Employee

Handbook

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INTRODUCTION

WELCOME TO MG HOME CARE SERVICES.

We are pleased to have you as an employee of MG Home Care Services (herein after referred to as MG Home Care) and hope that you find your association with our company to be an enriching and engaging work experience.

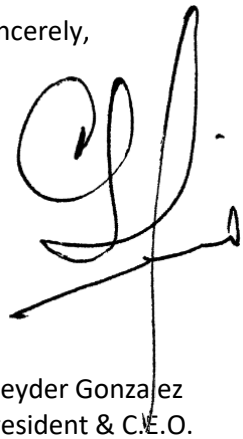
This manual is your guide to our policies and is not intended to cover every eventuality that may arise. Its purpose is to summarize or highlight our organization's current policies and practices for our staff members. Please note that all policies are subject to change. If you have questions or would like more information, please contact your supervisor and/or manager.

MG Home Care provides behavior analysis to children diagnosed with any Autism Spectrum Disorder (ASD) and/or Attention Deficit/Hyperactivity Disorder (ADHD) and other behavioral disorders. We also provide services to individuals with developmental disabilities.

We pride ourselves on making a positive difference in the lives of our clients and their families by providing outstanding care by our highly dedicated and compassionate staff.
MG Home Care Services located in the heart of Miami, AHCA licensed, Medicaid certified, and APD accredited to provide the best home care support. We are a reputable, family-owned and managed home care agency.

We invite you to share with us your questions and thoughts about work life at MG Home Care. Please feel free to call upon any member of the Management team to assist you in any matter that concerns you and your employment with our company.

Sincerely,



Gleyder Gonzalez
President & C.E.O.

HANDBOOK PURPOSE

This employee handbook is presented as a matter of information and has been prepared to inform employees about the Company's philosophy, employment practices, policies, and the benefits provided to our valued employees, as well as the conduct expected from them. While this handbook is not intended to be a book of rules and regulations or a contract, it does include some important guidelines which employees should know. Except for the at-will employment provisions, the handbook can be amended at any time.

This employee handbook will not answer every question employees may have, nor would the Company want to restrict the normal question and answer interchange among us. It is in our person-to-person conversations that we can better know each other, express our views, and work together in a harmonious relationship.

We hope this guide will help employees feel comfortable with us. The Company depends on its employees; their success is our success. Please don't hesitate to ask questions. Every manager will gladly answer them. We believe employees will enjoy their work and their fellow employees here. We also believe that employees will find the Company a good place to work.

No one other than authorized management may alter or modify any of the policies in this employee handbook. No statement or promise by a supervisor, manager, or designee is to be interpreted as a change in policy, nor will it constitute an agreement with an employee.

Should any provision in this employee handbook be found to be unenforceable and invalid, such a finding does not invalidate the entire employee handbook, but only the subject provision. Nothing in this handbook is intended to infringe upon employee rights under Section 7 of the National Labor Relations Act (NLRA) or be incompatible with the NLRA.

We ask that employees read this guide carefully, become familiar with the Company and our policies, and refer to it whenever questions arise.

GENERAL POLICIES

EMPLOYMENT AT WILL

This handbook is not a contract of employment. Your employment with MG Home Care is at will. This means MG Home Care or you can terminate your employment at will at any time, with or without notice or cause. The policies described in this handbook are not conditions of employment and the language is not intended to create a contract of employment.

AT-WILL NOTICE

Employees are not hired for any definite or specified period even though employee wages are paid regularly. Employees are at-will with the Company and their employment can be terminated at any time, with or without cause and with or without prior notice. Company policy requires all employees to be hired at-will and this policy cannot be changed by any oral modifications. There have been no implied or verbal agreements or promises to an employee that they will be discharged only under certain circumstances or after certain procedures are followed. There is no implied employment contract created by this handbook or any other Company document or written or verbal statement or policy.

EQUAL EMPLOYMENT OPPORTUNITY

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at MG Home Care will be based on merit, qualifications, and abilities. MG Home Care does not discriminate in employment opportunities or practices on the basis of race, ethnicity, color, religion, sex, sexual orientation, national origin, age, disability, or any other characteristic protected by law.

MG Home Care Services will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue business related or financial hardship. This equal employment policy governs all aspects of employment, including recruitment, selection, job assignment, compensation, layoff, discipline, termination, and access to benefits and training.

Any employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of their immediate supervisor or management. Employees can raise concerns and make reports without the fear of retaliation. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

DISABILITY ACCOMMODATION

MG Home Care is committed to complying fully with the American with Disabilities Act (ADA) and ensuring equal opportunity in employment for qualified persons with disabilities. Reasonable accommodation is available to all disabled employees, where their disability affects the performance of their jobs and such reasonable accommodation does not create undue hardship on MG Home Care. Employees who qualify as disabled should discuss the need for a possible accommodation with their managers; if this is necessary to maintain acceptable performance on the part of the Employee and does not create an undue hardship on MG Home Care. As an employer, MG Home Care does not discriminate against individuals with physical or mental disabilities with regard to employment, practice, term, condition or privilege of employment. All employment practices and activities are conducted on a non-discriminatory basis. MG Home Care is committed to taking all other actions necessary to ensure equal employment opportunity for persons with disabilities in accordance with ADA and all other applicable federal, state and local law.

BACKGROUND CHECKS

Prior to making an offer of employment, or after making a conditional offer, the Company may conduct a job-related background check. The background check may consist of prior employment verification, professional reference checks, education confirmation, criminal background, and/or credit checks, as permitted by law. Third-party services may be hired to perform these checks. All offers of employment and continued employment are contingent upon a satisfactory background check.

ANNIVERSARY DATE AND SENIORITY

The employee's date of hire is their official employment anniversary date. Seniority is the length of continuous service commencing on the date of hire at the Company. Should employees leave the Company's employment and then be rehired, previously accrued seniority will be forfeited, and seniority will begin to accrue again on the date of rehire. Except for certain protected leaves and paid time off, seniority does not accrue during leaves of absence without pay or leaves of absence that exceed 30 calendar days.

IMMIGRATION LAW COMPLIANCE

MG Home Care is committed to employing only United States citizens and aliens who are authorized to work in the United States and does not lawfully discriminate on the basis of citizenship or national origin. In compliance with the Immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must complete the Employment Eligibility Verification form I-9 and present documentation establishing identity and employment eligibility. Former employees who are rehired must also complete the form if they have not completed the I-9 within the past three years, or if their previous I-9 is no longer valid.

Employees with questions or seeking more information on immigration law issues are encouraged to contact the Office Manager. Employees may raise questions or complaints about immigration law compliance without fear of retaliation.

COMPLIANCE WITH ALL APPLICABLE LAWS

MG Home care fully complies with all applicable state and federal laws relating to employment, including but not limited to medical, family or military leave; equal employment opportunity safety; health; and laws which govern benefits and payroll.

Similarly, MG Home Care and all MG Home Care employees are expected to comply with all laws applicable to their jobs, duties, and responsibilities. Specifically, all technicians and administrative employees are expected to comply with the applicable professional and ethical codes and standards created by the BACB Board.

MG Home Care and all MG Home Care employees are expected to comply and advocate the general rules and procedures for full compliance with ALL Florida Medicaid general rules and procedures.

Please refer to the BACB Professional and Ethical Code Compliance Code for questions regarding the latest Professional and Ethical standards within this profession.

Please refer to The Florida Medicaid Provider General Handbook for additional information regarding all information relating to compliance with Medicaid rules and procedures.

Please refer to your professional duties and ethical responsibilities for detailed information regarding your position at MG Home Care.

Please contact your supervisor with any additional questions you may have regarding ethics, professionalism, and/or administration.

INTRODUCTORY PERIOD

The employee's first 90 days of employment with the Company are considered an introductory period. This introductory period will be a time for getting to know fellow employees, managers and the tasks involved in the position, as well as becoming familiar with the Company's products and services. The supervisor or manager will work closely with each employee to help them understand the needs and processes of their job.

This introductory period is a try-out time for the employee and the Company. During this introductory period, the Company will evaluate employees' suitability for employment and employees can evaluate the Company as well. At any time during this first 90 days, employees may resign. If, during this period, employee work habits, attitude, attendance, performance or other relevant factors do not measure up to our standards, the Company may terminate employment.

At the end of the introductory period, the supervisor or manager will discuss each employee's job performance with them. During the discussion, employees are encouraged to give their comments and ideas as well.

Completion of the introductory period does not guarantee continued employment for any specified period, nor does it require that an employee be discharged only for cause. Completion of the introductory period also does not imply that employees now have a contract of employment with the Company, other than at-will. Successful completion of the introductory period does not alter the at-will employment relationship.

A former employee who has been rehired after a separation from the Company of more than one year is considered an introductory employee during their first 90 days following rehire.

EMPLOYMENT CLASSIFICATIONS

The Company has established the following employee classifications for compensation and benefit purposes only. An employee's supervisor or manager will inform the employee of their classification, status, and responsibilities at the time of hire, re-hire, promotion or at any time a change in status occurs. These classifications do not alter the employment at-will status.

Regular Full-Time Employee

An employee who is scheduled to work no less than 100% of the scheduled work hours in a workweek on a fixed work schedule (not less than 40 hours). The employee may be exempt or non-exempt and is generally eligible for all employment benefits offered by the Company.

Regular Part-Time Employee

An employee who is scheduled to work less than 40 hours in a workweek and may be eligible for some benefits.

Temporary Employee

An employee who is scheduled to work on a specific need of the Company. The employee will not receive any benefits unless specifically authorized in writing. Paid interns who meet specific tests established by the Fair Labor Standards Act (FLSA) are also considered temporary employees.

Unpaid Interns

Students who participate in the company's internship program and meet specific tests established by the Fair Labor Standards Act (FLSA)

Exempt

Employees whose positions meet specific tests established by the Fair Labor Standards Act (FLSA) and applicable state law and who are exempt from overtime pay requirements. The basic premise of exempt status is that the exempt employee is to work the hours required to meet their work responsibilities.

Non-Exempt

Employees whose positions do not meet FLSA and state exemption tests and who are paid a multiple of their regular rate of pay for overtime hours worked. Unless notified otherwise in writing by management, all employees of the Company are non-exempt.

PERSONNEL RECORDS

The Company will maintain various employment files while individuals remain an employee of the Company. Examples of these files are employee personnel files, attendance files, I-9 files and files for medical purposes. If any changes with respect to personal information, such as a change in home address and telephone number or a change of name occur, employees are required to notify their supervisor or manager so the appropriate updates can be made to the files. The Company will take reasonable precautions to protect employee files and employee personally identifiable information in its records.

Employee files have restricted access. Employees, their supervisor or manager, or their designated agents, may have access to those personnel files. If an employee wishes to review their personnel file, they must do so in the presence of a supervisor or manager. Employees may review their personnel file by making a written request to their supervisor or manager. The written request will become a permanent part of the personnel file. Personnel files are the property of MG Home Care, and therefore may only be reviewed if the employer approves review.

EMPLOYEE REFERENCES

The Company makes strict provisions regarding information provided to people outside the Company for current and former employees. This information is restricted to the employment dates and positions held in the Company for that person. This is done to protect the Company and its employees. This information will only be released by authorized management.

JOB TRANSFERS

Management reserves its right to place employees where, and in whatever jobs it deems necessary. All job transfers, job changes, reassignments, promotions or lateral transfers are solely decided by the Company.

EMPLOYMENT OF RELATIVES

MG Home Care wants to ensure that corporate practices do not create situations such as conflict of interest or favoritism based on employment of relatives. This extends to practices that involve employee hiring, promotion and transfer.

Close relatives, partners, those in a dating relationship or members of the same household are not permitted to be in positions that have a reporting responsibility to each other. Close relatives are defined as the following: husband, wife, father, mother, father-in-law, mother-in law, grandfather, grandmother, son, son-in-law, daughter, daughter-in law, uncle, aunt, nephew, niece, brother, sister, brother-in-law, sister, sister-in-law, step relatives and cousins.

Individuals will not be hired or promoted into a position that would create a conflict in MG Home Care Services policy. If employees begin a dating relationship or become relatives, partners or members of the same household, and one party is in a supervisory position, that person is required to inform management and human resources of the relationship. The employees will have 10 days to resolve the situation on their own. After 10 days, if the employees have not yet resolved the situation on their own by means acceptable to MG Home Care such as a transfer or employment outside the company, the employees' supervisors will work with human resources (HR) to determine the most appropriate action for the specific situation. This may include transfer or, if necessary, termination of one of the employees.

If there is a situation where an action of MG Home Care, such as reduction in force, results in an involuntary circumstance in which two relatives, partners or members of the same household may be reporting to each other, one of the employees will be reassigned within 10 days. During those 10 days, the supervisory employee will not be involved or direct input in the employment decisions of the other employee.

MG Home Care reserves the right to apply this policy to situations where there is a conflict or the potential for conflict because of the relationship between employees, even if no direct reporting relationship or authority is involved. In these situations, MG Home Care will reassign one of the employees within 10 days.

Any exceptions to this policy must be approved by the Director of HR. Written justification for the exception must be submitted to HR prior to any employment decisions.

CONDUCT AND BEHAVIOR

GENERAL CONDUCT GUIDELINES

Orderly and efficient operation of the Company requires that employees maintain proper standards of conduct and observe certain procedures. These guidelines are provided for informational purposes only and are not intended to be all-inclusive. Nothing here is intended or will be construed to change or replace, in any manner, the at-will employment relationship between the Company and the employee. Nothing here is intended to infringe upon employee rights under Section 7 of the National Labor Relations Act (NLRA). The Company views the following as inappropriate behavior:

1. Failure to follow the policies outlined in this handbook.
2. Negligence, carelessness or inconsiderate treatment of Company clients and/or their matters/files.

3. Theft, misappropriation or unauthorized possession or use of property, documents, records or funds belonging to the Company, or any client or employee; removal of same from Company premises without authorization.
4. Sharing office keys and/or personal alarm codes with other employees. Keys and personal alarm codes are only to be used by the person to whom they belong. If you misplace your key or forget your code, you must request a new code from your manager and/or Human Resources Department.
5. Divulging trade secrets or other confidential business information to any unauthorized person(s) or to others without an official need to know.
6. Obtaining unauthorized confidential information pertaining to clients or employees.
7. Changing or falsifying client records, Company records, personnel or pay records, including time sheets without authorization.
8. Willfully or carelessly damaging, defacing or mishandling property of a client, the Company or other employees.
9. Taking or giving bribes of any nature, or anything of value, as an inducement to obtain special treatment, to provide confidential information or to obtain a position. Acceptance of any gratuities or gifts must be reported to a supervisor or manager.
10. Entering Company premises without authorization.
11. Willfully or carelessly violating security, safety, or fire prevention equipment or regulations.
12. Unauthorized use of a personal vehicle for Company business.
13. Conduct that is illegal under federal, state, or local law.
14. Creating a disturbance on Company premises.
15. Use of abusive language.
16. Any rude, discourteous or un-businesslike behavior, on or off Company premises, which is not protected by Section 7 of the National Labor Relations Act (NLRA) and which adversely affects the Company services, operations, property, reputation or goodwill in the community or interferes with work.
17. Insubordination or refusing to follow instructions from a supervisor or manager; refusal or unwillingness to accept a job assignment or to perform job requirements.
18. Failure to observe scheduled work hours, failure to contact a supervisor or manager in the event of illness or any absence within 30 minutes of the scheduled start of work; failure to report to work when scheduled; abuse of sick leave or any other leave of absence.
19. Leaving the office during scheduled work hours without permission; unauthorized absence from assigned work area during regularly scheduled work hours.
20. Sleeping during regular working hours.
21. Recording time for another employee or having time recorded to or by another employee.
22. Use or possession of intoxicating beverages or illegal use or possession of narcotics, marijuana or drugs (under state, federal or local laws), on Company premises during working hours or reporting to work under the influence of intoxicants or drugs so as to interfere with job performance or having any detectable amount of illegal drugs in an employee's system.
23. Unauthorized possession of a weapon on Company premises.
24. Illegal gambling on Company premises.
25. Soliciting, collecting money, vending, and posting or distributing bills or pamphlets during working hours in work areas. These activities are closely controlled to prevent disruption of Company services and to avoid unauthorized implication of Company sponsorship or approval. However, this general rule is not intended to hinder or in any way curtail the rights of free speech or free expression of ideas. Therefore, such activity by employees during non-working time, including meal and rest periods, is not restricted so long as such activity does not interfere with the orderly and regular conduct of the Company business, is lawful, in good taste, conducted in an orderly manner, and does not create safety hazards or violate general good housekeeping practices. Any person who is not an employee of the Company is prohibited from all forms of solicitation, collecting money, vending, and posting or distributing bills or pamphlets on Company property at all times.
26. Falsification of one's employment application, medical or employment history.

SEXUAL AND OTHER UNLAWFUL HARASSMENT

Sexual harassment and unlawful harassment are prohibited behavior and against Company policy. The Company is committed to providing a work environment free of inappropriate and disrespectful behavior, intimidation, communications and other conduct directed at an individual because of their sex, including conduct that may be defined as sexual harassment.

Applicable federal and state law defines sexual harassment as unwanted sexual advances, requests for sexual favors, or visual, verbal, or physical conduct of a sexual nature when: (1) submission of the conduct is made a term or condition of employment; or (2) submission to or rejection of the conduct is used as basis for employment decisions affecting the individual; or (3) the conduct has the purpose or effect of unreasonably interfering with the employees work performance or creating an intimidating, hostile, or offensive working environment. The following list contains examples of prohibited conduct. They include, but are not limited to:

- Unwanted sexual advances;
- Offering employment benefits in exchange for sexual favors;
- Making or threatening retaliation after a negative response to sexual advances;
- Visual conduct such as leering, making sexual gestures, or displaying sexually suggestive objects, pictures, cartoons, or posters;
- Verbal conduct such as making or using derogatory comments, epithets, slurs, sexually explicit jokes, or comments about any employee's body or dress;
- Verbal abuse of a sexual nature, graphic verbal commentary about an individual's body, sexually degrading words to describe an individual, or suggestive or obscene letters, notes, or invitations;
- Physical conduct such as touching, assault, or impeding and/or blocking movements;
- Retaliation for reporting harassment or threatening to report harassment.

Sexual harassment on the job is unlawful whether it involves coworker harassment, harassment by a manager, or harassment by persons doing business with or for the Company, such as clients, client and/or patients or vendors.

<u>Other Types of Harassment</u>

Prohibited harassment on the basis of race, color, religion, national origin, ancestry, physical or mental disability, veteran status, age, or any other basis protected under local, state or federal law, includes behavior similar to sexual harassment, such as:

- Verbal conduct such as threats, epithets, derogatory comments, or slurs;
- Visual conduct such as derogatory posters, photographs, cartoons, drawings, or gestures;
- Physical conduct such as assault, unwanted touching, or blocking normal movement;
- Retaliation for reporting harassment or threatening to report harassment.

<u>Retaliation</u>

It is against Company policy and unlawful to retaliate in any way against anyone who has lodged a harassment complaint, has expressed a concern about harassment, including sexual harassment, or has cooperated in a harassment investigation. Therefore, the initiation of a complaint, in good faith, will not under any circumstances be grounds for disciplinary action.

Any employees with questions or concerns about equal employment opportunities in the workplace are encouraged to bring these issues to the attention of the HR Director. The Company will not allow any form of retaliation against individuals who raise issues of equal employment opportunity. If an employee feels he or she has been subjected to any such retaliation, he or she should bring it to the attention of the HR Director.

Retaliation means adverse conduct taken because an individual reported an actual or perceived violation of this policy, opposed practices prohibited by this policy, or participated in the reporting and investigation process described below. “Adverse conduct” includes but is not limited to:

1) Shunning and avoiding an individual who reports harassment, discrimination or retaliation;
2) Express or implied threats or intimidation intended to prevent an individual from reporting harassment, discrimination, or retaliation; or

3) Denying employment benefits because an applicant or employee reported harassment, discrimination or retaliation or participated in the reporting and investigation process.

Complaints of discrimination should be filed according to the procedures described in the Harassment and Complaint Procedure.

Enforcement

All managers and supervisors are responsible for:

- Implementing the Company policy on harassment, which includes, but is not limited to, sexual harassment and retaliation;
- Ensuring that all employees they supervise have knowledge of and understand the Company policy;
- Reporting any complaints of misconduct to the designated company representative, Human Resources, so they may be investigated and resolved internally;
- Taking and/or assisting in prompt and appropriate corrective action when necessary to ensure compliance with the policy, and; Conducting themselves in a manner consistent with the policy.

Harassment Complaint Procedure

The Company's complaint procedure provides for an immediate, thorough and objective investigation of any claim of unlawful or prohibited harassment, appropriate disciplinary action against one found to have engaged in prohibited harassment, and appropriate remedies for any victim of harassment. A claim of harassment may exist even if the employee has not lost a job or some economic benefit.

Anyone who has been subjected to the conduct prohibited under this policy, or who has knowledge of such conduct, should report this information following the normal Complaint Procedure as soon as possible. However, employees are not required to report any prohibited conduct to a supervisor who may be hostile, who has engaged in such conduct, who is a close associate of the person who has engaged in the conduct in question or with whom the employee is uncomfortable discussing such matters. Complaints regarding harassment or retaliation may be oral or in writing. Any individual who makes a complaint that is demonstrated to be intentionally false may be subject to discipline, up to and including termination.

All reported incidents of prohibited harassment will be promptly investigated. When the investigation is complete, a determination regarding the reported harassment will be made and communicated to the employee who complained and to the accused harasser. During the investigation, confidentiality will be preserved to the fullest extent possible without compromising the Company's ability to conduct a good faith and thorough investigation.

If the Company determines that prohibited harassment has occurred, the Company will take effective remedial action commensurate with the circumstances. Appropriate action will also be taken to deter any future harassment. If a complaint of prohibited harassment is substantiated, appropriate disciplinary action, up to and including discharge, will be taken.

The Company recognizes that actions that were not intended to be offensive may be taken as such. An employee who believes that they have been subjected to sexual harassment by anyone is encouraged, but not required, to promptly tell the person that the conduct is unwelcome and ask the person to immediately stop the conduct. A person who receives such a request must summarily comply with it and must not retaliate against the employee for rejecting the conduct. The Company encourages, but does not require, individuals to take this step before utilizing the above Complaint Procedure.

ABUSIVE CONDUCT

Abusive conduct means malicious conduct of an employer or employee in the workplace that a reasonable person would find hostile, offensive, and unrelated to an employer's legitimate business interests. Abusive conduct may include repeated infliction of verbal abuse, such as the use of derogatory remarks, insults, and epithets, verbal or physical conduct that a reasonable person would find threatening, intimidating, or humiliating, or the gratuitous sabotage or undermining of a person's work performance. A single act will generally not constitute abusive conduct, unless especially severe and egregious.

The Company considers abusive conduct in the workplace unacceptable and will not tolerate it under any circumstances. Employees should report any abusive conduct to a supervisor or manager with whom employees are comfortable speaking. Supervisors and managers are to assume the responsibility to

ensure employees are not subjected to abusive conduct. All complaints will be treated seriously and investigated promptly. During the investigation process the Company will attempt to maintain confidentiality to the fullest extent possible.

It is a violation of Company policy to retaliate or otherwise victimize an employee who makes a complaint or a witness who serves in the investigation of the abusive conduct allegation.

COMPLAINT PROCEDURE

The Company subscribes to the open-door policy. Employees may bring a particular complaint to their supervisor or manager for resolution. When matters cannot be handled on an informal basis, the Company has established a formal procedure for a fair review of any work-related controversy, dispute or misunderstanding. A complaint may be brought by one or more employees concerning any work-related problem where the complaint has not been satisfactorily resolved in an informal manner. Employees may skip to Step 2 if the complaint is related to their supervisor or manager or if they feel they would not provide an impartial resolution to the problem.

Step 1

The complaint should be submitted in writing to a supervisor, manager or designee within three working days of the incident. A written request for a meeting must be submitted simultaneously. Generally, a meeting will be held within three working days of the employee's request depending upon scheduling availability. Witnesses will be allowed as necessary. If the problem is not resolved during this meeting the supervisor, manager or designee will give the employee a written resolution within three working days. If the employee is not satisfied, the employee may proceed to Step 2.

Step 2

If the employee is not satisfied after Step 1, the employee may submit a written request for review of the complaint and Step 1 solution to Human Resources or their designee. Such a request should be made within three working days following the receipt of the Step 1 resolution. Human Resources or appointed representative will review the complaint and proposed solution and may call a further meeting to explore the problem. This meeting is to be attended by the employee concerned, the employee's supervisor or manager (if appropriate), and any other employee of the Company whom the aggrieved employee chooses. Human Resources or appointed representative will render the final decision within ten working days after receiving the Step 2 request, assuming scheduling availability. The decision will be given to the employee in writing and will become part of the employee's personnel file.

CORRECTIVE ACTION

A high level of job performance is expected of each and every employee. In the event that an employee's job performance does not meet the standards established for the position, employees should seek assistance from their supervisor or manager to attain an acceptable level of performance. If employees fail to respond to or fail to make positive efforts toward improvement, corrective action may ensue, including termination of employment.

It is the policy of the Company to regard discipline as an instrument for developing total job performance rather than as punishment. Corrective action is one tool the Company may select to enhance job performance. The Company is not required to take any disciplinary action before making an adverse employment decision, including discharge. Corrective action may be in the form of a written or oral reprimand, notice(s) of inadequate job performance, suspension, discharge or in any combination of the above, if the Company so elects. The Company reserves its prerogative to discipline, and the manner and form of discipline, at its sole discretion.

If employees violate established Company procedures, guidelines, or exhibit behavior that violates commonly accepted standards of honesty and integrity or creates an appearance of impropriety, the Company may elect to administer disciplinary action.

COMPENSATION

PAY PERIODS

The standard seven-day payroll workweek for the Company will begin at 12:00 a.m. Monday - Sunday. The designated pay period for all employees is bi-weekly. Paydays are Friday. Except as otherwise provided, if any date of paycheck distribution falls on a weekend or holiday, employees will be paid on the preceding scheduled workday.

TIMEKEEPING

All non-exempt employees are required to record their hours worked.

Employees should clock in no sooner than five minutes before their schedule shift and clock out no later than five minutes after their scheduled shift. Additionally, employees are required to clock in/out for their designated lunch periods. The length of the lunch period should have the agreement of the employee's manager. Lunch periods are unpaid time when employees are relieved of all duties. Waiver of the lunch period requires prior approval of the employee's manager. Under no circumstance may the waiver of the lunch period result in overtime work.

Should an employee miss an entry into the timekeeping system, the employee will notify their manager as soon possible for correction. Employees may not ask another employee to clock in/out for them.

Accurate time reporting is a federal and state wage and hour requirement, and employees are required to comply. Failing to enter time into the timekeeping system in an accurate and timely manner is unacceptable job performance.

Non-exempt employees are not permitted to work overtime or unscheduled time without prior authorization from their manager. This includes clocking in early, clocking out late, or working through the scheduled lunch period.

OVERTIME

The Company complies with all applicable federal and state laws regarding payment of overtime work. Non-exempt employees are paid overtime at the rate of 1.5 times the regular rate of pay for all hours worked over 40 in a workweek. Manual laborers will be compensated at 1.5 times their regular rate of pay for hours worked more than 10 per day.

Employees are required to work overtime when assigned. Any overtime worked must be authorized by a supervisor or manager, in advance. Working unauthorized overtime or the refusal or unavailability to work overtime is not acceptable work performance, and is subject to discipline, including but not limited to termination.

PAYROLL DEDUCTIONS

The Company is required by law to make certain deductions from all employees' paychecks. Such deductions include federal, state, and local taxes and court-ordered wage garnishments. Voluntary deductions might include premiums for benefits, retirement plan contributions, and disability insurance.

<u>Exempt Employee Payroll Deductions</u>

The Company complies with the salary basis requirements of the Fair Labor Standards Act (FLSA) and does not make improper deductions from the salaries of exempt employees. Exempt employees are those employed in a *bona fide* executive, administrative or professional capacity and who are exempt from the FLSA's overtime pay requirements.

There are certain circumstances where deductions from the salaries of exempt employees are permissible. Such circumstances include:

- When an exempt employee is absent from work for one or more full days for personal reasons other than sickness or disability;
- When an exempt employee is absent for one or more full days due to sickness or disability if the deduction is made in accordance with a bona fide plan, policy or practice of providing compensation for salary lost due to illness;
- To offset amounts received as witness or jury fees, or for military pay;

- For unpaid disciplinary suspensions of one or more full days imposed in good faith for workplace conduct rule infractions

The Company is not required to pay the full salary in the first or last week of employment; for weeks in which an exempt employee takes unpaid leave under the Family and Medical Leave Act, if applicable; or for penalties imposed in good faith for infraction of safety rules of major significance. In these circumstances, either partial day or full day deductions may be made.

What to Do if an Improper Deduction Occurs

If you believe that an improper deduction has been made, you should immediately report this information to your direct supervisor, or to the person responsible for payroll processing.

Reports of improper deductions will be promptly investigated. If it is determined that an improper deduction has occurred, you will be promptly reimbursed for any improper deduction made.

PAY ADJUSTMENTS, PROMOTIONS AND DEMOTIONS

The Company is most interested in providing maximum opportunity for employee advancement within the Company, if advancement opportunities are available. Accordingly, present employees of the Company may be considered for promotions and may be preferred for promotion before any new employees are hired to fill vacancies that may arise. Of course, the Company retains sole discretion to determine the factors to be applied in any promotion decision, and the relative weight of the factors.

All pay increases are based upon merit, market factors, and the profitability of the company. There may not be an automatic annual cost of living or salary adjustment to reflect current economic conditions. Employees pay also may be adjusted downward. Salary decreases may take place when there is job restructuring, job duty changes, job transfers or adverse business economic conditions.

Demotion is a reduction in responsibility, usually accompanied by a reduction in salary. If and when a demotion occurs, employees may maintain their seniority with the Company.

PERFORMANCE EVALUATION

Employees will generally receive an appraisal of their job performance as scheduled. This evaluation may be either written or oral. Such evaluation may not occur at exactly the same time each year, but thereabout, at the discretion of the supervisor or manager.

If in this appraisal employees are given an evaluation sheet or other written document, employees will be required to sign it. An employee's signature does not necessarily indicate that the employee agrees with all the comments, but merely that the employee has been given the opportunity to examine the evaluation and fully discuss the contents of it with their supervisor or manager. The completed and signed evaluation form will be placed in the employee's personnel file and the employee will receive a copy of the performance evaluation.

In addition to any formal review, informal counseling sessions may be conducted from time to time.

WORK ASSIGNMENTS

In addition to specific duties that come with an individual's job responsibilities, each job also includes "other duties as assigned." From time to time, employees may be required to perform duties or tasks of a fellow employee who is absent or for a position that is temporarily vacant. Employees will be compensated at their regular rate of pay while performing other assigned duties on a temporary basis.

EXPENSE REIMBURSEMENT

This policy establishes the reimbursement procedures for travel, entertainment, and other business expenses ("business expenses") incurred during the conduct of Company business. It is Company policy to reimburse employees for ordinary, necessary, and reasonable expenses when directly related to the transaction of Company business. Directly related means:

There is the expectation of deriving some current or future benefit for the Company

- The employee is actively engaged in a business meeting or activity necessary to the performance of the employee's job duties, or
- There is a clear business purpose for entertainment

Employees are expected to exercise prudent business judgment regarding expenses covered by this policy. Reimbursement for expenses that are outside the scope of this policy requires the prior written approval of management.

The following expenses may be reimbursable under this policy:

Lodging

- Travel expenses including airfare, reasonable airline luggage fees, train fare, bus, taxi, and related tips
- Meals, including tips between 15-20%
- Business telephone calls
- Laundry and/or dry cleaning expenses during trips in excess of 5 days
- Car rental
- Personal mileage
- Tolls
- Conference and convention fees
- Business entertainment expenses
- Parking
- Other reasonable and necessary business expenses, not specifically excluded by this policy, and with prior approval

Employees who utilize personal cars for business travel will be reimbursed at the per mile rate established annually by the Company.

The following expenses are not reimbursable under this policy:

Child care costs

- Airline club dues
- Barber/hairstylist
- Toiletries

- Traffic fines
- Tips in excess of 20%
- In-flight movies or refreshments
- Hotel room movies and other forms of personal entertainment
- Luggage, briefcases
- Alcohol
- First class airfare

No policy can anticipate every situation that might give rise to legitimate business expenses. Reasonable and necessary expenses not listed above may be incurred. When prior approval is required, managers are responsible for using professional judgment to determine if an unlisted expense is reimbursable under this policy.

Credit Cards

The Company-issued credit cards are to be used for purchases on behalf of the Company and for any travel expenses incurred while traveling on Company business only. At no time may an employee who is in possession of a Company issued credit card use this card for purchases intended for personal use.

All expense reporting guidelines are to be followed for submitting expenses charged to the Company issued credit card.

Documentation

Requests for reimbursement of business expenses and requests for payment of credit card bills must be submitted on the appropriate form.

While original receipts are recommended for all expenses submitted for reimbursement, they are required for all expenses greater than $25.00. Requests for exceptions to this policy should document extenuating circumstances and be approved by management.

The Company complies with IRS regulations which require that all business expenses be substantiated with adequate records. This substantiation must include information relating to:

- The amount of the expenditure
- The time and place of the expenditure
- The business purpose of the expenditure
- The names and the business relationships of individuals for whom the expenditures were made

Requests for reimbursement lacking this information will not be processed and will be returned to the originator.

Approvals

Expense reimbursement forms, together with required documentation, must be submitted to the employee's immediate supervisor for review and signature approval. In the absence of the immediate supervisor, approval from the next higher level of supervision is required. Upper management may approve expense reimbursement if the above mentioned supervisory approvals cannot be obtained due to the supervisors' absences.

Once the expense reimbursement has been approved by the employee's manger it should be submitted for processing no later than 30 days after the expenses occurred. Supervisors approving expense reports are responsible to ensure the following:

- Expenses reported are proper and reimbursable under this policy
- The expense report has been filled out accurately and with the required documentation
- The expenses are reasonable and necessary

ADVANCES AND LOANS

The Company generally does not approve salary advances and/ or loans.

BENEFITS

BENEFIT SUMMARY

Eligible employees at MG Home Care are provided benefits. A number of the programs (such as social security, workers' compensation, state disability, and unemployment insurance) cover all employees in the manner prescribed by law.

Benefits eligibility is dependent upon a variety of factors, including employee's classification. Your supervisor can identify the programs for which you are eligible. Details of many of these programs can be found in the employee handbook. Benefits are subject to change at any time.

Specifically excluded from benefits under the provision are employees who: do not work a minimum of thirty consecutive hours a week; were hired as temporary employees for a specified period of time; leave work due to a reduction in the work force: were offered but refused to accept another suitable position with the organization; were provided the opportunity to be retained for any length of time by a successor employer.

The following benefit programs are available to eligible employees:

Holidays
Sick Leave
Vacation
Workers' Compensation

HOLIDAYS

Regular full-time employees are entitled to the following paid holidays observed by the Company:

- New Year's Day – January 1st
- Independence Day – July 4th
- Labor Day – First Monday in September
- Thanksgiving Day – Fourth Thursday in November
- Christmas Day – December 25th

Other days or parts of days may be designated as holidays with or without pay. No holiday pay will be paid to an employee who is on an unpaid status, on any leave or absent due to workers' compensation. If a holiday falls on a Sunday, the holiday may be observed on the following Monday. If the holiday falls on a Saturday, the holiday may be observed on the preceding Friday.

SICK LEAVE

Sick leave may be used for illnesses, doctor or dental appointments. Eligible employees include all full-time employees.

Full-time employees will accrue sick leave based on the following seniority schedule:

- After 1 year of service completed: 1 paid calendar day of sick leave
- 2-4 years of service completed: 2 paid calendar days of sick leave
- 5 or more years of service completed: 3 paid calendar days of sick leave

To be eligible for paid sick leave, employees must provide proper notification of absence as discussed under the Attendance and Tardiness policy. Employees must give this notification for each day they are absent. Employees may be required to submit, in writing, the reason or reasons for their continued sick leave, the estimated date of return, and whether any supplemental income payments are being received or whether application for them is pending. In the case of certain absences more than three consecutive work days, the Company may request a note from the employee's doctor.

If an employee's absence extends beyond the period of accrued sick leave, the employee may submit a request for a leave of absence. In such cases a written statement from the treating doctor may be required stating the employee's ability to return to their regular duties before they are allowed to return to work.

Unused sick leave does not carry over from year to year. Unused sick leave will be forfeit upon employment separation.

VACATION

Vacations provide a break beneficial to both the Company and the employee. Therefore, employees are encouraged to take vacations annually. Eligible employees include all full-time employees.

Employees will accrue vacation according to the following seniority schedule:

- 1-4 years of service completed: 5 paid calendar days of vacation leave
- 5-9 years of service completed: 10 paid calendar days of sick leave (No more than 5 days can be taken at a time.)
- 10+ years of service completed: 15 paid calendar days of sick leave (No more than 5 days can be taken at a time.)

Unused vacation does not carry over from year to year. Unused vacation will be forfeit upon employment separation.

Vacations request forms need to be completed and submitted to the appropriate manager with sufficient notice to ensure request does not disrupt workplace operations.

TEMPORARY DISABILITY LEAVE

The Company recognizes that a temporary disability may preclude an employee's attendance at work. In such cases, the Company does not have a predetermined specified period in which this unpaid leave is granted. Rather, the Company will attempt to reasonably accommodate the needs of the employee as well as the needs of the Company. If a leave is granted, any extensions will be subject to the same considerations.

Employees that request a temporary disability leave must do so in writing. That request should be accompanied by a doctor's statement identifying the temporary disability, the date and the estimated date of return and, where appropriate, diagnosis and prognosis. Should the employee's expected return date change, the employee should notify the Company as soon as possible. Prior to returning to employment with the Company, employees will be required to submit written medical certification of their ability to work, including any restrictions. Upon returning to work, if employees qualify, they will be reinstated to their former position or one that is substantially the same, depending upon the availability of any position at that time.

Any unused accrued sick leave must be used prior to the effective date of the temporary disability leave. The Company may require the use of other accrued paid time off in accordance with state and federal medical leave regulations.

MILITARY LEAVE

If employees are on an extended military leave of absence, they are entitled to be restored to their previously held position or similar position, if available, without loss of any rights, privileges or benefits provided the employee meets the requirements specified in the Uniformed Services Employment and Reemployment Rights Act (USERRA).

An employee who is a member of the reserve corps of the armed forces of the United States or of the National Guard or the Naval Militia will be granted temporary leave of absence without pay while engaged in military duty as required by state employment law. A letter from the employee's commanding officer is required to establish the dates of duty.

JURY SERVICE LEAVE

Per Miami-Dade County, the Company pays employees for jury service if:

- The employee is regularly scheduled for work at least 35 hours a week.
- The Company has at least 10 full-time employees.
- The employee serves as a juror in Miami-Dade County.
- The Company has offices or does business in Miami-Dade County.

- The employee gives the Company a copy of the summons and notice of jury service at least five working days prior to absence from work.

Payment under this ordinance does not include commissions. If a juror receives payment for jury service from the State, the Company may deduct the amount received from the State from the employee's pay. Employees are to report to work on any day, or portion thereof that is not actually spent in the performance of jury service. For each week of jury duty, a certificate of jury service shall be certified by the Court and filed with the Company no later than Wednesday of the following week.
Any fees received for jury duty, including travel fees, are to be retained by the employee.

WITNESS LEAVE

If an employee is absent from work to serve as a witness in response to a subpoena in a criminal case, the employee will be granted a witness leave without pay for such time as it is necessary to comply with the request. Employees are to report to work on any day, or portion thereof, which is not actually spent in the performance of serving as a witness. For each week of witness leave, a certificate of service shall be certified by the Court and filed with the Company no later than Wednesday of the following week.

BEREAVEMENT LEAVE

A full-time employee of the Company may request a leave of absence with pay for a maximum of 3 days working day(s) upon the death of a member of their immediate family. Members of the immediate family are defined as parents, spouse/domestic partner, child, sibling, grandparent, grandchild, parent-in-law, and corresponding step-relatives. Proof of death may be required.

FAMILY MEDICAL LEAVE ACT (FMLA)

MG Home Care does not currently adhere to the FMLA as it does not employ fifty (50) or more employees at this time. Please note, if our Company decides to employ fifty (50) or more employees, MG Home Care will adhere to the FMLA and FMLA standards will apply.

AFFORDABLE CARE ACT (ACA)

MG Home Care does not currently employ fifty (50) or more employees. Therefore, it does not currently adhere to the Affordable Care Act. Please note, should MG Home Care experience a surge in employment (and employs at least fifty (50) employees), ACA standards will apply.

HEALTH, SAFETY, AND SECURITY

NON-SMOKING

Smoking is not permitted in any Company buildings, facilities, work sites, or vehicles. Employees wishing to smoke should do so during their break times, outside Company buildings in designated areas, and in accordance with local ordinances.

DRUG AND ALCOHOL

The Company is dedicated to providing employees with a workplace that is free of drugs and alcohol. For the safety of our employees and clients, the Company reserves the right to test any employee for the use of illegal drugs, marijuana, or alcohol under state, federal, or local laws. This may be done in cases where the employee's job carries a risk of injury or accident due to such use, or if there is an apparent inability to perform the duties required of that position. Specific jobs may, at the Company's discretion, require regular drug testing. Drug or alcohol tests may be conducted after an accident or with reasonable suspicion of impairment while on the job. Under those circumstances the employee may be driven to a certified lab for the test at the Company's expense.
Any employee found to use, sell, possess or distribute drugs that are illegal under state, federal or local laws, including marijuana, or any unauthorized drugs (including excessive quantities of prescription or over-the-counter drugs) while on the Company premises, performing Company-related duties, or while operating any Company equipment is subject to disciplinary action, up to and including termination of

employment. Any suspected illegal drugs confiscated will be turned over to the appropriate law enforcement agency.
Any employee taking medication should consult a medical professional to determine whether the drug may affect their personal safety or ability to perform the essential functions of the job and should advise their supervisor or manager of any job limitations. Upon notification of job limitations, the Company will make reasonable efforts to accommodate the limitation.
The moderate use of alcohol at Company approved meetings, with business meals, travel, and entertainment or in an appropriate social setting is not prohibited by this policy.
To the extent any federal, state or local law, rule, or regulation limits or prohibits the application of any provision of this policy, then to the minimum extent necessary and only for that geographical area, this policy is deemed to be amended in compliance.

REASONABLE ACCOMMODATIONS

It is the policy of the Company to comply with all the relevant and applicable provisions of the federal Americans with Disabilities Act (ADA) and Pregnancy Discrimination Act (PDA), as well as state and local laws concerning the hiring and employment of individuals with temporary and ongoing disabilities. Pregnant workers may also have impairments related to their pregnancies that qualify under the ADA. The Company will not discriminate against any qualified employee or job applicant because of a person's physical or mental disability with respect to any terms, privileges or conditions of employment, including, but not limited to hiring, advancement, discharge, compensation and training.
Employees who become disabled should notify their supervisor or manager if the conditions of the disability impair their ability to perform the essential functions of their position. Where necessary and feasible, reasonable accommodations will be made for qualified disabled employees to perform the essential functions of the job in question, as long as the accommodation does not cause the Company undue hardship. The Company will also make reasonable accommodations for employees who have work-related limitations stemming from pregnancy, childbirth or a related medical condition. This may include temporary transfer to a less strenuous or less hazardous position, if an employee so requests upon the advice of their health care provider, as long as the accommodation does not cause the Company undue hardship.
All employees are required to comply with safety standards. Applicants who pose a direct threat to the health or safety of other individuals in the workplace, which cannot be eliminated by reasonable accommodation, will not be hired. Current employees who pose a direct threat to the health of safety of the other individuals in the workplace will be placed on appropriate leave until a decision has been made by management in regard to the employee's immediate employment situation.

INJURY AND ACCIDENT RESPONSE AND REPORTING

In the event that an employee becomes injured or witnesses an injury during working hours, they must report it immediately to the nearest available supervisor or manager. Employees are to render any assistance requested by supervisor, or manager. Questions asked by law enforcement or fire officials making an investigative report should be answered giving only factual information and avoiding speculation. Liability for personal injury or property damage should never be admitted in answering an investigatory question asked by law enforcement or fire officials.
When any accident, injury, or illness occurs while an employee is at work, regardless of the nature or severity, the employee must obtain an injury reporting form and complete and return the form to Human Resources as soon as possible. Reporting should not be allowed to delay necessary medical attention. Once the accident is reported, follow-up will be handled by Human Resources or the designated Safety Officer. The employee may not return to work without the permission of Human Resources or the Safety Officer.
In addition to compliance with safety measures imposed by federal Occupational Safety and Health Act (OSHA) and state law, the Company has an independent interest in making its facilities a safe and healthy place to work. The Company recognizes that employees may be in a position to notice dangerous conditions and practices and therefore encourages employees to report such conditions, as well as all

non-functioning or hazardous equipment, to a supervisor or manager immediately. Appropriate remedial measures will be taken when possible and appropriate.
Employees will not be retaliated or discriminated against for reporting of accidents, injuries, or illnesses, filing of safety-related complaints, or requesting to see injury and illness logs.

WORKERS' COMPENSATION

The Company provides insurance for all work-related injuries or illness. The name of the Company's workers' compensation insurance carrier and other pertinent information is posted. The carrier governs all insurance benefits provided by the Company. These contracts shall not be limited, expanded or modified by any statements of Company personnel or Company documents. Any discrepancies shall be determined by reference to the insuring contracts.

WORKPLACE VIOLENCE AND SECURITY

It is the intent of the Company to provide a safe workplace for employees and to provide a comfortable and secure atmosphere for client and/or patients and others with whom the Company does business. The Company has zero tolerance for violent acts or threats of violence.
The Company expects all employees to conduct themselves in a non-threatening, non-abusive manner at all times. No direct, conditional, or veiled threat of harm to any employee or Company property will be considered acceptable behavior. Acts of violence or intimidation of others will not be tolerated. Any employee who commits or threatens to commit a violent act against any person while on Company premises will be subject to immediate discharge.
Employees within the Company share the responsibility in identification and alleviation of threatening or violent behaviors. Any employee who is subjected to or threatened with violence, or who is aware of another individual who has been subjected to or threatened with violence, should immediately report this information to their supervisor, manager or designee. Any threat reported will be carefully investigated and employee confidentiality will be maintained to the fullest extent possible.

VIDEO SURVEILLANCE

The Company may determine that the use of surveillance cameras is necessary to ensure the safety of our employees, to provide added supervision, and to monitor the behavior of visitors to the Company's physical premises.
The Company has installed video cameras throughout work areas. Each of these locations was chosen because they are areas where employee expectations of privacy are minimal.
In the event of a reported or observed incident, recorded footage may be used to assist in the investigation of the incident and may be turned over to law enforcement personnel, if appropriate. Any employee disciplined as a result of the video footage has the opportunity to view the tape which is the basis for any disciplinary action.
At no time will persons other than in a management position with the Company have access to the footage recorded in the course of surveillance. Personal information contained on the footage will not be used or disclosed for purposes other than those for which it was collected, except with the consent of the individual or as required by law. Footage from the surveillance cameras will be kept for no more than 6 months, unless required for the purposes outlined in this policy; however, if disciplinary action is taken as a result of conduct disclosed by the video footage, that video footage shall be retained until such a time as the disciplinary action is complete.

DRIVING SAFETY

The safety and well-being of our employees is of critical importance to the Company. We therefore each have a responsibility to not only protect ourselves when on the road but also should do our part to protect those around us.

Employees that are required to drive on Company business will be expected to consistently follow all the safety procedures below.

All employees are expected to wear seat belts at all times while in a moving vehicle being used for Company business, whether they are the driver or a passenger.

1. Use of handheld devices, whether personal or Company-owned, while behind the wheel of a moving vehicle is strictly prohibited. This includes the use for making or receiving phone calls, sending or receiving text messages or e-mails, and downloading information from the web. If an employee needs to engage in any of these activities while driving, they must pull over to a safe location and stop the vehicle prior to using any device.
2. Employees are required to turn off cell phones or put them on vibrate before starting their car. Employees may consider changing their voicemail message to indicate that they are unavailable to talk, as they are driving. Employees are permitted and encouraged to communicate to clients, associates, and business partners of the policy as an explanation as to why calls may not be returned immediately.
3. Although use of cell phones under any circumstances is strongly discouraged while driving, the use of hands-free technology may be warranted in emergency circumstances only.
4. The use of other handheld electronic devices, such as iPads, iPods, laptops, electronic readers, and the like are strictly prohibited while driving a vehicle on Company business.
5. Engaging in other distracting activities including, but not limited to, eating, putting on makeup, reading, or changing radio stations or music is also strongly discouraged while driving, even when in slow-moving traffic.
6. The use of alcohol, drugs, or other substances including certain over-the-counter cold or allergy medications that in any way impair driving ability is prohibited.
7. All employees are expected to follow all driving laws and safety rules, such as adherence to posted speed limits and directional signs, use of turn signals, and avoidance of confrontational or offensive behavior while driving.
8. All passengers must be approved by management in advance of travel.
9. Employees should never allow anyone to ride in any part of the vehicle not specifically intended for passenger use and/or any seat that does not include a working seat belt.
10. Employees must promptly report any accidents to local law enforcement as well as to the Company in accordance with established procedures.
11. Employees are also required to report any moving or parking violations received while driving on Company business and/or in Company vehicles.
12. Insurance must be maintained current as a term and condition of continuing employment in positions that require driving.

Employees are not to drive a personal vehicle for Company business unless authorized to do so. If the job requires an employee to operate their personal vehicle, the employee shall be required to submit proof of a current and valid state driver's license. If employees use their own vehicle, either by authorization or requirement to carry out the business of the Company, they must submit a photocopy of the cover page of their insurance policy covering that vehicle as proof of insurance.

If an employee is involved in an automobile accident while on Company business (in a personal or Company vehicle) they must report the accident to their supervisor or manager immediately. Employees should request and obtain a police report and police investigation at the scene of the accident. Employees should not admit liability or guilt and should not apologize or say they are sorry under any circumstances, even if they believe they are at fault.

INCLEMENT WEATHER

This policy establishes guidelines for Company operations during periods of extreme weather and similar emergencies. The Company will remain open in all but the most extreme circumstances. Unless an emergency closing is announced, all employees are expected to report to work. However, the Company does not advise employees to take unwarranted risks when traveling to work in the event of inclement

weather or other emergencies. Each employee should exercise their best judgment with regard to road conditions and other safety concerns.

Designation of Emergency Closing

Only by the authorization of designated managers will the Company cease operations due to emergency circumstances. If severe weather conditions develop during working hours, it is at the discretion of Management to release employees. Employees will generally be expected to remain at work until the appointed closing time.

Procedures during Closings

If weather or traveling conditions delay or prevent an employee's reporting to work, their immediate supervisor should be notified as soon as possible. If possible, such notification should be made by a telephone conversation directly with the supervisor. If direct contact is not possible, leaving a detailed voicemail message or message with another employee is acceptable.

An employee who is unable to report to work may use any accrued time off or take the day off without pay.

Under certain circumstances, the Company may choose to pay employees during emergency closings at its sole discretion.

WORKPLACE GUIDELINES

HOURS OF WORK

Employees are expected to be at their work area, ready to work at their scheduled time. Office hours are from 9:00am-5:00pm. Employees will be given their individual duty hours upon hire and at the time of any change in position. If the normal duty hours are changed or if the Company changes its operating hours, employees will be given written notice to facilitate any personal planning.

OFF-THE-CLOCK WORK

Non-exempt employees must accurately record all time worked, regardless of when and where the work is performed. Off-the-clock work (engaging in work assignments or duties that are not reported as time worked) is prohibited. No member of management may request, require, or authorize non-exempt employees to perform work without compensation. This includes checking email on personal devices after work hours. Any possible violations should be reported promptly to a supervisor or member of management.

REST PERIODS

Minors age 17 and younger will be provided a 30-minute period for meals or a rest period after four continuous hours of work.

LACTATION ACCOMMODATION

The Company provides a supportive environment to enable breastfeeding employees to express breast milk during work hours for up to one year following the birth of a child. Accommodations under this policy include a place, other than a bathroom, that is shielded from view and free from intrusion from co-workers and the public which may be used by an employee to express breast milk. Discrimination and harassment of breastfeeding mothers in any form is unacceptable and will not be tolerated.

ATTENDANCE AND TARDINESS

Employee attendance is a major concern of the Company. Unsatisfactory attendance including tardiness and leaving work early is unacceptable performance. Employees will be rated in their performance appraisal in the categories of attendance and punctuality.

If an employee is ill, injured, or an unexpected emergency arises which prevents them from coming to work, the employee must notify their supervisor or manager no later than 30 minutes before the start of their scheduled work day. If an employee's supervisor, manager or designee is not available, the employee should contact a member of management. If an employee is physically unable to contact the Company,

they should direct another person to make the contact on their behalf. Leaving a message with a fellow staff employee or with the answering service is not considered proper notification.
When an employee calls in absent, they are to advise the Company of their expected date of return. Management reserves the right to require proof of illness, injury or accident, including a doctor's statement or notice for any temporary disability.
Repeated absences, excessive absences (excused or unexcused) or a pattern of absences are unacceptable job performance. If an employee is absent for three consecutive days and has not provided proper notification, the Company will assume that the employee has abandoned their position and may be treated as having voluntarily terminated employment with the Company.
If an employee becomes ill at work, they should notify their supervisor or manager immediately. If an employee is unable to perform their job tasks, they may be sent home for the remainder of the day or until able to work again.
Employees shall be at their workstation ready to begin work at the start of their scheduled work time or resumption of work duties. If employees are not prepared, they will be considered tardy. Excessive tardiness, whether excused or unexcused, constitutes unacceptable work performance.
All absences are to be arranged as far in advance as possible. This includes vacations and time off for other reasons. If a doctor or dental appointment must be scheduled during the workday, it should be scheduled as early in the morning or as late in the afternoon as possible.

PERSONAL APPEARANCE AND HYGIENE

The Company requires all employees to present a professional image to the public and clients. Accordingly, employees must wear appropriate attire while at the office or conducting Company business. Grooming styles that are dictated by religion and/or ethnicity are not restricted. Employees must avoid clothing with stamps that are offensive or inappropriate.
MG Home Care expects those who work in administration to adhere to a business casual dress code. Technicians are expected to wear scrubs at all times. Scrubs should be maintained in a professional manner.
Expensive clothing is not necessary for a well-groomed appearance. Clothing should be clean and neat in appearance. Employees should consider their level of client and/or patient and public contact and the types of meetings they are scheduled to attend in determining what attire is appropriate.
The Company wishes to provide a work environment that is free of safety hazards, offensive behavior and harassment of any kind. Therefore, the following are generally not acceptable:
Bare feet, flip flops, opened toed shoes

- Spandex, sweats, or work out attire
- Pants, shorts, or skirts worn below the waistline
- Revealing clothing or exposed undergarments
- Clothing with offensive slogans or pictures
- Clothing showing excessive wear and tear
- Any clothing or accessories that would present a safety hazard

All employees are expected to maintain clean and appropriate oral and bodily hygiene. Hair (including facial hair) should be clean and neat. Accessories should be moderate and businesslike and should not interfere with an employee's work. The excessive use of perfume or cologne is unacceptable, as are odors that are disruptive or offensive to others or may exacerbate allergies.
Managers are responsible for enforcing dress and grooming standards for their department. Any employee whose appearance does not meet these standards may be counseled. If the appearance is unduly distracting or the clothing is unsafe, the employee may be sent home to correct the situation. Employees who have been previously counseled and continue to disregard the dress code standards may be subject to suspension and/or termination.
Reasonable accommodation will be made for employees' sincerely held religious beliefs and disabilities whenever possible, consistent with the business necessity. If you would like to request an accommodation or have other questions about this policy, please contact your supervisor.

CONFIDENTIALITY

There shall be no disclosure of any confidential information or trade secrets to anyone outside the Company without the appropriate authorization. Confidential information may include internal reports, policies, procedures, and other internal business-related communications. Trade secrets may include information regarding the development of systems, processes, products, design, instruments, formulas and technology. In addition, always respect financial disclosure laws and third-party intellectual property. It is an employee's duty and responsibility to safeguard all confidential information. This includes the dissemination of information by any available means, including but not limited to telephone, fax, and email.

When any inquiry is made regarding an employee or any former employee, the inquiry must be forwarded to a supervisor or manager without comment from the employee. When any inquiry is made regarding any client, the inquiry must be forwarded to a supervisor or manager.

Confidential information shall be disclosed and/or discussed only on a "need to know" basis. Conversation of a confidential nature must never be held within earshot of the public or clients.

This policy is intended to alert employees to the need for discretion at all times and is not intended to inhibit normal business communications. In addition, nothing in this policy is intended to infringe upon employee rights under Section 7 of the National Labor Relations Act (NLRA).

SOLICITATION AND DISTRIBUTION

The Company prohibits solicitation and the distribution of literature during the working time of either employee; the solicitor or the employee being solicited. In addition, the Company prohibits solicitation and distribution in working areas at all times. This does not preclude employees from using their approved breaks and rest periods to solicit or distribute literature outside of working areas.

Individuals not employed by the Company are prohibited from soliciting or distributing literature on Company property at all times.

Failure to adhere to this policy may result in discipline, up to and including termination of employment.

SOLICITATION OF AND REFERRAL OF CLIENTS AND/OR PATIENTS

In accordance with state laws, the solicitation and referral of patients is illegal in the State of Florida. MG Home Care complies with all governing State Laws and therefore all MG Home Care employees must comply with the applicable law and refrain from soliciting and referring (and receiving "kick backs/cash" for that referral) of any and all clients and/or patients.

MG Home Care as a ZERO tolerance policy for the any of the abovementioned activity. Any form of solicitation and/or payment for referral of patients for or by technicians or any employee of MG Home Care, other than those sanctioned by laws set forth by the State of Florida, is illegal and unacceptable. Employees who engage in these activities will be subject to immediate termination.

HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT (HIPAA)

Protecting the privacy of our clients' and employees' medical information helps to foster long-term relationships built on confidence and trust. In addition, safeguarding Protected Health Information or "PHI" is required by the Health Insurance Portability and Accountability Act (HIPAA).

Our Company is considered a covered employer that is required to comply with the HIPAA Privacy Rule. The Privacy Rule basically states that a person's PHI is confidential and that no one associated with our Company (such as employees, volunteers, interns or contractors) may use or disclose such information without the patient's written authorization except under limited and specific circumstances.

Protected Health Information or "PHI" includes any health information that is individually identifiable. Individually identifiable health information is that which can be linked to a particular person or group of people, usually by the person's name, social security number, address, birth date or other piece of demographic information. For example a person's medical condition coupled with that person's name would be considered PHI. In addition, simply the fact that an individual is a client at our Company is also considered PHI.

In your role with the company, you are required to safeguard any information, including demographic data that relates to:

- Our client's past, present or future physical or mental health or conditions,
- All provisions of health care provided to the client, and
- All information pertaining to the past, present, or future payment for the provision of health care to the client

During your employment, you may inevitably come into contact with Protected Health Information. This information may be in any medium (i.e. written, electronic, oral, overheard or observed). The policy that we use in our Company is that such information may be disseminated to other employees within the Company on a strict "need to know" basis. You are not to discuss any type of PHI with another employee who does not have a legitimate, work-related need to know such information. In addition, under no circumstances are you permitted to discuss or otherwise disclose PHI with anyone else, including other clients, the client's family or friends, your family or friends, etc., as doing so violates the federal HIPAA law.

A HIPAA covered entity is permitted to use and disclose PHI, without the patient's authorization under the following circumstances:

1. To the client. You never have to be concerned with the HIPAA Privacy Rule when discussing the client's health information with that client.
2. For treatment, payment and health care operations.
3. For informal reasons, as long as the patient has the opportunity to agree or object.
4. For purposes incidental to another permitted PHI disclosure
5. For Public Interest and Benefit Activities, or
6. For the purposes of research, public health or health care operations.

Please keep in mind that HIPAA Privacy Rule covered transactions include, but are not limited to:

- Healthcare Claims
- Health Plan Eligibility Communications
- Health Plan Enrollment and Disenrollment
- Healthcare Payment and Remittance
- Health Plan Premium Payments
- Claim Status Communications
- Referral Certification and Authorization
- Coordination of Benefits

You will receive training regarding the Company's Privacy and HIPAA policies. You are required to follow our rules and policies in this regard as a condition of employment. Unauthorized disclosures of PHI or other Privacy or HIPAA violations will result in disciplinary action up to and including termination of employment.

HIPAA compliance is complex, and it is an area that the Company takes very seriously. To this end, the Company has designated a HIPAA Compliance Officer (HCO). Should you ever have questions or concerns regarding our HIPAA policy, a specific disclosure, or a disclosure request, please direct such questions to your manager or our HIPAA Compliance Officer.

Any violation of this policy will subject the employee to immediate disciplinary action and may include termination. Any employee who may have failed to report a violation of HIPAA or any employee who may have withheld relevant information concerning a violation of HIPAA will be immediately disciplined and may even be terminated.

PATIENT AND EMPLOYEE INFORMATION

It is the policy of MG Home Care to ensure that the operations of the company and its clients and/or patients, and their families are kept confidential. If employees learn confidential information relating to the business, or the clients, or the client's families, such information shall remain confidential. All

employees, including Technicians, are expected to uphold the code for ethical standards and must withhold all confidential information learned at any point during employment with MG Home Care (this includes any and all information relating to a client/patient or a client/patient's family learned during all service sessions).

COMPENSATION AND CASE LOAD CONFIDENTIALITY

The rate of compensation you receive whether that be in the form of pay per visit, pay per hour, the number of patients, or salaries is expected to be kept confidential.

FEDERAL FALSE CLAIMS ACT (FCA)

The Federal False Claims Act (FCA) is to eliminate fraud and abuse in government health care programs and agencies. False claims laws allow the government to bring civil actions against providers who abuse the programs. Providers and companies are subject to penalties when a false claim or statement is submitted to a any federally funded program. Any company or person who knowingly conspires to defraud the government will be subjected to a civil penalty and may face criminal charges.

The FCA applies to billing and claims sent from MG Home Care to any government payer program, including Medicaid.

The FCA includes any person who:

1) knowingly presents, or causes to be presented, a false or fraudulent claim for payment or approval; 2) knowingly makes, uses or causes to be made or use, a false record or statement to get a false or fraudulent claim paid or approved; 3) conspires to defraud by getting a false or fraudulent claim allowed or paid; 4) knowingly makes, uses, or causes to be made or used, a false record statement to conceal, avoid or decrease an obligation to pay or transmit money or property to the government.

Some Examples of healthcare fraud include the following:

-Billing for services or goods not provided;
-Falsifying certificates of medical necessity and billing for services not medically necessary;
-Continuing to see a patient for service when they do not qualify for services any longer;
-Billing separately for services that should be a single service (unbundling);
-Falsifying treatment plans or medical records to maximize payments;
-Failing to report overpayments;
-Duplicate billing
-Misuse of provider ID numbers, which results in improper billing and payments

MG Home Care has a ZERO tolerance policy for this activity. Any employee who is caught submitting false claims and/or statements will not only be subject to termination, but he or she will be immediately reported.

PROGRAM FRAUD CIVIL REMEDIES ACT OF 1986

The Program Fraud Civil Remedies Act of 1986 (PFCRA) states that any persons or companies who commit fraud against the federal government, by false claim or statement, can face monetary penalties in addition to the penalties assessed by the FCA. Penalties of up to $5,000 per false claim can be imposed by the PFCRA.

A violation of this Act can result in a maximum penalty of $5,000 per false claim plus an assessment of up to twice the amount of each fraudulent statement or claim.

FLORIDA MEDICAID FRAUD CONTROL UNIT

The Florida Attorney General's Medicaid Fraud Control Unit (MFCU) investigates and prosecutes fraud involving providers that intentionally defraud the state's Medicaid program through fraudulent billing practices.

WHISTLEBLOWERS

A whistleblower as defined by this policy is an employee of MG Home Care Services, LLC who reports an activity that he/she considers to be illegal or dishonest to one or more of the parties specified in this Policy. The whistleblower is not responsible for investigating the activity or for determining fault or corrective measures; appropriate management officials are charged with these responsibilities.

Examples of illegal or dishonest activities are violations of federal, state, or local laws; billing for services not performed or for goods not delivered; and other fraudulent financial reporting.

If an employee has knowledge of or a concern of illegal or dishonest fraudulent activity, the employee is to contact his/her immediate supervisor or the Human Resources Director. The employee must exercise sound judgment to avoid baseless allegations. An employee who intentionally files a false report of wrongdoing will be subject to discipline up to and including termination.

Whistleblower protections are provided in two important areas -- confidentiality and against retaliation. Insofar as possible, the confidentiality of the whistleblower will be maintained. However, identity may have to be disclosed to conduct a thorough investigation, to comply with the law and to provide accused individuals their legal rights of defense. The Company will not retaliate against a whistleblower. This includes, but is not limited to, protection from retaliation in the form of an adverse employment action such as termination, compensation decreases, or poor work assignments and threats of physical harm. Any whistleblower who believes he/she is being retaliated against must contact the Human Resources Director immediately. The right of a whistleblower for protection against retaliation does not include immunity for any personal wrongdoing that is alleged and investigated.

Defend Trade Secrets Act (DTSA) Compliance: "Immunity from Liability for Confidential Disclosure of a Trade Secret to the Government or in a Court Filing:

A. Immunity - An individual shall not be held criminally or civilly liable under any federal or state trade secret law for the disclosure of a trade secret that—(A) is made—(i) in confidence to a federal, state or local government official, either directly or indirectly, or to an attorney; and (ii) solely for the purpose of reporting or investigating a suspected violation of law; or (B) is made in a complaint or other document filed in a lawsuit or other proceeding, if such filing is made under seal.
B. Use of Trade Secret Information in Anti-Retaliation Lawsuit - An individual who files a lawsuit for retaliation by an employer for reporting a suspected violation of law may disclose the trade secret to the attorney of the individual and use the trade secret information in the court proceeding, if the individual—(A) files any document containing the trade secret under seal; and (B) does not disclose the trade secret, except pursuant to court order."

All reports of illegal and dishonest activities will be promptly submitted to Chief Compliance Officer who is responsible for investigating and coordinating corrective action. Employees with any questions regarding this policy should contact the Director of Human Resources.

MG HOME CARE FRAUD PREVENTION POLICIES & PROCEDURES

MG Home Care is committed to encouraging compliance with all state and federal regulations. Our company strives to maintain an environment in which all employees, technicians, and contractors are educated and up to date with the latest relevant legislation and professional and ethical standards of our practices.

MG Home Care expects every employee will uphold the highest professional and ethical standards. All employees who suspect fraudulent and/or suspicious activity are expected to immediately report to management. Employees have an obligation to report any and all questionably fraudulent activity.

If any employee feels he or she cannot confidentially report his or her claim internally, he or she may contact the Health and Human Services Officer of the Inspector General hotline at 1-800-447-8477. However, we strongly encourage internal investigation before contacting any external agency.

MG Home Care ensures that no employee will be subject to disciplinary action, discharge, demotion, or retaliation as a result of report any suspected fraudulent or illegal activity. Any employee who has knowledge of fraudulent activity will be personally liable and is subject to discipline up to and including termination of employment if he or she fails to properly report the activity.

CONFLICT OF INTERESTS

Employees have an obligation to conduct business within the guidelines that prohibit actual or potential conflicts of interest. This policy establishes only the framework within MG Home Care wishes the business to operate. The purpose of these guidelines is to provide general direction so that employees can seek further clarification on issues related to the subject of acceptable standards of operation. Contact your immediate supervisor or management for more information or questions about conflicts of interest.

An actual or potential conflict of interest occurs when an employees is in a position to influence a decision that may result in a personal gain or benefit for the employee or for a relative of the employee as a result of MG Home Care's business dealings.

For the purpose of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage. No "presumption of an ethical conflict" is created by the mere existence of a relationship with outside firms. However, if employees have any influence on transactions involving purchases, contracts, or leases, it is imperative that they disclose to a supervisor or management of MG Home Care, as soon as possible, the existence of any actual or potential conflict of interest so that safeguards can be established to protect all parties.

Personal gain may result in cases where an employee or relative has a significant ownership in a firm with which MG Home Care does business, but also when an employee or relative receives any kickback, bribe, substantial gift, or special consideration as a result of any transaction or business dealing involving MG Home Care.

For further and in-depth policies regarding Conflicts of Interest and Ethical Behavior see MG Home Care: Code of Ethical Standards.

OUTSIDE EMPLOYMENT

Employees may hold outside jobs as long as they meet the performance standards of their jobs with MG Home Care and that any Employee seeking or already having outside employment advises MG Home Care, in writing, through their supervisor or management of the name of the outside employer and a brief description of the duties performed or to be performed. This is required for Management to determine if a conflict of interest or potential conflict of interest exists with the interests of MG Home Care Services. All employees will be judged by the same performance standards and will be subject to MG Home Care's scheduling demands, regardless of any existing outside work requirements.

If MG Home Care determines that an employee's outside work interferes with performance or the ability to meet the requirements of MG Home Care as they are modified from time to time, the employee may be asked to terminate the outside employment if he or she wishes to remain with MG Home Care.

Outside employment that constitutes a conflict of interest is prohibited. Employees may not receive any income or material gain from individuals outside MG Home Care for material produced or services rendered while performing their jobs.

If an employee has questions about the propriety of a transaction or activity, they should seek guidance from their supervisor or manager. If necessary, employees should seek written approval before proceeding.

EMPLOYMENT APPLICATIONS

MG Home Care relies upon the accuracy of information contained in the employment application, as well as the accuracy of other data presented throughout the entire hiring process and employment. Any misrepresentations, falsifications or material omissions in any of this information or data may result in the exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

BUSINESS GIFTS

The Company wants at all times to avoid the appearance of impropriety in the acceptance of gifts from business contacts or clients. It is the policy of the Company that employees are prohibited from either

directly or indirectly asking, demanding, exacting, soliciting, or seeking anything of value for themselves or for any other person or entity.
Employees are also prohibited from either directly or indirectly accepting, receiving, or agreeing to receive anything of value for themselves or for any other person or entity (other than employee paychecks from the Company) for, or in connection with any transaction or business of the Company that has a value of $50 or more. If an employee is promised, offered, or given anything of value from any member, prospective member, client and/or patient, or prospective client and/or patient for, or in connection with any transaction or business of the Company, employees are to advise their supervisor or manager at once.

OUTSIDE ACTIVITIES

Employees may engage in outside employment or personal educational activities during non-working hours, provided that such activities do not interfere with their job performance or constitute a conflict of interest. Prior to accepting outside employment, employees are to notify their supervisor or manager in writing. The notice must contain the name of the potential company, the title and nature of the position, the number of working hours per week, and the time of scheduled work hours. If the position constitutes a conflict of interest or interferes with the employee's job, at any time, employees may be required to terminate such activity.

REPORTING IRREGULARITIES

It is the responsibility of each employee of the Company to immediately report all irregularities indicating actual or suspected existence of loss, fraud, embezzlement, or similar impairment of Company funds or property and suspicious persons or activity.
If an employee's actual or constructive knowledge of any irregularity exists and the employee does not report it to their supervisor or manager, that employee has engaged in unacceptable job performance.

INSPECTIONS AND SEARCHES

Any items brought to or taken off Company premises, whether property of the employee, the Company, or a third party, are subject to inspection or search unless prohibited by state law. Desks, lockers, workstations, work areas, computers, USB drives, files, e-mails, voice mails, etc. are also subject to inspection or search, as are all other assets owned or controlled by the Company. The Company may monitor any telephone conversation employees have on Company owned or controlled equipment, premises, or property. Any inspection or search conducted by the Company or its designees may occur at any time, with or without notice.

STAFF & MANAGEMENT MEETINGS

All MG Home Care employees (technicians, and administrative the same) will be expected to attend monthly staff meetings. Staff meetings are essential in maintaining healthy communication between management and staff.
Meetings may be held more often as needed and/or determined by your Supervisor.

General E-Policies

GENERAL PRINCIPLES

This policy makes it clear that MG Home Care Services owns and controls all workplace technology, and therefore all communications and activity conducted over it. Authorized use of MG Home Care Services - owned or operated computing and network resources shall be consistent with the mission of MG Home Care Services and consistent with this policy. Underlying this policy is the idea that each employee has a responsibility to use the Company's information technology resources in a manner that increases productivity, enhances the Company's public image, and is respectful of other employees. As such, the Company reserves the right, under the direction of the President &/or CFO, to access all of its information technology resources including its computers, voicemail, and electronic mail systems, at any time, at its sole discretion.

The Company recognizes that use of the internet has many benefits for the Company and its employees. The internet and email make communication more efficient and effective. Therefore, employees are encouraged to use the internet appropriately if required by their job. Use of the internet for non-work purposes should be held to a reasonable limit; reasonableness will be determined by management. Non-work internet usage may be prohibited. If employees have questions about what constitutes reasonable usage they should not hesitate to contact their manager or supervisor.

All Company-supplied technology including computer systems and Company-related work records belong to the Company and not the employee. The Company routinely monitors usage patterns for its email and internet communications. Although encouraged to explore the resources available on the internet, employees should use discretion in the sites that are accessed.

Since all the computer systems and software, as well as the email and internet connection are Company-owned, all Company policies are in effect at all times. Any employee who abuses the privilege of Company-facilitated access to email or the internet may be denied access to the internet.

INFORMATION TECHNOLOGY RESOURCES DEFINED:

Information technology resources consist of all electronic devices, software, and means of electronic communication including, but not limited to, the following: personal computers and workstations; laptop computers; mini and mainframe computers; computer hardware such as disk drives (local and portable), USB flash drives, and tape drives; peripheral equipment such as printers, modems, fax machines, and copiers; computer software applications and associated files and data, including software that grants access to external services, such as the internet; electronic mail; telephones; cellular phones; pagers; blackberries; PDAs; Smartphone's; USB devices; and voicemail systems.

PERMITTED GENERAL ACCESS:

Generally, employees are given access to the Company's various technologies based on their job functions. Only employees whose job performance will benefit from the use of the Company's information technology resources will be given access to the necessary technology. Additionally, employees must successfully complete Company-approved training before being given access to some of the Company's information technology resources. Authorized users of our company's computing and network resources include those who may not work for the Company, but whose access has been authorized by management. Access, passwords, and e-mail accounts are granted by management of MG Home Care Services and therefore access to the systems can also be denied by management.

This policy defines in detail the acceptable usage of the information technology resources of the Company by its employees. Generally, the resources should be used for business related functions; however, there are a few exceptions:

- To send and receive necessary and occasional personal communications;
- To prepare and store incidental personal data (such as personal calendars, personal address lists, and similar incidental personal data) in a reasonable manner;
- To use the telephone system for brief and necessary personal calls;
- To access the internet for brief personal searches and inquiries during meal times or other breaks, or outside of work hours, provided that employees adhere to all other usage policies.

In subsequent sections, this policy defines unacceptable uses of the information technology resources of the Company in more detail. The Company, under direct orders from the CEO and CFO, reserves the right, upon reasonable cause for suspicion, to access all aspects of its computing systems and networks, including individual login sessions to determine if a user is violating this policy or state or federal laws.

USER RESPONSIBILITIES

Privacy

No user should view, copy, alter, or destroy another's personal electronic files without permission (unless authorized or required to do so by law or regulation). In addition, users should not have an expectation of privacy. The information technology system belongs to the Company. Users expressly waive any right of privacy in anything they create, store, send, or receive on the Company information technology system.

Sharing of Access

Computer accounts, passwords, and other types of authorization are assigned to individual users and should not be shared with others. You are responsible for any use of your account. If an account is shared or the password divulged, the holder of the account will lose all account privileges and be held personally responsible for any actions that arise from the misuse of the account.

Prohibited Use

Abuse of MG Home Care Services computer resources is prohibited and includes, but is not limited to:

GAME PLAYING:

Computing and network services are not to be used for recreational game playing. Game playing on Company time is counterproductive.

CHAIN LETTERS:

The propagation of chain letters is considered an unacceptable practice by MG HOME CARE SERVICES and is prohibited. If a chain letter is received by an employee the Company prohibits the forwarding of the email to anyone.

FAXING:

The Company prohibits the use of any telephone facsimile machine, computer, or other device to send any unsolicited advertisement unless authorized by management.

HARASSING, DISCRIMINATORY, AND DEFAMATORY USE:

Employees use electronic mail for correspondence that is less formal than written memoranda. Employees must take care, however, not to let informality degenerate into improper use. The Company does not tolerate discrimination or harassment based on gender, pregnancy, childbirth (or related medical conditions), race, color, religion, national origin, ancestry, age, physical disability, mental disability, medical condition, marital status, sexual orientation, family care or medical leave status, veteran status, or any other status protected by state and federal laws. Under no circumstances may employees use the Company's information technology resources to transmit, receive, or store any information that is discriminatory, harassing, or defamatory in any way (e.g., sexually explicit or racial messages, jokes, cartoons).

GAMBLING:

The use of Company computers and networks to gamble is strictly prohibited.

UNAUTHORIZED MONITORING:

A user may not use computing resources for unauthorized monitoring of electronic communications. However, the Company has the right, but not the duty, to monitor any aspects of its computer system, including monitoring sites visited by employees, chat groups, newsgroups, and downloading and uploading of files.

FLOODING OR SPAMMING:

Posting a message to multiple list servers or news groups with the intention of reaching as many users as possible is prohibited. Spamming email addresses within or outside the Company is also prohibited.

PRIVATE COMMERCIAL PURPOSES:

The computing resources of MG Home Care Services shall not be used for personal or private commercial purposes or for financial gain.

POLITICAL ADVERTISING OR CAMPAIGNING:

The use of MG Home Care Services computers and networks shall not be used for political purposes.

SOFTWARE PIRACY:

Access to the internet enables users to download a wide variety of software products for a fee as

shareware or for free. You are required to fulfill all license and copyright obligations of software that you download for your own use. These software downloads become the property of the Company. Any employee who knowingly violates this software piracy rule is subject to termination.

USE OF UNLICENSED SOFTWARE:

The use of unlicensed software on Company computers is strictly prohibited. All software in use on the Company's information technology resources must be officially licensed software. No software is to be installed or used that has not been duly paid for and licensed appropriately for the use to which it is being put. No employee may load any software on the Company's computers, by any means of transmission, unless authorized in advance by the IT Manager or direct supervisor. Authorization for loading software onto the Company's computers should not be given until the software to be loaded has been thoroughly scanned for viruses.

PORNOGRAPHY:

Employees are not allowed to visit sites that are considered “obscene”. The Company may maintain a system to monitor internet usage. In the event that an employee disregards this policy and continually visits “unauthorized” sites, it will be grounds for termination after a warning has been issued to the employee. The Company has the right to view private files that have been downloaded to check for the propriety of these downloads. The Company also prohibits using Company computer resources to send sexually oriented images or messages.

ONLINE SOCIAL NETWORKING SITES & BLOGS:

As a general rule, blogging is not allowed, unless specifically authorized by your direct supervisor. As an employee, you must make it clear that the views that expressed in the blog are yours alone and do not represent the views of your employer. Facebook, Flickr, Twitter and sites of such nature have developed as the fastest growing online social networking sites; for that reason, MG Home Care Services defines the following policy on the use of online social networking &/or blogging:

- The personal use of Twitter or social networking web sites must not interfere with working time.
- Any messages that might act as the “voice” or position of the Company must be approved by the Company.
- Any identification of the author, including usernames, pictures/logos, or “profile” web pages, should not use logos, trademarks, or other intellectual property of the Company, without approval of the Company.
- If he or she is not providing an official message from the company, an employee who comments on any aspect of the company’s business must include a disclaimer in his or her “profile” or “bio” that the views are his or her own and not those of the Company.
- A message should not disclose any confidential or proprietary information of the Company.
- Written messages are, or can become, public. Use common sense.
-

INSTANT MESSAGING (CHAT)

Employees of MG Home Care Services are allowed to chat via instant messaging during working hours as long as the chat activity is related to job activity.

As an employee, you must make it clear that the views that are expressed in your chat sessions are yours alone and do not necessarily represent the views of your employer. In addition, please adhere to the following chat guidelines:

- Do not reveal confidential and proprietary information.
- Ensure that chatting does not interfere with other work requirements.
- Understand that messages sent through chat can be construed with the same meaning as written documents and are typically stored.
-

OTHER PROHIBITED USES:

Employees may not use any of the Company's information technology resources for any illegal purpose,

violation of any Company policy, in a manner contrary to the best interests of the Company, in any way that discloses confidential or proprietary information of the Company or third parties, or for personal gain.

ACCEPTABLE E-MAIL USAGE

In the operation of this Company, e-mail is a business tool. The use of e-mail is reserved primarily for business use. However, under some circumstances, MG Home Care Services' e-mail systems can be used to send and receive messages to and from children, spouses, domestic partners, and immediate family, however, the time involved in such activity should be limited and from your personal account (i.e. hotmail, yahoo, etc.) rather than that of the Company.

E-mail Passwords

Only authorized employees issued e-mail passwords are permitted to use passwords to access their own e-mail accounts. Misuse of passwords and the unauthorized sharing of passwords will result in disciplinary action, up to and including termination.

Forwarding E-mails

Users may not forward e-mail to others without the express permission of the sender. The express permission is necessary since e-mail frequently contains confidential, proprietary, and trade secrets. All employees must consider that e-mail messages meant for a single reader may not be meant for widespread distribution.

General E-mail

In general, the use of the MG Home Care Services' email system as a medium for the bulk distribution of information is discouraged.

On rare occasions, email may be the best mechanism to distribute information to large segments of the MG Home Care Services' community. If sending out bulk email is not usually in your job description, this should be approved in advance.

In addition, these guidelines should be followed:

- Do not unnecessarily reply to or forward e-mails with (large) attachments.
- Delete any email messages that you do not need to have a copy of, especially those with large attachments.
- E-mails older than the current and prior year will be removed from the e-mail server by MG Home Care Services. If you wish to maintain older e-mails please remove them from the server and store them on your computer's hard drive or elsewhere. At the beginning of each calendar year, MG Home Care Services will remove all e-mails older than two years.
- Periodically empty trash of all deleted e-mails.
- All messages distributed via the company's email system, even personal emails, are MG Home Care Services' property.
- Distribution lists should be kept private. This can be done by listing recipients in Bcc: addresses instead of To: addresses or Cc: addresses.

Accurate Communication via E-mail

All employees should make every attempt to communicate truthfully, accurately and clearly via e-mail. Employees should use the same due care in drafting e-mail as they would for any other Company communication.

Spamming

Employees are prohibited from sending spam (unsolicited e-mail). Employees are prohibited from sending Company-wide e-mail messages to all employees without the approval of an appropriate supervisor.

Spoofing

Employees are prohibited from hiding their identity (spoofing) when sending e-mail. Any anonymous or pseudonymous e-mail messages are prohibited.

Confidential and Sensitive Information via E-mail

Sending Company proprietary information, trade secrets, or other confidential information via e-mail is strictly prohibited. This type of information is a valuable asset of the Company and unauthorized dissemination may result in civil liability as well as criminal penalties. E-mail messages are like paper documents. Client-related e-mail messages should be carefully guarded and protected. Before sending an

e-mail message every employee should think about how a third party to the message might interpret the message.

Blind 'Carbon Copies'

Due care must be exercised when sending blind carbon copies (blind cc) of e-mail messages. All employers using "blind cc" must ensure that the addressee's privacy is not violated.

E-mail Retention

E-mail is a generic term and does not refer to any particular type of record, however, most e-mail is typically considered to be correspondence. Records in e-mail systems include not only the messages sent and received, but also the transmission and receipt data as well.

Since e-mail is considered a usual type of correspondence, e-mail retention periods should agree with Company records retention policy.

If you have determined that the e-mail message is not correspondence, but it is another type of record, then review the appropriate retention schedule to determine the applicable retention / disposition period.

Certain e-mail messages may be considered non-records. Examples of such non-records include:

- Non-business Listserv messages
- Courtesy copies (duplicates) of messages.
- Minor, non-policy announcements or reminders, i.e., blood drives, Company fund raising activities, etc.

All employees are responsible for retaining e-mails. Employees are also responsible for deleting drafts and non-business e-mail messages once they are no longer needed. Don't assume that even though you have deleted e-mail messages that they cannot be recovered.

MANAGEMENT ACCESS TO TECHNOLOGY RESOURCES AND EMPLOYEE PRIVACY

Information Assets are Company Property

All messages sent and received, including personal messages, and all data and information stored on the Company's electronic mail system, voicemail system, or computer systems are Company property regardless of the content. As such, the Company reserves the right, under the direction of the President or designee, to access all of its information technology resources including its computers, voicemail, and electronic mail systems, at any time, at its sole discretion.

Employee Privacy

Although the Company does not wish to examine personal information of its employees, on occasion, the Company may (under the direction of the President or designee) need to access its information technology resources, including computer files, electronic mail messages, and voicemail messages. Employees should understand, therefore, that they have no right of privacy with respect to any messages or information created or maintained on the Company's technology resources, including personal information or messages. The Company may, at its discretion, inspect all files or messages on its information technology resources at any time for any reason. The Company may also monitor its information technology resources at any time in order to determine compliance with these policies, for purposes of legal proceedings, to investigate misconduct, to locate information, or for any other business purpose.

Employees should assume that any communication - whether business related or personal - that they create, send, receive, or store on the Company's information technology resources may be read or heard by someone other than the intended recipient. In particular, highly confidential or sensitive information should not be sent through e-mail, or the internet.

The Company reserves the right to keep an employee's e-mail address active for a reasonable period of time following an employee's departure from the Company to ensure that important business communications reach the Company. MG Home Care Services will review such communications and send any appropriate personal communications to the former employee if forwarding information is provided at termination.

Monitoring

MG Home Care Services has the right to monitor any and all usage of its computer systems including (but not limited to) sites visited by users on the internet, chat groups, and newsgroups, and downloaded or

uploaded software. All employees must be aware that the Company may use automated software to monitor documents created, stored, sent, or received.

Passwords

Some of the Company's information technology resources can be accessed only by entering a password. Passwords are intended to prevent unauthorized access to information. Passwords do not confer any right of privacy upon any employee of the Company. Thus, even though employees may maintain passwords for accessing information technology resources, employees must not expect that any information maintained on the information technology resources, including electronic mail and voicemail messages, are private. Employees are expected to maintain their passwords as confidential. Employees must not share passwords and must not access coworkers' systems without express authorization.

Data Collection by the Company

The best way to guarantee the privacy of personal information is not to store or transmit it on the Company's information technology resources. To ensure that employees understand the extent to which information is collected and stored, below are examples of information maintained by the Company. The Company may, however, at its sole discretion, and at any time, alter the amount and type of information that it retains.

Telephone Use and Voicemail

Records may be kept of all calls made from and to a given telephone extension. Although voicemail is password protected, an authorized administrator can reset the password and listen to voicemail messages.

Electronic Mail

Electronic mail may be backed up and archived. Although electronic mail is password protected, an authorized administrator can reset the password and read electronic mail.

Desktop Facsimile Use

Copies of all facsimile transmissions sent and received may be maintained on a facsimile server.

Document Use

Each document stored on the Company’s computers has a history, which shows which users have accessed the document for any purpose.

Internet Use

Internet sites visited, the number of times visited, and the total time connected to each site may be recorded and periodically monitored.

Deleted Information

Deleting or erasing information, documents, or messages maintained on the Company's information technology resources is, in most cases, ineffective. All employees should understand that any information kept on the information technology resources may be electronically recovered regardless of whether it may have been "deleted" or "erased" by an employee. Because the Company periodically backs up all files and messages, and because of the way in which computers re-use file storage space, files and messages may exist that are thought to have been deleted or erased. Therefore, employees who delete or erase information or messages should not assume that such information or messages are confidential.

BRING YOUR OWN DEVICE

Use of personal electronic devices for work purposes, including but not limited to smartphones, tablets, laptops and computers is allowed only when management has provided written authorization and may be limited to certain employees or departments.

During working hours and while conducting Company business, employees must exercise the same discretion in using their personal devices as is expected for the use of Company devices. All Company policies in effect pertaining to harassment, discrimination, retaliation, proprietary information, trade secrets, confidential information, and ethics apply to the use of personal devices for and during work-related activities.

Non-exempt hourly employees will generally not be authorized to use their personal devices for work purposes. If an hourly employee receives management authorization to use personal devices, the employee may not use their device for work purposes outside of their normal work schedule without

authorization in advance from management. This includes but is not limited to reading, sending and/or responding to work related e-mails, text messages, or phone calls (answering and initiating). Hourly employees will be paid in accordance with federal and state law for all hours worked.
Employees may not use their personal devices for work purposes during periods of unpaid leave without prior management authorization. The Company reserves the right to deactivate the Company's information and access on the employee's personal device during periods of unpaid leave.
To ensure the security of proprietary Company information and technology, employees who have been authorized by management to use personal devices are required to comply with Company requirements regarding the installation of antivirus software, additional encryption software, and "remote-wipe" software. All Company-related information and applications must be stored in a way that is password-protected and secure. Cloud-based applications or backup software programs may not be used unless authorized specifically by management as these programs may allow Company-related information to be transferred to unsecure parties. Additionally, employees may not use unsecure internet connections.
When personal devices are being used for work purposes, employees should not expect any privacy except that which is governed by law. The Company has the right, at any time, to monitor any communications that utilize the Company's networks in any way, including data, voicemail, telephone logs, internet use, network traffic, etc. to determine proper use. The Company reserves the right to review, retain, monitor or release personal and/or Company-related data on personal devices to government agencies or third parties during an investigation or litigation. The Company may review the activity and analyze usage patterns and may choose to publicize these data to assure that the Company's resources in these areas are being utilized according to this policy. Finally, no employee shall knowingly disable, tamper with, alter, or destroy any network software or system identified as a monitoring application.
Employees are expected to reasonably protect personal devices used for work-related purposes from loss, damage, and theft. If a personal device is lost or stolen the employee must notify the Company immediately. The Company may choose to remotely wipe Company-related data. The Company is not responsible for the loss or damage of other data and applications on the device when it is remotely wiped. The Company bears no responsibility for replacing or repairing personal devices that are damaged, even if that damage occurs on Company property and/or during working hours.
The employee may be asked to produce any personal device used for work purposes at any time for inspection or review of compliance with policy. When an employee resigns or is terminated, the employee must cooperate in allowing access to the personal device so that the Company can remove all Company data.

SOCIAL MEDIA

The Company understands that social media can be a fun and rewarding way to share an employee's 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. To assist employees in making responsible decisions about their use of social media, we have established these guidelines for appropriate use of social media. MG Home Care Services also protects patient privacy by refraining from posting patient information or photos on social media. This policy applies to all employees of the Company.

Guidelines

In the rapidly expanding world of electronic communication, social media can mean many things. Social media includes all means of communicating or posting information or content of any sort on the internet, including to an employee's own or someone else's web log or blog, journal or diary, personal web site, social networking or affinity web site, web bulletin board, or a chat room, if associated or affiliated with the Company, as well as any other form of electronic communication.
The same principles and guidelines found in Company policies apply to employee activities online. Ultimately, employees are solely responsible for what they post online. Before creating online content, employees should consider some of the risks and rewards that are involved. Employees should keep in mind that any conduct that adversely affects an employee's job performance, the performance of fellow employees, or otherwise adversely affects members, client and/or patients, suppliers, people who work

on behalf of the Company, or the Company's legitimate business interests may result in disciplinary action up to and including termination.

Know and Follow the Rules

Carefully read these guidelines, the General Conduct Guidelines, the Sexual and Other Unlawful Harassment and Abusive Conduct policies, and ensure your postings are consistent with these. Inappropriate postings that may include discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated.

Be Respectful

Employees should always be fair and courteous to fellow employees, client and/or patients, members, suppliers, or people who work on behalf of the Company. Also, employees should keep in mind that they are more likely to resolve work-related complaints by speaking directly with their co-workers or by utilizing our Complaint Procedure than by posting complaints to a social media outlet. Nevertheless, if an employee decides to post complaints or criticism, they should avoid using statements, photographs, video, or audio that reasonably could be viewed as malicious, obscene, threatening, or intimidating; that disparage client and/or patients, members, employees, or suppliers; or that might constitute harassment or abusive conduct. Examples of such conduct might include offensive posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, sex, disability, religion or any other status protected by law or Company policy.

Be Honest and Accurate

Employees should make sure they are always honest and accurate when posting information or news and if they make a mistake, it should be corrected quickly and they should be open about any previous posts they have altered. The internet archives almost everything; therefore, even deleted postings can be searched. Employees should never post any information or rumors that they know to be false about the Company, fellow employees, members, client and/or patients, suppliers, and people working on behalf of the Company or competitors.

Post Only Appropriate and Respectful Content

- Employees should maintain the confidentiality of Company trade secrets and private or confidential information. Trades secrets may include information regarding the development of systems, processes, products, know-how and technology. Employees should not post internal reports, policies, procedures or other internal business-related confidential communications.
- Financial disclosure laws must always be respected. It is illegal to communicate or give a "tip" on inside information to others so that they may buy or sell stocks or securities.
- Employees should not create a link from their blog, website or other social networking site to a Company website without identifying themselves as a Company employee.
- Only personal opinions should be expressed. Employees should never represent themselves as a spokesperson for the Company. If the Company is a subject of the content they are creating, they should be clear and open about the fact that they are an employee and make it clear that their views do not represent those of the Company, fellow employees, members, client and/or patients, suppliers or people working on behalf of the Company. If an employee does publish a blog or post online related to the work they do or subjects associated with the Company, they should make it clear that they are not speaking on behalf of the Company. It is best to include a disclaimer such as "The postings on this site are my own and do not necessarily reflect the views of the Company."

Using Social Media at Work

Employees must refrain from using social media while on work time or on Company equipment, unless it is work-related as authorized by a manager or consistent with the Electronics Assets Usage policy. Employees may not use Company email addresses to register on social networks, blogs, or other online tools utilized for personal use.

Retaliation is Prohibited

The Company prohibits taking negative action against any employee for reporting a possible deviation from this policy or for cooperating in an investigation.

Media Contacts

Employees should not speak to the media on the Company's behalf without contacting Human Resources. All media inquiries should be directed to them.

For More Information

If an employee has questions or needs further guidance, they should contact their supervisor or Human Resources.

COMPANY PHONE USAGE AND PERSONAL CELL PHONES

The telephones of the Company are to be restricted to business calls for Company business. All employees are required to be professional and conscientious at all times when using Company phones. The use of personal cell phones or other devices during working hours should be held to a reasonable limit. Reasonableness of cell phone usage will be determined by management.

PERSONAL PROPERTY

The Company is not liable for lost, misplaced, or stolen personal property. Employees should take all precautions necessary to safeguard their personal possessions. While the Company does not prohibit personal items in the office, desks and office areas are to be kept as neat and organized as possible. Employees should refrain from having their personal mail sent to the Company because mail may be automatically opened.

PARKING

All parking is at an employee's own risk. It is recommended that employees and visitors lock their vehicle and take other appropriate safeguards. Employees are not to park in areas reserved for visitors.

EMPLOYMENT SEPARATION

RESIGNATION

In all cases of voluntary resignation (one initiated by the employee), employees are asked to provide a written notice to their supervisors at least 10 working days in advance of the last day of work. The 10 days must be actual working days. Paid time off (PTO) will not be counted toward the 10-day notice. Employees who provide the requested amount of notice will be considered to have resigned in good standing and generally will be eligible for rehire.

In most cases, Human Resources will conduct an exit meeting on or before the last day of employment to collect all company property, and to discuss final pay. If applicable, information regarding benefits continuation through the Consolidated Omnibus Budget Reconciliation Act (COBRA) will be sent to the employee's home address.

Should it become necessary because of business conditions to reduce the number of employees or work hours, this will be done at the discretion of the company.

TERMINATION

All employment with the Company is at-will employment. This means that the employee has not been hired for a specified duration, but that they can terminate their employment with the Company or the Company can terminate the employment relationship at any time, with or without cause, and with or without prior notice. An employee's at-will employment status cannot be changed by any oral modifications.

Please note, while employment is at will (and cause is not necessary to terminate employment at any time) the following circumstances may lead to immediate disciplinary action and up to termination:

- Violation of the BACB's Guidelines for Responsible Conduct for Behavior
- Behavior that jeopardizes the well-being of clients or fellow employees
- The content of note or reports are deficient (i.e. insufficient documentation)

INTERRUPTING OR DISCONTINUING SERVICES

Technicians are required to adhere to the code of Ethical Compliance. Specifically, Technicians are expected to act in the best interest of the client and should neither discontinue nor interrupt services unless he or she meet the criteria (to discontinue or interrupt services) listed in the Code of Ethical Compliance.

For more detailed information please see The Code of Ethical Compliance and the Behavior Policies and Procedures section of MG Home Care's Policies and Procedures.

PERSONAL POSSESSIONS AND RETURN OF COMPANY PROPERTY

Any Company property issued to employees, such as computer equipment, keys, tools, parking passes or Company credit cards must be returned to the Company at the time of employment separation. Employees may be responsible for any lost or damaged items. Upon separation of employment employees are to remove their personal possessions from all Company property.

CODE OF ETHICAL STANDARDS

To facilitate understanding and assure uniformity, we are reaffirming our basic policies with respect to overall ethical behavior and to several areas of specific concern. Development banking is above all a business based on mutual trust. We thus bear special responsibilities for high standards in our personal and professional behavior.

Basic to this is the fact that MG Home Care Services and its staff strive to be in strict compliance with all laws and regulations that apply to our business.

1. Avoidance of Conflict of Interest

It is essential that we avoid every conceivable conflict of interest or breach of confidence since the corporation deals in depth with the financial aspects of so many individual and entities.

a. Gifts: Staff members and their families may not solicit any kind of gifts or accept any gifts, lavish entertainment or other valuable benefits intended to influence MG Home Care Services' business.

b. Fees: Staff members may not solicit or accept personal fees, commissions or other forms of remuneration because of any transactions or business involving MG Home Care Services.

c. Income: Any MG Home Care Services officer or employee who serves as a director, officer, or employee of another entity in which MG Home Care Services directly or indirectly has a business relation and, in connection with such assignment, received any payments from such other entity – e.g., salary, director's fees, dividends on director's fees, dividends on director's qualifying shares, etc. – MG Home Care Services should get paid all monies generated by these activities and the President of MG Home Care Services should be notified in writing.

d. Compensating position: Any MG Home Care Services employee who holds a compensating position in another company – e.g. salary, bonus, commission, etc. – must disclose such position, and confirmation of no conflict of interest must be obtained in writing from their superior manager.

e. Borrowings & Investments: As individuals, we cannot act on behalf of the Corporation in any transactions involving people or organizations with which our families or we have significant financial or other connections. Use of inside or confidential information in any investment is prohibited.

f. Business Opportunities and Personal Advantage: Employees must never take for themselves opportunities that belong to MG Home Care Services. When we are offered or seeking an opportunity or using our company's funds or facilities or personnel to develop an opportunity, those opportunities rightfully belong to MG Home Care Services – not to individual staff members who may have knowledge or position to divert such opportunities to themselves or others.

g. Investments: MG Home Care Services' officers, employees, and their spouses and dependents cannot make any investment in any other corporation if MG Home Care Services directly or indirectly has an equity interest or outstanding debt in such other corporation or is negotiating

the acquisition of such interest, unless the prior written approval of the President of our corporation.

h. Prohibited Borrowings: No officer, staff-member, or immediate member of their families may borrow from a non-financial client. Any borrowings from financial clients should be on the same terms as offered to regular client and/or patients and should be further reported to the Chairman of the Audit Committee.

2. Relations with Clients/Patients and Third Parties Commitments

Externally, we must treat our client and/or patients, potential client and/or patients, and the communities we serve with equal respect. This demands ethical business conduct and compliance with all local and national laws and regulations. Most of all, this demands a positive attitude toward ethical behavior. It is in this spirit that all members of MG Home Care Services are expected to act. Because it is vital that our word be viewed as our bond, staff members cannot make any actual or apparent commitments, formally or informally, regarding MG Home Care Services without proper prior authorization in accordance with existing procedures. All commitments must be promptly documented and confirmed.

a. Fees and Commissions: Fees and commissions are an integral part of various aspects of all business activity. We regularly engage the services of appraisers, lawyers, consultants, etc. Any evaluation designed to determine who is to be selected to perform a particular service will obviously contain an element of subjectivity. The choice always has to be predicated on quality and competitive price and service, as well as on our overall corporate responsibility policy. Any fees or commissions for other than clearly stated business purposes are prohibited.

b. Dealing with Outside Organizations: MG Home Care Services officers are asked from time to time to become officers and/or directors of business corporations or members of business partnerships. Responsibilities in such positions are individual, and, as the person is not acting for or representing MG Home Care Services, MG Home Care Services cannot assume any liability or loss incurred.

i. Before becoming an officer or director of any outside business, each person should review the circumstances and reasons for service with the appropriate supervisor, and obtain his approval. All such appointments should be reported in writing to the Chairman of the Audit Committee. In cases where approval is given, the individual must avoid situations that might interfere with the efficient performance of MG Home Care Services duties, result in actual or perceived conflict of interest, or in any way bring discredit to or cause criticism of MG Home Care Services. Under no circumstances shall any officer own or operate any outside business involving the lending or investing of money or rendering of any other services offered by MG Home Care Services.

c. Non-Profit Organizations: MG Home Care Services staff members may contribute their time to constructive non-profit organizations – such as civic, religious, charitable, cultural and educational groups. To avoid any possible conflicts, however, care must be taken in several areas:

i. Outside activities should not be undertaken if they are going to infringe on responsibilities to MG Home Care Services.
ii. Service with a non-profit organization as a director, officer or volunteer should never imply or be predicated on a contribution to the organization by MG Home Care Services.
iii. Use of MG Home Care Services facilities, stationary or other resources on behalf of a non-profit organization is a question of judgment, in which all factors should be carefully weighed, including time, cost and possible misinterpretation. In no case must MG Home Care Services corporate endorsement be implied.

d. Privacy: It is essential to maintain strictly confidential relationships between MG Home Care Services and its client and/or patients. All client and/or patients can be expected to regard MG Home Care Services as an organization that is sensitive to their known interest and their right to privacy. Every aspect of client and/or patient relationship is strictly confidential. The affairs of MG Home Care Services and its client and/or patients should never be discussed in public. The

sale or other use of client and/or patient names is prohibited unless specifically authorized by the client and/or patient.

3. Integrity in the use of Corporate Resources.

It is vital that we treat our resources, including our name, as precious assets and never use them in ways that are or could be interpreted as imprudent, improper, or for personal benefit.

a. Improper Payments and Bribery: In all cases MG Home Care Services and its staff shall compete for business only on the basis of the quality and price of our services and the overall benefit to our client and/or patients over time. Gifts, payment of money, loans, lavish entertainment, or other favors given to influence improperly any client and/or patient or potential client and/or patient so as to assist MG Home Care Services or any of its subsidiaries in obtaining or retaining business are prohibited. MG Home Care Services has a zero tolerance policy for bribery and/or kickbacks. All employees must immediately disclose the receipt and/or giving of any and all improper gifts to his/her manager.
    i. In no event shall MG Home Care Services or any of its staff give or offer, directly or indirectly, any contribution, payment or thing of value to any elected official or employee of Federal, State, or local government or to any foreign elected official, foreign political party, or candidate or foreign government employee to influence any official act or decision.
b. General: Personal honesty demands an atmosphere that fosters personal candor. Staff members who have knowledge of any questionable or possibly illegal actions affecting MG Home Care Services are urged to report such actions promptly without fear of retribution. Everyone has an obligation to report any act to either the Internal Auditor of the company, the Compliance Officer of the company, the President of the company or the Chairman of the Audit Committee.

ADDENDUM TO HANDBOOK DUE TO COVID-19 CORONAVIRUS

COVID-19 EMPLOYEE-SCREENING PROCEDURES

Effective 6/15/2020, all employees reporting to work will be screened for respiratory symptoms and have their body temperature taken as a precautionary measure to reduce the spread of COVID-19.

Every employee will be screened, including having his or her temperature taken, when reporting to work. Employees should report to initial hallway where thermometer is located upon arrival at work and prior to entering any other areas of the general office property.

Each employee will be screened privately by Lian Longobucco and/or available office staff using a touchless forehead/ temporal artery thermometer. The employee's temperature and answers to respiratory symptom questions will be documented, and the record will be maintained as a private medical record.

Time spent waiting for the health screening should be recorded as time worked for nonexempt employees.

An employee who has a fever at or above 100.4 degrees Fahrenheit or who is experiencing coughing or shortness of breath will be sent home. The employee should monitor his or her symptoms and call a doctor or use telemedicine if concerned about the symptoms.

An employee sent home can return to work when:

- He or she has had no fever for at least three (3) days without taking medication to reduce fever during that time; AND
- Any respiratory symptoms (cough and shortness of breath) have improved; AND
- At least ten (10) days have passed since the symptoms began.

An employee may return to work earlier if a doctor confirms the cause of an employee's fever or other symptoms is not COVID-19 and releases the employee to return to work in writing.

An employee who experiences fever and/or respiratory symptoms while home should not report to work. Instead, the employee should contact his or her immediate supervisor for further direction.

EMPLOYEE HANDBOOK ACKNOWLEDGEMENT

MG HOME CARE SERVICES

I acknowledge receipt of the Company's employee handbook. I agree to read the handbook and to follow the guidelines and policies set forth in the handbook and any amendments to the handbook along with the other policies and procedures of the Company.

I acknowledge that I was informed of the availability of the Employee Handbook on the ABA Matrix Platform available at all times while I am in active status.

I understand that I am not being hired for any definite period of time even though my wages are paid regularly. I further understand that I am an at-will employee and my employment can be terminated at any time, with or without cause and with or without prior notice either by the Company or myself. No promises or representations have been made to me that I can be disciplined or discharged from my employment with the Company only under certain circumstances or after certain events.

I am aware that the contents of the employee handbook are presented as a matter of information and that except for the at-will provisions, the handbook can be amended at any time. I realize that nothing in this handbook is intended to infringe upon my rights under Section 7 of the National Labor Relations Act (NLRA). Additionally, I am hereby made aware that under the Defend Trade Secrets Act I may not be held criminally or civilly liable under federal or state trade secret laws if I disclose a trade secret to a government official or attorney solely for the purpose of reporting or investigating a violation of law, or in a complaint or document filed in a lawsuit, if that filing is made under seal.

I understand and agree that the handbook is for informational purposes only and is not intended to create a contract, nor is it a contract of employment or continuing employment between myself and the Company. I also understand that neither the handbook nor any policy of the Company is a guarantee or promise of employment or continuing employment. I am aware that Company policy requires employees to be hired at-will and this policy cannot be changed by any oral modifications. My at-will employment status with the Company has been fully explained and I have been given an opportunity to ask questions regarding Company policies and my at-will employment status.

I understand that it is my responsibility to access, read and comply with policies contained in this handbook and any revisions made to it.

_____

Signature

_____

Printed Name

_____

Date