team. The matter will be investigated and any appropriate corrective action taken. The Company / Company's client will take any and all action that is necessary, including referrals to the appropriate law enforcement agencies, to assure that our workplace is and remains violence free.

To assist the Company / Company's client in its efforts to maintain a violence-free workplace, employees are strongly encouraged to notify their Human Resources Team if any restraining order is in effect, or if a potentially violent situation exists outside of work that could result in violence in the workplace. The Company / Company's client will not tolerate any retaliation against any employee that makes a good faith report concerning any actual or perceived threat of violence. If an investigation reveals that an employee knowingly made false accusations or knowingly provided false information, however, that employee could be subject to appropriate disciplinary action, up to and including termination of employment. Every threat of violence is serious and must be treated as such. Threatening behavior can include such actions as:

- throwing objects;
- making a verbal threat to harm another individual or destroy property; making menacing gestures;
- expressing significant grudges against co-workers, independent contractors, residents, visitors or vendors;
- displaying an intense or obsessive romantic interest that exceeds the normal bounds of inter-personal interest;
- attempting to intimidate or harass other individuals; or

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- behavior indicating that the individual is significantly out of touch with reality and that s/he may pose a danger either to himself or herself or to others.

The Company / Company’s client expressly forbids firearms and other weapons at the facility or in employee-owned vehicles when being used for Company / Company’s client business.

Weapons include, but are not limited to, guns, knives, explosives and toxic substances. No one may carry a gun of any variety, knife or other type of weapon on Company / Company’s client property. Additionally, no weapon may be stored in the facility, in surrounding areas (including parking areas) or in Company / Company’s client vehicles. However, employees who are licensed to carry a concealed weapon in Illinois may store a firearm if it is locked in the trunk, in the glove compartment or console of the car, or locked in a firearm carrying box or other locked container that is out of view.

Employees in violation of this policy will face corrective action up to and including termination of employment.

4.6 ANTI-BULLYING POLICY

The Company / Company’s client considers workplace bullying unacceptable and will not tolerate it under any circumstances. Workplace bullying can cause the loss of trained and talented employees, reduce productivity and morale, and create legal risks. The Company / Company’s client believes all employees should be able to work in an environment free of bullying and will not tolerate behavior to the contrary.

For purposes of this policy, workplace bullying is defined as any intentional, malicious or abusive conduct by one or more employees directed at another employee or employees at work or in the course of employment, which a reasonable person would find harmful, intimidating, offensive, degrading or humiliating. Common examples of workplace bullying include, but are not limited to:

- Stalking or behaving in a physically threatening, intimidating or abusive manner;
- Yelling or shouting in a threatening, intimidating, abusive or hostile manner;
- Derogatory name calling or profanity;
- Treating employees in a rude and disrespectful manner;
- Unwelcome joking or teasing, including a refusal to stop when requested;
- Cyber-stalking or cyber-bullying through e-mails, texts, internet posts or other internet use;
- Other inappropriate comments or conduct, whether direct or indirect, which could reasonably be regarded as undermining an employee’s dignity.

This list is not exhaustive. The Company / Company’s client retains the right to determine on a case-by-case basis, in

its sole discretion, whether any alleged conduct is workplace bullying.

Any employee who is the victim of workplace bullying or any employee who witnesses workplace bullying shall immediately report such behavior. Please use the complaint procedure set forth in the Company / Company’s client’s Anti-Harassment policy.

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Any violation of this policy, including the failure to report or address suspected workplace bullying, can result in discipline, up to and including termination. This policy shall be read and applied in conjunction with the Company / Company’s client’s Anti-Harassment and Workplace Violence policies.

4.7 EMPLOYEE COMMUNICATION AND COMPLAINT PROCEDURE

We know that in any environment where people work together, differences may arise. You may have a disagreement about something or wish to make a suggestion that you feel the Company / Company’s client should consider. You are invited to discuss any disagreements or suggestions with your supervisor or Department Head. Although we encourage all employees to talk to their department Heads, we realize that issues may arise where you may feel more comfortable discussing them with someone outside your department. In such instances, you should feel free to contact the Administrator or Human Resources. Every effort will be made to handle these issues with as much delicacy and confidentiality as circumstances permit. It is ultimately your responsibility to report anything that you believe is a violation of Company / Company’s client policy or that makes you feel that you are in an uncomfortable work environment. Please follow the complaint procedure set forth in the Anti-Harassment policy.

4.8 CORPORATE COMPLIANCE PROGRAM

The Corporate Compliance Program is intended to demonstrate the Company / Company’s client’s absolute commitment to the highest standards of ethics and regulatory compliance. The Program is in place to allow employees to identify, report and prevent any conduct or action which fails to comply with applicable laws, regulations or Company / Company’s client policy. All employees are required to act in accordance with the Corporate Compliance Program as a condition of employment. Failure to do so may result in disciplinary action up to and including termination.

It is a requirement of employees to immediately report any violation of the Corporate Compliance Program to the Compliance Liaison (Administrator) or Human Resources. If an employee is uncomfortable bringing a violation to the attention of management, the report can be directly made to the Consulting Company / Company’s client’s Compliance Officer. No retribution of any kind will be tolerated by the Company / Company’s client against any person who, in good faith, reports concerns regarding fraud, dishonesty, criminal conduct or any other prohibited activity. All reported concerns will be fully investigated and confidentiality will be afforded to the extent practicable.

4.9 BACKGROUND AND REFERENCE CHECKS

All potential employees will be assessed during the recruitment and selection process to determine if they meet the minimum level of competency required for their position. Continued employment with the Company / Company’s client is conditioned upon the approval and

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clearance of this assessment. Human Resources will conduct a thorough background screening for all applicants recommended for hire, which will include, at a minimum, reference checks from previous employers and verification of required credentials in accordance with state guidelines. The Company / Company’s client will utilize reasonable and prudent pre-employment background investigations and reference checks before hiring employees who have access to residents, their possessions or who have discretionary authority to make decisions that may involve compliance with the law. The Company / Company’s client will additionally prohibit the continued employment of individuals who have been or who are debarred, excluded or otherwise become ineligible for participation in federal, state or local healthcare programs. The Company / Company’s client will not knowingly hire any individual who has been convicted of committing or attempting to commit a criminal offense as prohibited by the state’s Public Health Department. Any felony conviction may be considered as justification for the refusal, suspension, revocation, or termination of employment. The Human Resources department will initiate and complete the processing of all criminal background checks within the time frames mandated by state guidelines for the Company / Company’s client. The applicant will not be hired (or the employee, if hired conditionally may be terminated) if the criminal record indicates conviction history of a disqualifying nature. Likewise, if conviction history is verified, a job offer may be withdrawn or termination of employment may occur. Background checks may also include verification of any information on the applicant’s resume or application. All offers of employment are conditioned upon receipt of a background report, and are conducted in conformity with the Federal Fair Credit Reporting Act, Americans with Disabilities Act, as well as all state and federal privacy and antidiscrimination laws. Reports are confidential and are only viewed by those individuals involved in the hiring process. If information obtained in a background check would lead to termination, a copy of the report will be provided to the employee and he/she will be given the opportunity to dispute the report’s accuracy. The Company / Company’s client also reserves the right to conduct background checks for current employees to determine eligibility for promotions or reassignment in the same manner as described above. The Company / Company’s client will attempt to obtain at least two professional references prior to a job offer. If no professional references are available, the Company / Company’s client will utilize personal references.

4.10 PRESENTATION OF IDENTIFICATION PROOF

Purpose

The purpose of this policy is to establish guidelines for the presentation of proof of identity by individuals accessing services or conducting transactions with The Company / Company’s client. This policy ensures the security, integrity, and confidentiality of personal information and helps prevent identity theft, fraud, and unauthorized access.

Scope

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This policy applies to all individuals, including employees, customers, clients, vendors, contractors, and visitors, who need to establish their identity when engaging with The Company / Company's client.

Policy Statement

Identification Requirement:

- All individuals accessing services or conducting transactions with The Company / Company's client must provide valid and acceptable proof of identity as determined by the organization.
- Acceptable proof of identity includes documents specified by The Company / Company's client.
- In certain cases, additional documents or verification methods may be required to establish identity, as determined by The Company / Company's client.

Verification Process:

- The Company / Company's client will verify the authenticity and validity of the presented identification documents.
- The verification process may include manual checks, electronic verification systems, or other appropriate methods to confirm the identity of the individual.
- In some instances, The Company / Company's client may retain a copy or record of the presented identification documents for record-keeping and verification purposes.

Protection of Personal Information:

- The Company / Company's client is committed to protecting the privacy and confidentiality of individuals' personal information in accordance with applicable privacy laws and regulations.
- Any personal information collected during the proof of identity verification process will be handled securely, stored appropriately, and used solely for the purpose of confirming identity and complying with legal requirements.

Non-Discrimination:

- The Company / Company's client will not discriminate against individuals based on their race, ethnicity, gender, religion, age, disability, or any other protected characteristic when requesting proof of identity.
- The identification requirements will be applied uniformly and consistently to all individuals without any form of bias or prejudice.

Forged Identification Documents:

Prohibition

- The Company / Company's client strictly prohibits the presentation or use of forged, altered, or fraudulent identification documents by any individual.
- Forged identification documents include, but are not limited to, counterfeit driver's licenses, altered social security cards, or any document created with the intent to deceive or misrepresent identity.

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Legal Consequences:

- Any individual found providing forged or fraudulent identification documents will be subject to legal action in accordance with applicable laws and regulations.
- The Company / Company’s client will cooperate fully with law enforcement agencies, providing all necessary evidence and assistance in prosecuting individuals involved in such activities.

Termination of Services or Transactions:

- Upon discovery of forged identification documents, The Company / Company’s client reserves the right to terminate services or transactions with immediate effect.
- The individual involved may be denied further access to services, refused transactions, or have existing agreements or contracts terminated.

Compliance and Consequences

Compliance with this policy is mandatory for all individuals engaging with The Company / Company’s client.

Failure to provide valid proof of identity as required may result in the denial of access to services, refusal of transactions, or other appropriate actions as determined by The Company / Company’s client.

Review and Revision

This policy will be reviewed periodically to ensure its continued relevance and compliance with applicable laws, regulations, and industry best practices.

Any necessary revisions to this policy will be made in consultation with relevant stakeholders and communicated to all individuals affected by the policy.

4.11 WORK RELATED ACCIDENTS INJURIES & SAFETY RISK

Reporting Work-Related Accidents and Injuries

All Staff members are required to promptly report any work-related accidents, injuries, or incidents to their immediate supervisor or designated safety officer.

In case of a medical emergency, immediate medical attention should be sought first, followed by reporting the incident as soon as possible.

Accurate and detailed documentation of the incident should be provided, including date, time, location, nature of the incident, individuals involved, and any witnesses.

Emergency Response and First Aid

Staff should be familiar with the location of emergency exits, fire extinguishers, first aid kits, and other emergency response equipment in their work area.

In the event of an emergency, staff should follow established protocols for evacuation, first aid administration, and summoning appropriate emergency services.

Safety Training and Education

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All Staff members are required to participate in regular safety training and education programs provided by the organization.

Safety training should cover topics such as infection control, proper body mechanics, safe handling of equipment and hazardous materials, and workplace violence prevention.

Hazard Identification and Risk Assessment

Staff should be vigilant in identifying potential hazards and risks in their work environment. A formal risk assessment should be conducted to evaluate workplace hazards and develop strategies to mitigate risks.

Hazardous areas, substances, or equipment should be clearly labeled and appropriate safety precautions should be implemented.

Personal Protective Equipment (PPE)

Staff should utilize appropriate personal protective equipment as provided by the organization for their specific roles, if and when needed.

PPE may include gloves, masks, goggles, face shields, aprons, or other protective clothing. Proper usage, maintenance, and disposal of PPE should be followed according to established guidelines.

Safe Work Practices

Staff should adhere to established safe work practices and protocols relevant to their roles.

This may include proper lifting techniques, ergonomics, infection control measures, and adherence to medication safety protocols.

Incident Investigation and Reporting

Work-related accidents, injuries, or incidents should be thoroughly investigated to determine root causes and prevent recurrence.

A standardized incident reporting system should be in place to document and report incidents. Staff members involved in incidents should cooperate fully with the investigation process and provide accurate and timely information.

Return-to-Work and Rehabilitation

In the event of a work-related injury, the organization will support the affected staff member in their recovery process and facilitate a safe return to work.

Rehabilitation services and accommodations may be provided as necessary, in compliance with applicable laws and regulations.

Continuous Improvement and Safety Committees

The organization will establish safety committees or similar forums to promote ongoing safety and risk management efforts.

Staff are encouraged to actively participate in these committees, contribute to identifying safety concerns, and provide suggestions for improvement.

Compliance with Legal and Regulatory Requirements

The organization and Staff members must comply with all applicable laws, regulations, and standards related to workplace safety, accident prevention, and risk management.

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4.12 EMERGENCY PREPAREDNESS (EP)

At AceStack, we acknowledge the importance of adhering to the Emergency Preparedness (EP) requirements outlined in the Healthcare and Safety Leadership Domain (HSLD) 5 of the healthcare industry standards. To ensure the safety and well-being of our staff, patients, and stakeholders during emergencies or disasters, we have developed the following policy statement and procedures:

Policy Statement:

AceStack is committed to maintaining a comprehensive Emergency Preparedness Program that addresses EPs 2-7 under HSLD.5.

We prioritize the safety, continuity of care, and effective response to emergencies or disasters that may affect our organization and the communities we serve.

Our Emergency Preparedness Program is designed to comply with all applicable laws, regulations, and accreditation standards related to emergency management in the healthcare industry.

Risk Assessment and Planning:

We conduct regular risk assessments to identify potential hazards, threats, and vulnerabilities that could impact our operations and the safety of our staff and patients.

Based on the risk assessment, we develop and maintain an Emergency Operations Plan (EOP) that outlines the procedures, roles, and responsibilities for responding to emergencies.

The EOP includes strategies for communication, resource allocation, patient evacuation, and coordination with external entities such as emergency services and community partners.

Training and Education:

We provide comprehensive training and education to our staff members to ensure their preparedness in responding to emergencies.

Training includes but is not limited to emergency response protocols, incident command system, disaster triage, evacuation procedures, and communication systems.

We conduct regular drills, exercises, and tabletop simulations to test the effectiveness of our Emergency Preparedness Program and identify areas for improvement.

Communication and Collaboration:

We establish effective communication channels to facilitate timely and accurate information sharing during emergencies.

We collaborate with external agencies, local authorities, healthcare providers, and community organizations to enhance our emergency response capabilities and promote coordinated efforts.

Continuity of Operations:

We have established procedures to ensure the continuity of critical operations and essential services during and after emergencies.

Business continuity plans are developed to mitigate the impact of disruptions and maintain patient care, data security, and operational functions.

Evaluation and Improvement:

We conduct regular evaluations and assessments of our Emergency Preparedness Program to identify areas for improvement and implement corrective actions.

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Feedback from staff, patients, and external partners is actively sought and incorporated into our emergency management strategies.

Lessons learned from real events and exercises are used to enhance our response capabilities and update our Emergency Operations Plan.

By adhering to this policy statement and following the procedures outlined in our Emergency Preparedness Program, we strive to minimize the impact of emergencies or disasters on our organization and ensure the safety and well-being of our staff and patients.

5. EMPLOYEE CONDUCT

5.1 FOCUS ON CARE

Our most important goal is to provide the highest standard of care to our residents in an environment that is safe and secure. Every employee of the Company / Company's client is expected to treat all residents, family members, co-workers, visitors and vendors with the utmost respect, kindness and professionalism at all times. In addition, all staff is reminded that each and every employee has a responsibility to answer a call light when a resident needs assistance. Employees that fail to provide superior care will be subject to disciplinary action up to and including termination of employment.

5.2 STANDARD OF CONDUCT

All employees have an ethical and professional responsibility to support and promote the highest standards of conduct. It is the policy of the Company / Company's client to comply with all applicable federal, state, local laws and regulations. We will not accept conduct which limits, restricts or interferes with our ability to respond to the needs of our residents, family members or vendors. The Company / Company's client has a zero-tolerance policy for abuse and neglect. It is imperative that every employee commit to maintaining the dignity of each resident at all times.

Due to the nature of our business, employees may have access to billing information related to the billing of government agencies, such as Medicare or Medicaid, as well as information for residents. If at any time an employee misuses the above-mentioned information, he or she could be terminated immediately.

5.3 OUTSIDE EMPLOYMENT/CONFLICT OF INTEREST

Company / Company's client employees are permitted to engage in outside business activity as long as those activities do not present a conflict of interest or interfere with the quality of the employees' work performance. Any outside employment duties cannot be completed during work time, on Company / Company's client property or using Company / Company's client property. All employees must notify their Department Head of any outside jobs and interests that may present a conflict of interest with regards to employment at the Company / Company's

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client. Failure to make the Company / Company's client aware of this information may result in disciplinary action up to and including termination.

5.4 ACCEPTING GIFTS

You may find that there are times that residents or resident family members want to show appreciation to you by giving you gifts. It is strictly prohibited to accept any gifts from any resident or resident family member. If a resident or family member is insistent, please refer them to the Administrator or your Department Head.

5.5 DRUG-FREE WORKPLACE

The Company / Company's client is committed to maintaining a safe, productive work environment. An employee who is under the influence of illegal drugs or alcohol poses a serious threat to his or her own safety and the safety of others. You cannot do your job properly and safely while working under the influence of illegal drugs or alcohol. Your personal protection and the quality of your work are very important to us. Equally important is the fact that the illicit use of drugs is unlawful. For these reasons, the Company / Company's client has developed the following policy. To the extent that you are subject to a collective bargaining agreement that addresses drug testing, that will control if it conflicts with any provisions in this policy.

Prohibited Conduct

Employees are strictly prohibited from the use, sale, purchase, manufacture, distribution, dispensing, presence in one's system or possession of illegal drugs or alcohol while on Company / Company's client premises, performing Company / Company's client business, or while operating Company / Company's client-owned or leased equipment or vehicles.

Employees are also prohibited from being at work with a detectable amount of alcohol or illegal drugs in their system.

Any employee violating this prohibition will be subject to disciplinary action, up to and including termination. The only exception is Company / Company's client-approved/sponsored functions or other work-related social functions where moderate consumption of alcohol may be permitted, but reasonable standards of conduct must be maintained or employees will be subject to disciplinary action, up to and including termination.

In general, over-the-counter or prescription drug use is excepted from the prohibitions set forth above unless it may adversely affect employee job performance or safety, the safety of others, or the Company / Company's client's operations or reputation. If over-the-counter or prescription drug use adversely affects employee job performance, safety, operations or Company / Company's client reputation, the employee should not perform his or her job duties and must immediately inform his or her Department Head or Human Resources. If the employee fails to inform his or her Department Head or Human Resources or otherwise violates this safety requirement, the employee will be subject to disciplinary action, up to and including termination.

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Definitions

“Illegal drugs” include but are not limited to, any of the following substances: Marijuana, Cocaine, Opiates, Phencyclidine (PCP), Amphetamines, Barbiturates, Hallucinogens and any other controlled substance, and legal drugs when ingested inconsistent with their prescription or over the-counter directions, ingested without a required prescription or their ingestion adversely affects the employee's performance, the safety of the employee or others, or the Company / Company’s client's operations or reputation.

Drug Testing

As part of the enforcement of this policy, employees may be asked to undergo drug and/or alcohol testing. Testing may be the result of workplace or vehicular accidents, or when the Company / Company’s client has reasonable suspicion to believe that the employee has violated this policy. If employees are subject to a collective bargaining agreement that addresses drug testing, that will control.

If the test results are not immediately available, the employee may be suspended without pay until the results are obtained. If the test(s) reveal that this policy was not violated, the employee will be reimbursed in pay for lost regular working time. When an initial test is positive, a confirmatory test may be performed.

Consequences of Violation

An employee found in violation of this policy will be subject to immediate termination. A medically approved test need not be administered when the Company / Company’s client has independent evidence that the policy has been violated. Refusal to submit to a requested alcohol or drug test is grounds for immediate termination. “Refusal” includes, but is not limited to, failure to report immediately to the testing location as directed, refusal to comply with any instructions or testing procedures, refusal to provide requested specimens, and attempts to falsify or interfere with the testing process, including attempts to substitute, dilute, or otherwise change the specimens to be tested.

Depending on the circumstances, an employee's continued employment may be conditioned on his or her consent to a Last Chance Agreement and full compliance with its terms. Reporting Convictions No later than five days after a criminal drug conviction, employees must notify the Company / Company’s client if the conviction involved a violation that occurred on the job. If the employee at issue performs work directly relating to any Company / Company’s client contracts or grants with the state or federal government, the Company / Company’s client will report such conviction, plea or sentence to the appropriate agency within 10 days after it receives such notice.

Employees must also promptly report any past or current convictions (including drug convictions) for off-the-job conduct deemed disqualifying under the Illinois Health Care Worker Background Check Act (“Act”) and other applicable law. The Act prohibits the Company / Company’s client from employing individuals in jobs that involve contact with our residents, their living quarters, or their financial, medical or personal records if the individual has been convicted of any one of 110 crimes the Act deems disqualifying, unless the Department of Public Health

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("DPH") has granted a waiver of this prohibition against employment. In deciding what action is necessary in response to the conviction, the Company / Company's client will take into consideration whether (1) the Act identifies the criminal conviction as disqualifying and no waiver has been granted by the DPH; (2) the nature and seriousness of the crime and the circumstances under which it was committed; (3) the relationship of the crime to the employee's job or job sought; and (4) the time elapsing since the conviction.

Inspections

The Company / Company's client reserves the right to inspect its premises for illegal drugs or alcohol. All employees and visitors may be asked to cooperate in inspections of their persons, work areas and property that might conceal illegal drugs or alcohol including, but not limited to, desks, lockers, briefcases, handbags, backpacks, tool or lunch boxes or cars parked in Company / Company's client-designated parking lots.

Compliance with the terms of this policy is a condition of employment with the Company / Company's client. If you have any questions about this policy, please speak with your Department Head, Administrator or Human Resources.

5.6 SMOKING

Employees must adhere to appropriate state law with regards to smoking. Smoking must take place outside of the work area and the person must be located at the minimum distance set by such law from any entrance. Failure to comply with the law could result in the Company / Company's client being heavily fined. Employees that do not follow the smoking policy will be subject to disciplinary action up to and including termination. Smoking breaks are to be taken in accordance with the normal break schedule for an employee's department. Employees are not allowed to take excess smoking breaks.

5.7 DRESS CODE

The personal appearance of the Company / Company's client's employees should reflect well on the Company / Company's client and provide a positive image in the community. Dress, grooming and personal cleanliness standards contribute to the safety and morale of all employees and affect the business image the Company / Company's client presents to residents, resident family members and visitors. During business hours or when representing the Company / Company's client, you are expected to represent a clean, neat and tasteful appearance. You should dress and groom yourself according to the requirements of your position. Employees who are required to wear a prescribed uniform (including name badges and gait belts for nursing staff), will do so in its entirety at all times on the job. Refer to your Department Head, Administrator or Human Resources for appropriate dress code for your position. Violations of the dress code policy will result in disciplinary action, up to and including termination of employment.

General Guidelines

- Administrative personnel must wear clothing appropriate for a business setting.

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- Appropriate footwear must be worn at all times for safety and comfort and must be appropriate for assigned duties. NO sandals or open-toed shoes are allowed at any time in the facility. It is required that all direct care staff always wear socks/foot coverings with shoes. If facility and/or state requirements dictate that socks/foot coverings must be worn with shoes then employees are required to follow policy.

Request for Accommodation

Employees who believe they need an accommodation because of a sincerely held religious belief, practice, or observance that conflicts with the Company / Company’s client’s Dress Code policy, should present a written request with the proposed accommodation to their Department Head, Administrator or Human Resources. The Company / Company’s client may request supporting information or documentation.

5.8 RULE OF CONDUCT

The behavior of our employees at work is a reflection on all of us and our Company / Company’s client. It affects the efficiency and success of our business. Our work rules set forth standards of conduct that will provide a safe and efficient place to work and enable you to be a productive and contributing member of our team.

Unacceptable Conduct

While not all wrongful activities can be listed, the following activities and their penalties are among the more important. Some are in addition to the rules explained previously in this Handbook. The following offenses may result in severe disciplinary action, up to and including termination:

- Unsatisfactory work performance.
- Failure to comply with the Company / Company’s client's Handbook including, but not limited to, Company / Company’s client policies, procedures, practices or rules.
- Insubordination including, but not limited to, your refusal to follow Company / Company’s client policies, procedures, practices or rules or your refusal to carry out your Department Head's instructions.
- Threatening physical harm or directing abusive, obscene or insulting language to any resident, co-worker, guest or vendor.
- Violating the Company / Company’s client's any policies.
- Refusing to cooperate in the investigation of any allegation of discrimination, harassment, retaliation, accident, felony, theft or other misconduct.
- Violating any non-competition, non-solicitation, non-disclosure or work product restrictive covenants including, but not limited to, misappropriation or unauthorized disclosure of Company / Company’s client trade secrets or confidential or proprietary information.
- Failure to keep Company / Company’s client property and equipment in good working order or to take reasonable precautions to guard against theft or damage. This offense includes willful or deliberate damage to Company / Company’s client property or equipment, gross negligence in using, maintaining or securing it, failing to report or misrepresenting the circumstances that result in loss or damage to property or equipment.

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- Dishonesty of any kind including, but not limited to, embezzlement, misuse, neglect or theft of Company / Company's client funds, property or equipment or that of any co-worker, customer, supplier or vendor. The offense includes the failure to report such conduct, including conduct you observed.
- Failure to comply with directives, instructions or conditions the Company / Company's client gave you to remediate complaints, misconduct or performance issues.
- Unauthorized, inappropriate or excessive use of Company / Company's client equipment, technology and resources including, but not limited to, your computer, smart phone, email or the Internet.
- Falsification of work-related records or reports including, but not limited to, employment applications, time sheets, reports, expense account submissions or billing and payment records.
- Engaging in outside employment or other outside activities which interfere with your job performance, are competitive with the products or services offered by the Company / Company's client, or otherwise violate Company / Company's client policy. This offense includes the use of any working time or use of Company / Company's client equipment, technology, resources, materials or supplies to perform such work.
- Violation of Company / Company's client safety rules, practices and accident policies. Failure to immediately report any accident, injury, illness, or unsafe conditions, defective equipment or damage to Company / Company's client property. This offense includes acts of "horseplay" and extreme practical jokes.
- Provoking or engaging in a fight or other altercation on Company / Company's client property or while performing Company / Company's client work off premises.
- Possession, storage, transfer, display or use of firearms, weapons, fireworks, explosives of any kind or dangerous or inflammable substances while on Company / Company's client premises or while performing Company / Company's client work off premises.
- Use, possession, purchase, sale, distribution, dispensing or presence in your system of illegal drugs (as defined in the Company / Company's client's Drug Free Workplace policy) on Company / Company's client premises, during working hours or while on Company / Company's client business, including your failure to submit to a requested drug test.
- Reporting or returning to work intoxicated or under the influence of alcohol, failure to submit to a requested alcohol test, and excessive consumption of alcohol at work-related social functions and/or your failure to maintain reasonable standards of conduct at such functions.
- Unkempt appearance and/or your failure to wear appropriate professional or business casual attire.
- Frequent or chronic tardiness, unexcused absenteeism, failure to report absence or tardiness, or other violations of the Company / Company's client's attendance policy.
- Being a no-call/no-show.
- Leaving the workplace during working hours without proper authorization and/or not properly keeping track of your work time.
- Failure to provide an adequate or honest verification of an injury, illness or disability.

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- Commission of any crime on Company / Company’s client property, during working hours or while on Company / Company’s client business, or any other behavior or offense which could have an adverse impact on the Company / Company’s client’s business, reputation or relationships with its clients, customers, guests, referral sources, suppliers, vendors, independent contractors, other employees or agents.
- Smoking in prohibited areas.
- Unreasonable refusal to accept a job assignment or refusal to work overtime when a request is made. Working overtime without the permission of your Department Head if you are a non-exempt employee.

This list does not include all types of conduct for which discipline can be expected. However, this list and common sense should be used as a guide for you to follow.

This statement of prohibited conduct does not alter your at-will employment with the Company / Company’s client.

5.8 DISCIPLINARY ACTION

Discipline may be initiated for various reasons including, but not limited to, unsatisfactory work performance, insubordination, personality conflicts, attitude problems, misconduct and/or violation of Company / Company’s client policies, procedures, practices or rules.

At its discretion, the Company / Company’s client may correctively counsel or warn you verbally or in writing before your employment is terminated. Depending on the facts and circumstances, discipline may include verbal discussion and counseling, verbal warning, written warning, probation, suspension with or without pay, restrictions from engaging in certain activities, monetary fines and termination. The Company / Company’s client hopes that attitude, conduct or performance problems can be corrected at an early stage, which benefits both you and the Company / Company’s client. However, the Company / Company’s client may deem that the nature of the offense, your performance record, the impact on morale or performance, or other circumstances warrant your immediate termination. Any corrective counseling or warning given by the Company / Company’s client does not change the at-will nature of your employment.

5.9 TERMINATION OF EMPLOYMENT

The Company / Company’s client will terminate the employer-employee relationship in the event an employee is terminated, resigns or is subject to a reduction-in-force.

Voluntary Resignation

It is for our mutual benefit that the Company / Company’s client encourages you to discuss your employment situation with your Department Head or Human Resources prior to submitting any notice of resignation. There may be opportunities for you to remain with the Company / Company’s client. When your choice is to resign your employment, the Company / Company’s client requests that you provide your Department Head with at least two weeks written notice. Your written notice should contain the date you submit your notice, your intended last day of work and your signature.

Job Abandonment or Voluntary Termination

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You abandon your job if you fail to report to work for two consecutively-scheduled work days, without personally calling your immediate Department Head and providing a satisfactory reason for your absence on a daily basis prior to the start of your work day. See Attendance policy. You voluntarily terminate your employment with the Company / Company's client if you fail to return from FMLA leave or another approved leave of absence at the conclusion of your leave. To avoid a voluntary termination, you must make a written request to Human Resources to extend your leave and receive a written extension prior to your leave's conclusion. See Family and Medical Leave and Disability Leave policies.

The Company / Company's client may also find that you abandoned or otherwise voluntarily terminated your job based on other circumstances, as determined by the Company / Company's client. An employee's last day of work cannot fall on a holiday. The last day of employment is generally considered the last day the employee actually works. The Company / Company's client does not compensate an employee for a holiday that follows his or her last day of employment.

Final Paychecks, Return of Company / Company's client Property and Exit Interviews

All terminated employees, regardless of the reason for the termination, will receive their final paychecks in accordance with the regularly scheduled pay dates, unless otherwise required by law. A terminated employee must return all Company / Company's client property or items containing Company / Company's client property such as keys, keycards, laptop computers, passwords, identification cards, etc. Whether your termination is voluntary or involuntary, you are responsible for returning all Company / Company's client property in your possession or control as more fully set forth in the Confidential Information, Care and Return of Property policy. Human Resources may conduct an exit interview in person or by telephone with departing employees. The purpose of the exit interview is to:

- Answer the employee's questions and solicit comments from the employee in a continuing effort toward improving employer-employee relations;
- Obtain or arrange to obtain any unreturned Company / Company's client property;
- Verify the employee's address for purposes of any future communications; and Upon termination, employees must be cognizant of their ongoing obligation to comply with Company / Company's client policies concerning confidentiality, non-disclosure of confidential information and any other employment covenant or policy to which you are bound. You may be reminded of this responsibility in writing during or following the exit interview.

6. INFORMATION AND INTERNET POLICIES

6.1 HIPAA

The Company / Company's client treats as confidential resident's medical and health information in accordance with the federal Health Insurance Portability and Accountability Act ("HIPAA") and its Standards for Privacy of Individually Identifiable Health Information ("Privacy Rule"). The Privacy Rule requires the Company / Company's client to maintain the confidentiality of such medical records and other health information (referred to as "protected health information" or

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“PHI”) and defines and limits when and how PHI may be used or disclosed by the Company / Company’s client and its employees. In fulfilling their respective obligations for the Company / Company’s client, employees will have access to PHI. Employees must not use or disclose PHI, either directly or through others, in any manner that would violate the Privacy Rule. Any employee found to have violated HIPAA will be subject to disciplinary action, up to and including immediate termination.

6.2 Prohibition on Unauthorized Use or Disclosure of Confidential Information

All employees are prohibited from using Confidential Information, except as required in the course of their employment and in furtherance of the Company / Company’s client's interests. You may not remove any information or documents containing Confidential Information at any time from Company / Company’s client premises in original form or in computerized, duplicated or copied form, without written permission of your Department Head. You may not send any Company / Company’s client documents or Confidential Information to your personal email or maintain them on your home or personal laptop. If you use your home computers or personal laptops for work, you agree to give the Company / Company’s client access to them on the day you resign or are terminated to inspect and confirm that all Company / Company’s client documents and Confidential Information have been deleted and properly returned to the Company / Company’s client. If any software owned or licensed to the Company / Company’s client is installed on your home computers or personal laptops for use in your work, you shall make that computer available to the Company / Company’s client to remove that software. You may not circulate or discuss Confidential Information in the presence of unauthorized individuals. A person is not an authorized individual simply because that person is an employee. You must take special caution in any surrounding to ensure that casual conversation regarding Confidential Information is not overheard by unauthorized individuals. Non-public information should be discussed only with individuals who “need to know” such information. You may not disclose Confidential Information to any unauthorized employee or to any individual or entity outside the Company / Company’s client, without (1) your Department Head or Administrator’s determination that the disclosure is in furtherance of the Company / Company’s client's interests and written approval, and (2) a signed confidentiality agreement or written assurance from the individual or entity to whom disclosure is made that confidentiality shall be maintained. Your failure to comply with this directive does not change or lessen the confidential nature of this information. It merely subjects you to discipline, up to and including termination, and possible legal action.

No employee is permitted to use or disclose the Company / Company’s client's Confidential Information or that of our residents to derive personal benefit. Employees need to be mindful that they are prohibited from releasing any Confidential Information to relatives, friends and other unauthorized individuals.

6.3 Responsibility to Safeguard and Return Company / Company’s client Property and Equipment

Employees are responsible for safeguarding the Company / Company’s client's property and equipment, maintaining it in good working order and taking reasonable precautions to guard

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against theft or damage. You shall not duplicate your Company / Company’s client keys or lend or permit anyone else to possess or use your Company / Company’s client keys or key cards. If you willfully damage Company / Company’s client property or equipment, are grossly negligent in using, maintaining or securing it, or misrepresent the circumstances that result in its loss or damage, the Company / Company’s client may hold you responsible for the cost of repairing or replacing the lost or damaged property or equipment, including any attorney’s fees and costs it incurs to get its equipment or other property returned, repaired or replaced.

Upon the conclusion of your employment with the Company / Company’s client (or earlier, if requested by the Company / Company’s client), you shall return all keys, key cards, laptops, cell phones, pagers or similar devices, all thumb drives or discs that contain Company / Company’s client documents or information, and any other equipment to the Company / Company’s client without deleting, destroying, copying or removing any emails, documents or any software programs installed thereon. You shall return all Confidential Information, including any other Company / Company’s client property in your possession, custody or control.

6.4 CELL PHONES

If you are given a Company / Company’s client cell phone, you will be required to sign an acknowledgement stating you received the cell phone and you agree to use the cell phone for Company / Company’s client purposes only. If you are found to have been using your Company / Company’s client cell phone for personal reasons, including personal texting, you may be required to reimburse the Company / Company’s client for charges unrelated to business purposes and may be subject to disciplinary action, up to and including termination. Please keep in mind that the Company / Company’s client’s phone system is designed to accommodate business calls, which are essential to the successful operations of our business. Personal phone calls are permitted during non-working hours (meal and break time) on your personal cell phone. However, if there is an emergency situation, please consult your Department Head, Administrator or Human Resources. Using personal cell phones for calls and texting is not permitted during working hours, but may be used on breaks and in designated break areas. Personal cell phones and phone ear pieces are not to be carried or worn during working hours. Camera phones/devices are prohibited from use on Company / Company’s client property unless authorized by your Department Head, Administrator or Human Resources.

7. ATTENDANCE AND COMPENSATION POLICIES

7.1 ATTENDANCE AND PUNCTUALITY

Because of the nature of our business, it is important that you are at work daily and on a timely basis. To maintain a productive work environment, the Company / Company’s client expects you to be reliable and punctual in reporting for work at the start of your regularly scheduled shift or work day. Employees are expected to remain at work for their entire shift or work day, except for meal periods or when required to leave on authorized Company / Company’s client business.

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Late arrival, early departure, and absenteeism place a burden on other employees and on the Company / Company's client.

As part of our responsibility to our residents and co-workers, we expect you to be at work as scheduled, to arrange your personal schedule to accommodate your work schedule, and to personally call your immediate Department Head or Staffing Coordinator at least four (4) hours prior to the start of your shift or work day, if you expect to be absent or tardy. Excessive absenteeism or an inappropriate pattern of absences can lead to disciplinary action, up to and including termination.

You are expected to submit your requests for days off in writing to your immediate Department Head or Staffing Coordinator at least 15 days in advance.

Employees will not be subject to discipline for any legally protected absences or tardiness. For example, absences during an approved form of leave described in this handbook (see "Leave of Absence Policies"), an applicable collective bargaining agreement or any other leave required by law, will not be counted for disciplinary purposes.

7.2 NO-CALL/NO-SHOW

Your failure to report to work for two (2) consecutively-scheduled work days, without personally calling your immediate Department Head or Staffing Coordinator and providing a satisfactory reason for your absence on a daily basis four (4) hours prior to the start of your shift or work day, will be deemed job abandonment. Our records will reflect that you voluntarily resigned your employment on the second such day.

8. MISCELLANEOUS POLICIES

8.1 SOLICITATIONS AND DISTRIBUTIONS

In an effort to ensure a productive and harmonious work environment, persons not employed by the Company / Company's client may not solicit or distribute literature on Company / Company's client property at any time for any purpose.

The Company / Company's client recognizes that employees have interests in events and organizations outside the Company / Company's client. However, employees may not solicit co-workers or distribute literature for any purpose during working time. Working time includes the working time of each co-worker involved, but does not include lunch periods, breaks, time before or after work, or other times when employees are properly not performing their job duties. Distribution of literature in work areas is prohibited at all times. Work areas do not include the lunch room.

8.2 ORIENTATION, TRAINING & PROFESSIONAL LICENSES

New employees are required to go through general orientation and department specific orientation. On a regular basis, the Company / Company's client may require additional training of some or all employees. Employees should inform their Department Head or Human Resources

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if they should require additional training in any area of their position. Likewise, if the Company / Company’s client directs you to attend a specialized training class or seminar that is required for you to perform your job, the Company / Company’s client will pay the costs associated with the course, including your time. If an employee has a professional license as part of their position at the Company / Company’s client, s/he is required to stay in good standing and have an active license. All costs associated with renewing professional licenses are the sole expense and responsibility of the employee. The employee must provide the Company / Company’s client with an updated copy of their professional license on a continual basis.

8.3 HEALTH REQUIREMENTS AND NOTICE OF EMPLOYEE REPORTABLE HEALTH CONDITIONS

Upon hire, employees must undergo a physical examination and TB screening along with the acceptance or declination of the Hepatitis B Vaccine. Annual TB screening for all employees is mandatory. Failure to timely complete these requirements may result in disciplinary action such as placing you on unpaid leave until you have fully complied, up to and including termination. Employees are required to notify their Department Head, Human Resources or an infection control coordinator of any potential infectious disease. An example of a reportable condition may include, but is not limited to: a body temperature of 100.0 degrees or greater, being diagnosed with an acute respiratory infection, influenza, strep throat, chicken pox, MRSA or other infectious diseases. This notification process is necessary to protect the health and welfare of our employees, residents, and visitors and to prevent the spread of infectious diseases. If an employee is absent from work for three days or longer due to a “reportable health condition” or to care for the “reportable health condition” of a family member, the Company / Company’s client may require the employee to provide a medical certification stating that he or she is free and clear of communicable diseases prior to returning to work. Failure to inform the Company / Company’s client of a reportable health condition may result in disciplinary action up to and including termination.

8.4 UPDATING EMPLOYEE INFORMATION

It is essential that employees keep their mailing addresses, telephone numbers, beneficiaries, the number and names of their dependents, tax-withholding information, individuals to be contacted in the event of an emergency, educational accomplishments, professional licenses, and other such personal data accurate and current at all times. The Company / Company’s client will maintain the confidentiality of such information in accordance with its legal obligations. It is your responsibility to give any changes or updated information to your Department Head or Human Resources in writing. The updated information will become part of your personnel file.

8.5 PERSONNEL FILES

Personnel files are the property of the Company / Company’s client and are maintained by Human Resources. The personnel files kept by Human Resources contain relevant records regarding employment and are considered confidential. With at least seven business days’ notice, as required by law, an employee has the right to inspect his or her personal file by

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submitting a written request to Human Resources. Any reviews will be scheduled by and conducted in the presence of Human Resources. The review will be conducted in accordance with applicable state law.

8.6 EMPLOYEE BULLETIN BOARDS

All required employment laws are posted on the employee bulletin board in the employee break room or near employee time clocks. All employment laws are updated in accordance with federal, state and local laws. The Employee Bulletin Board is where notices from management will be placed. In addition, the Employee Bulletin Board is the only place employees can post information in accordance with the solicitation and distribution section of this Handbook. All postings by employees must first have the express permission of the Administrator.

8.7 EMPLOYEE REFERENCES

All outside requests for information about current or former employees should be referred to Human Resources. No employee may issue a reference letter or release information over the phone about any current or former employee, but should instead direct it to Human Resources. In response to a request for information, Human Resources shall confirm only the dates of employment, position held. Wage rate or salary will only be given for financial references, not employment references.

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9. Acknowledgement of Receipt of Employee Handbook

By my written or electronic signature, I acknowledge the following:

- I have received and read the Employee Handbook in its entirety, understand it and agree to abide by its policies. I acknowledge that I have been given all the time I need to read the Employee Handbook or had it read to me in its entirety. Prior to signing below, I asked my Human Resources any questions I may have about the Employee Handbook.
- This Employee Handbook is not an employment contract. The language used in this Handbook is not intended by the Company / Company’s client to create any kind of binding contract and is not construed by me to create a contract. I understand that the Employee Handbook is solely informational in nature and is subject to change by the Company / Company’s client at any time without notice. These policies are merely guidelines which may be changed, amended, interpreted or discontinued at any time without notice.
- I have to read all the above policies and will make sure to follow them during my work tenure
- I understand that it is my responsibility to retain a copy of this Employee Handbook, and to request a new copy if mine is lost or damaged. I also understand that it is my responsibility to return to the Company / Company’s client at the end of my employment all property of the Company / Company’s client that may be in my possession or within my control.

Full Name

Contact Number

Email

Date

Sign

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