

TO: All Associates

DATE: January 6, 2014

Subject: **Statement of Anti-Discrimination, Harassment, Retaliation, and Bullying  
(hereinafter “Fair Treatment & Respect Policy”)**

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**The Company’s Core Values and Principles of Fair Treatment:** It is the practice of Crothall Healthcare Inc., Eurest Services and SSC Service Solutions (the “Company”) to provide a work environment for all Associates that is free from unlawful discrimination and harassment based on sex, sexual orientation, gender identity, race, religion, color, disability, age, pregnancy, child birth or any related condition, national origin, veteran status, genetic information, protected concerted activity, or any other classification protected by law (hereinafter “protected classifications”).

It is also the practice of the Company to provide a respectful workplace that is free of bullying and intimidating behavior. Bullying is considered any offensive, intimidating, or cruel behavior which humiliates, belittles, or demeans any individual.

Finally, it is the practice of the Company to provide a workplace with open communication, and that is free from retaliation or unfair treatment against any individual that reports good faith concerns of suspected violations of this Fair Treatment and Respect Policy.

In accordance with the Company’s core values and philosophy, the Company complies with and strictly enforces federal, state, and local laws that prohibit discrimination, harassment, and retaliation, including but not limited to the following laws (as amended): Title VII of the Civil Rights Act of 1964; the Pregnancy Discrimination Act of 1978; the Age Discrimination in Employment Act of 1967; the Americans with Disabilities Act of 1990; the National Labor Relations Act of 1935; the Equal Pay Act of 1963; the Genetic Information Nondiscrimination Act of 2008; or by similar state or local laws. The Company however goes above and beyond these legal requirements and strives to provide every Associate with a professional and respectful work environment. Accordingly, an Associate may be subject to discipline under this Policy even if his/her conduct does not constitute a violation of applicable law.

**Examples of Unacceptable Conduct in Violation of this Policy:** The below categories are examples of unacceptable conduct that shall be deemed a violation of this Policy and will result in disciplinary action up to and including termination. This list is not exhaustive and is meant to provide examples only.

- **Unfair Opportunities:** Making any decision regarding the hiring, firing, promotion, or demotion of an Associate or making any decision that adversely affects the wages, benefits, or working conditions of an Associate based in whole or in part on a protected classification.
- **Verbal Mistreatment:** Use of epithets, slurs, or negative stereotype; Inappropriate comments about another’s body, anatomy, and/or dress; Questions about another’s sexual preference or

practices; Sharing sexual or otherwise offensive stories, jokes and experiences; Making lewd or suggestive gestures or comments.

- **Visual Mistreatment:** Offensive and/or sexually explicit material (electronic or paper), including: inappropriate e-mails, pictures, text messages, blogs, tweets, chat rooms, posters, calendars, cartoons, drawings, or writings that are offensive, sexual, or contain a negative stereotype.
- **Sexual Mistreatment or Favors:** Making sexual advances or other verbal or physical conduct of a sexual nature in or outside the workplace;
- **Physical Mistreatment:** Intentional and unwelcome physical contact outside of social norms. This includes intentional and unwelcome touching, pushing, pinching, patting, blocking, grabbing, poking, or brushing against another.
- **Bullying and Antagonizing Behaviors:** Malicious, offensive, and/or abusive behavior or remarks; Making maliciously false statements or ridiculing a person or his/her family; Persistent name calling which is demeaning or belittling; Using a person as the brunt of jokes.

The Company will not tolerate discrimination, harassment, retaliation, or bullying. In order to uphold this Fair Treatment and Respect Policy, the Company requires that all Associates conduct themselves professionally and respectfully.

**The Company requires that Associates report all suspected violations of this Policy.** Pursuant to the Company's Open Communication Policy, Associates are encouraged to contact their manager first to see if the matter can be swiftly and properly resolved. However if an Associate is not comfortable discussing concerns with their manager, or the concern is about their manager, the Associate should contact one of the following: (1) a Company Human Resources representative; (2) the HR Service Center at 1-800-447-4476 Option 6 or via email to [sus-askhr@compass-usa.com](mailto:sus-askhr@compass-usa.com) (3) or the "SpeakUp" Hotline at 1-866-654-6626 or online at [www.compass-speakup.com](http://www.compass-speakup.com).

Any Associate who brings a concern to the Company's attention is assured that the matter will be fully and fairly investigated and that the complaint will be dealt with promptly, and in confidence to the extent possible. Based on the investigation findings, if the Company finds that this Policy was violated, disciplinary action up to and including termination may result based on the severity of the offense.



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Robert H. Kutteh  
Chief Executive Officer, Support Services



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Raj Pragasam  
Senior Vice President, Human Resources

**Acknowledgement of Receipt of the  
Statement of Anti-Discrimination, Harassment, Retaliation, and Bullying  
("Fair Treatment & Respect Policy") & 2014 Employment Policies**

This will acknowledge that I have received, read, and understand the "Statement of Anti-Discrimination, Harassment, and Bullying" ("Fair Treatment & Respect Policy") of Crothall Healthcare Inc., Eurest Services and SSC Service Solutions which Policy is dated January 6, 2014. I also acknowledge and understand my responsibility to be familiar with the Company's mandatory employment policies, Code of Ethics, and Code of Business Conduct, which materials and information are posted conspicuously for my review, available from my Unit Manager, and accessible online via the Support Services sector page of MyCompass (<https://mycompass.compass-usa.com>).

Associate's Printed Name\_\_\_\_\_

Associate's Signature\_\_\_\_\_

Date \_\_\_\_\_

Please complete this Acknowledgement and return it to your immediate supervisor as soon as possible for filing with your personnel record.