



CRAWFORD ORTHODONTIC CARE

EMPLOYEE HANDBOOK

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Table of Contents

FOREWORD	5
INTRODUCTION	6
CODE OF ETHICS AND BUSINESS CONDUCT	6
Respect for the Individual.....	6
Create a Culture of Open and Honest Communication	6
Set Tone at the Top.....	6
Uphold the Law	7
CORPORATE COMMUNICATIONS	7
DIVERSITY	7
EQUAL EMPLOYMENT OPPORTUNITY POLICY STATEMENT	8
NON-DISCRIMINATION AND ANTI-HARASSMENT POLICY	8
Individuals and Conduct Covered	9
Retaliation Is Prohibited	9
COMPLAINT PROCEDURE	9
Reporting an Incident of Harassment, Discrimination or Retaliation	9
IMPORTANT NOTICE TO ALL EMPLOYEES:.....	9
The Investigation	9
Responsive Action	10
DISABILITY ACCOMMODATION POLICY	10
RELIGIOUS ACCOMMODATION POLICY	10
WORK ETHICS POLICY	10
HIPAA MEDICAL PRIVACY	11
PERSONAL PROPERTY AND EXPECTATIONS OF PRIVACY POLICY.....	11
SECURITY	12
HIRING POLICY AND PROCEDURE	12
Recruitment Advertising.....	12
BACKGROUND CHECK POLICY	12
IMMIGRATION LAW COMPLIANCE	12
CONFLICT RESOLUTION PROCEDURES.....	12
EMPLOYMENT.....	13
INITIAL EMPLOYMENT PERIOD	13
EMPLOYMENT CATEGORIES POLICY	13
PAYMENT OF WAGES.....	14
TIMESHEET POLICY.....	14
PAYCHECK DEDUCTIONS	14

OVERTIME PAY	15
GARNISHMENT OF WAGES/ CHILD SUPPORT	15
SOCIAL SECURITY NUMBERS: SAFEGUARDING	15
Operating Procedures	15
PERSONNEL RECORDS	16
TIME OFF	16
HOLIDAYS	16
VACATION	17
LEAVES OF ABSENCE	18
BEREAVEMENT LEAVE	19
JURY DUTY	19
VOTING LEAVE	19
DISABILITY LEAVE OF ABSENCE	20
MILITARY LEAVE	20
Continuation of Health Benefits	20
Requests for Leave	20
Leave for Active or Reserve Duty	20
Leave for Training and Other Related Obligations (e.g., fitness for service examinations)	20
Return from Military Leave	20
Required Documentation	21
LEAVE REQUEST PROCEDURE	21
ADVERSE WEATHER CONDITIONS POLICY	21
EMPLOYEE BENEFITS	22
ELIGIBILITY REQUIREMENTS	22
BENEFITS WAITING PERIOD	23
MEDICAL INSURANCE	23
DENTAL INSURANCE	23
VISION INSURANCE	23
PRE-TAX PREMIUM	23
WORKERS' COMPENSATION BENEFITS	23
SOCIAL SECURITY	23
UNEMPLOYMENT INSURANCE	23
ON THE JOB	23
ATTENDANCE, PUNCTUALITY AND DEPENDABILITY	23
MEAL TIME	24
TELEPHONE USE	24

TEAM MEETINGS & STAFF MEETINGS	24
WORK PLACE MAINTENANCE	24
DRESS CODE & PERSONAL HYGIENE POLICY	24
Hygiene.....	24
Personal Grooming	25
Professional Attire	25
EMPLOYEE CONDUCT AND WORK RULES POLICY	25
PROGRESSIVE DISCIPLINE POLICY AND PROCEDURE.....	25
Written Warnings.....	26
Prohibited Conduct	26
ACCESS TO PERSONNEL FILES	27
EMPLOYEE RECORDS CONFIDENTIALLY POLICY	27
COMPANY CELL PHONE POLICY.....	28
DRUG FREE WORKPLACE PROGRAM POLICY	28
Procedure	29
Confidentiality	30
Disciplinary Action.....	30
Responsibilities.....	31
DEFINITIONS	31
Verbal communication.....	31
Manipulating the work environment	31
Psychological manipulation.....	31
For those being bullied	32
For the employer.....	32
RESPONSIBILITIES	32
WORKPLACE VIOLENCE PREVENTION POLICY	33
EMPLOYEE HEALTH AND SAFETY PROGRAM POLICY	33
ANTI-VIOLENCE POLICY	33
OPEN DOOR POLICY	34
COMPANY E-MAIL AND INTERNET POLICY	34
INTERNET USE POLICY	35
Disclaimer of liability for use of Internet	35
Duty not to waste computer resources	36
No expectation of privacy.....	36
Monitoring computer usage.....	36
Blocking of inappropriate content	36

Prohibited activities	36
Illegal copying	36
Accessing the Internet.....	37
Virus detection.....	37
Amendments and revisions.....	37
USE OF COMPANY PROPERTY	37
USE OF COMPANY EQUIPMENT AND COMPUTER SYSTEMS	37
COMPANY COMPUTER SYSTEM.....	38
EXPENSE REIMBURSEMENT: EMPLOYEE BUSINESS EXPENSE REPORTS	38
Approval and Responsibilities.....	38
Documentation Requirements	38
Expenses Charged to Company by Employee.....	38
Training, Conferences and Seminars	39
RELEASE OF EMPLOYEE INFORMATION	39
SMOKE- FREE WORKPLACE	39
TERMINATION PROCEDURES.....	39
Voluntary Termination of Employment Policy	39
Dismissals	40
Exit Interview	40
Benefits	40
Final Paycheck.....	40
FINAL THOUGHTS	40
EMPLOYEE HANDBOOK RECEIPT	41

FOREWORD

Whether you have just joined our staff or have been at Crawford Orthodontic Care, (the Company) for a while, we are confident that you will find our company a dynamic and rewarding place in which to work and we look forward to a productive and successful association. We consider the employees of Crawford Orthodontic Care to be one of its most valuable resources. This manual has been written to serve as the guide for the employer/employee relationship.

There are several things that are important to keep in mind about this handbook. First, it contains only general information and guidelines. It is not intended to be comprehensive or to address all the possible applications of, or exceptions to, the general policies and procedures described. For that reason, if you have any questions concerning eligibility for a particular benefit, or the applicability of a policy or practice to you, you should address your specific questions to Human Resources managed by Human Resources Dimensions, 770-857-0002. Neither this handbook nor any other Company document, confers any contractual right, either express or implied, to remain in Crawford Orthodontic Care employ. Nor does it guarantee any fixed terms and conditions of your employment. Your employment is not for any specific time and may be terminated at will, with or without cause and without prior notice, by Crawford Orthodontic Care or you may resign for any reason at any time. No supervisor or other representative of Crawford Orthodontic Care has the authority to enter into any agreement for employment for any specified period of time, or to make any agreement contrary to the above.

Second, the procedures, practices, policies and benefits described here may be modified or discontinued from time to time. We will try to inform you of any changes as they occur.

Third, this handbook and the information in it should be treated as confidential. No portion of this handbook should be disclosed to others, except Crawford Orthodontic Care employees and others affiliated with the firm whose knowledge of the information is required in the normal course of business.

Finally, some of the subjects described here are covered in detail in official policy documents. You should refer to these documents for specific information, since this handbook only briefly summarizes those benefits. Please note that the terms of the written insurance policies are controlling.

INTRODUCTION

CODE OF ETHICS AND BUSINESS CONDUCT

The success of our business is dependent on the trust and confidence we earn from our employees, customers and shareholders. We gain credibility by adhering to our commitments, displaying honesty and integrity and reaching company goals solely through honorable conduct. It is easy to say what we must do, but the proof is in our actions. Ultimately, we will be judged on what we do.

When considering any action, it is wise to ask: will this build trust and credibility for Crawford Orthodontic Care? Will it help create a working environment in which Crawford Orthodontic Care can succeed over the long term?

Is the commitment I am making one I can follow through with?

The only way we will maximize trust and credibility is by answering “yes” to those questions and by working every day to build our trust and credibility.

Respect for the Individual

We all deserve to work in an environment where we are treated with dignity and respect. Crawford Orthodontic Care is committed to creating such an environment because it brings out the full potential in each of us, which, in turn, contributes directly to our business success. We cannot afford to let anyone’s talents go to waste.

Crawford Orthodontic Care is an equal employment/affirmative action employer and is committed to providing a workplace that is free of discrimination of all types from abusive, offensive or harassing behavior. Any employee who feels harassed or discriminated against should report the incident to his or her manager or to human resources.

Create a Culture of Open and Honest Communication

At Crawford Orthodontic Care everyone should feel comfortable to speak his or her mind, particularly with respect to ethics concerns. Managers have a responsibility to create an open and supportive environment where employees feel comfortable raising such questions. We all benefit tremendously when employees exercise their power to prevent mistakes or wrongdoing by asking the right questions at the right times. Crawford Orthodontic Care will investigate all reported instances of questionable or unethical behavior. In every instance where improper behavior is found to have occurred, Crawford Orthodontic Care will take appropriate action. We will not tolerate retaliation against employees who raise genuine ethics concerns in good faith.

For your information Crawford Orthodontic Care’s whistleblower policy is as follows:

Employees are encouraged, in the first instance, to address such issues with their managers or the Practice Manager, as most problems can be resolved swiftly. If for any reason that is not possible or if an employee is not comfortable raising the issue with his or her manager, the issue should be taken to Human Resources. Crawford Orthodontic Care operates with an open-door policy.

Set Tone at the Top

Management has the added responsibility for demonstrating, through their actions, the importance of this Code. In any business, ethical behavior does not simply happen; it is the product of clear and direct communication of behavioral expectations, implemented from the top and demonstrated by example. Again, ultimately, our actions are what matters.

To make our Code work, managers must be responsible for promptly addressing ethical questions or concerns raised by employees and for taking the appropriate steps to deal with issues. Managers should not consider employees' ethics concerns as threats or challenges to their authority, but rather as another encouraged form of business communication. At Crawford Orthodontic Care, we want the ethics dialogue to become a natural part of daily work.

Uphold the Law

Crawford Orthodontic Care's commitment to integrity begins with complying with laws, rules and regulations where we do business. Further, each of us must have an understanding of Crawford Orthodontic Care policies, laws, rules and regulations that apply to our specific roles. If we are unsure of whether a contemplated action is permitted by law or Crawford Orthodontic Care policy, we should seek the advice from the resource expert. We are responsible for preventing violations of law and for speaking up if we see possible violations.

CORPORATE COMMUNICATIONS

All corporate communications, media releases, advertising, and so forth must be cleared in advance with Crawford Orthodontic Care's senior management.

The following must be submitted to the Practice Manager for approval prior to use:

- A. Advertisements for newspapers, radio, television, trade journals, magazines, brochures, trade association bulletins, and so forth. All advertisements must comply with official corporate format and specification and must only be placed through corporate-approved advertising agencies.
- B. Requests for photographs, videotape footage, and so forth.
- C. Requests for endorsements from machinery, equipment, product vendors, consultants, and so forth.
- D. Requests for sponsorships from civic, professional community and/or other groups.
- E. News articles, interviews, editorials, research papers and/or other business-related commentary.
- F. Announcements/notices dealing with:
 - 1. Purchases
 - 2. Management changes
 - 3. Operating schedules
 - 4. Wages
 - 5. Benefits
 - 6. Working conditions
 - 7. Policy
- G. Technical and/or financial data or any other proprietary information.

DIVERSITY

Diversity is both embraced and encouraged at Crawford Orthodontic Care. We strongly believe in the value of diversity in the workforce. We are committed to providing an environment of fairness and equitable treatment of everyone, regardless of race, religion, color or creed.

Embracing individual uniqueness brings creativity and vitality to our environment. In recognition of that, we have implemented diversity training, we continue to work to increase minority vendors and to increase the hiring and retention of diverse associates throughout Crawford Orthodontic Care.

Our goals are to effectively serve customers from all backgrounds, to encourage the growth of all employees and to embrace and celebrate the diversity of our communities.

EQUAL EMPLOYMENT OPPORTUNITY POLICY STATEMENT

Equal Employment Opportunity has been, and will continue to be, a fundamental principle at Crawford Orthodontic Care, where employment is based upon personal capabilities and qualifications without discrimination because of race, color, religion, sex, age, national origin, disability, genetic information, or any other protected characteristic as established by state or federal law.

This policy of Equal Employment Opportunity applies to all policies and procedures relating to recruitment and hiring, compensation, benefits, termination and all other terms and conditions of employment.

The Human Resources Department has overall responsibility for this policy and maintains reporting and monitoring procedures. Employees' with questions or concerns should contact the Human Resources Department.

Appropriate disciplinary action may be taken against any employee willfully violating this policy.

NON-DISCRIMINATION AND ANTI-HARASSMENT POLICY

Crawford Orthodontic Care is committed to a work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits discriminatory practices, including harassment. Therefore, Crawford Orthodontic Care expects that all relationships among persons in the workplace will be business-like and free of bias, prejudice and harassment.

Harassment on the basis of any protected characteristic is strictly prohibited. Under this policy, harassment is verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of his/her race, color, religion, national origin, age, disability, alien or citizenship status, marital status, creed, genetic predisposition or carrier status, sexual orientation or any other characteristic protected by law, and that: (i) has the purpose or effect of creating an intimidating, hostile or offensive work environment; (ii) has the purpose or effect of unreasonably interfering with an individual's work performance; or (iii) otherwise adversely affects an individual's employment opportunities.

Harassing conduct includes, but is not limited to: epithets, slurs or negative stereotyping; threatening, intimidating or hostile acts; denigrating jokes and display or circulation in the workplace of written or graphic material that denigrates or shows hostility or aversion toward an individual or group (including through e-mail or text message).

Because sexual harassment continues to be a societal concern, this policy addresses sexual harassment in detail; however, it applies to any form of harassment and the complaint procedure should be used for any concerns related to harassment based on any protected category.

Sexual harassment includes unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when, for example: (i) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; (ii) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or (iii) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Sexual harassment may include a range of subtle and not so subtle behaviors and may involve individuals of the same or different gender. Depending on the circumstances, these behaviors may include, but are not limited to: unwanted sexual advances or requests for sexual favors; sexual jokes and innuendo; verbal abuse of a sexual nature; commentary about an individual's body, sexual prowess or sexual deficiencies; leering, catcalls

or touching; insulting or obscene comments or gestures; display or circulation in the workplace of sexually suggestive objects or pictures (including through e-mail or text message); and other physical, verbal or visual conduct of a sexual nature. Sex-based harassment that is, harassment not involving sexual activity or language (e.g., male manager yells only at female employees and not males) may also constitute discrimination if it is severe or pervasive and directed at employees because of their sex.

Individuals and Conduct Covered

These policies apply to all applicants and employees, and prohibit harassment, discrimination and retaliation whether engaged in by fellow employees, by a supervisor or manager or by someone not directly connected to Crawford Orthodontic Care (e.g., an outside vendor, consultant or customer).

Conduct prohibited by these policies is unacceptable in the workplace and in any work-related setting outside the workplace, such as during business trips, business meetings and business-related social events.

Retaliation Is Prohibited

Crawford Orthodontic Care prohibits retaliation against any individual who reports discrimination or harassment or participates in an investigation of such reports. Retaliation against an individual for reporting harassment or discrimination or for participating in an investigation of a claim of harassment or discrimination is a serious violation of this policy and, like harassment or discrimination itself, will be subject to disciplinary action.

COMPLAINT PROCEDURE

Reporting an Incident of Harassment, Discrimination or Retaliation

Crawford Orthodontic Care strongly urges the reporting of all incidents of discrimination, harassment or retaliation, regardless of the offender's identity or position. Any employee who believes that they have been harassed should report the situation immediately to one of the following members of management who have been designated to receive such complaints: the employee's local designated manager; if an employee is not comfortable contacting the local designated manager, the employee can contact the Practice Manager or Human Resources. If an employee makes a report to any of these members of management and the manager either does not respond or does not respond in a manner the employee deems satisfactory or consistent with this policy, the employee is required to report the situation to one of the other members of management designated in this policy to receive complaints.

IMPORTANT NOTICE TO ALL EMPLOYEES:

Employees who have experienced conduct they believe is contrary to this policy have an obligation to take advantage of this complaint procedure.

Early reporting and intervention have proven to be the most effective method of resolving actual or perceived incidents of harassment. Therefore, while no fixed reporting period has been established, Crawford Orthodontic Care strongly urges the prompt reporting of complaints or concerns so that rapid and constructive action can be taken. Crawford Orthodontic Care will make every effort to stop alleged harassment before it becomes severe or pervasive, but it needs the cooperation of its staff/employees to do so.

The availability of this complaint procedure does not preclude individuals who believe they are being subjected to harassing conduct from promptly advising the offender that his or her behavior is unwelcome and requesting that it be discontinued.

The Investigation

Any reported allegations of harassment, discrimination, or retaliation will be investigated promptly, thoroughly and impartially. The investigation may include individual interviews with the parties involved and, where

necessary, with individuals who may have observed the alleged conduct or may have other relevant knowledge.

Confidentiality will be maintained throughout the investigatory process to the extent consistent with adequate investigation and appropriate corrective action.

Responsive Action

Misconduct constituting harassment, discrimination or retaliation will be dealt with promptly and appropriately. Responsive action may include, for example, training, referral to counseling, monitoring of the offender and/or disciplinary action such as warning, reprimand, withholding of a promotion or pay increase, reduction of wages, demotion, reassignment, temporary suspension without pay or termination, as Crawford Orthodontic Care believes appropriate under the circumstances.

If an employee making a complaint does not agree with its resolution, the employee may appeal to Crawford Orthodontic Care's President.

Individuals who have questions or concerns about these policies should talk with the Practice Manager or Human Resources.

DISABILITY ACCOMMODATION POLICY

It is Crawford Orthodontic Care's policy not to discriminate against any qualified employee or applicant with regard to any terms or conditions of employment because of such individual's disability or perceived disability so long as the employee can perform the essential functions of the job. Consistent with this policy of nondiscrimination, Crawford Orthodontic Care will work with employees to identify and provide reasonable accommodations to a qualified individual with a disability, who has made Crawford Orthodontic Care aware of his or her disability, provided that such accommodation does not constitute an undue hardship on Crawford Orthodontic Care.

Employees with a disability who believe they need a reasonable accommodation to perform the essential functions of their job should contact the Human Resources Department. Crawford Orthodontic Care encourages individuals with disabilities to seek reasonable accommodation if necessary to perform the essential functions of the job.

RELIGIOUS ACCOMMODATION POLICY

Crawford Orthodontic Care respects the religious beliefs and practices of all employees and will make, upon request, an accommodation for such observances when a reasonable accommodation is available that does not create an undue hardship on Crawford Orthodontic Care's business.

WORK ETHICS POLICY

Crawford Orthodontic Care will comply with all applicable laws and regulations and expects its directors, officers, volunteers and employees to conduct business in accordance with the letter and spirit of relevant laws and refrain from dishonest or unethical conduct.

Employees shall, during both working and nonworking hours, act in a manner which will inspire public trust in their integrity, impartiality and devotion to the best interests of Crawford Orthodontic Care, its customers and citizens.

To ensure ethical and impartial business, it is prohibited for Crawford Orthodontic Care employees to:

1. Offer, accept or solicit money, property, service or other items of value by way of gift, favor, inducement or loan with the intent that the offer would influence or the recipient would be influenced by such conduct in the discharge of public duties. The value of a gift must be \$50 or less.
2. Use their official position, uniform or badge to secure special advantage in business, personal gain or other benefit derived from such relationship.
3. Use any company-owned facility, building, equipment, materials or vehicle for their personal use or benefit, or for the personal use or benefit of any other individual. No employee shall have unauthorized possession of company property.
4. Invest or hold a financial interest, directly or indirectly, in any business entity, transaction or business endeavor that would create a conflict between Crawford Orthodontic Care employee's duty to uphold the public trust and the individual's private interest.
5. Company employees may be offered honorariums. If the employee is being paid by Crawford Orthodontic Care for the time for which the honorarium will be received, the honorarium will be rejected.

In general, the use of good judgment, based on high ethical principles, will be the guide with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action, the matter must be disclosed to the immediate supervisor. The supervisor shall immediately inform the Human Resource Director for the purpose of precluding any real or apparent conflict of interest.

HIPAA MEDICAL PRIVACY

Privacy and security of health information is a concern, which is wide spread throughout the United States. Crawford Orthodontic Care is committed to protecting private data of its employees including health information. New federal laws call for additional protections of health information as well as to provide you with rights to access your health information and understand how it is being used. The Crawford Orthodontic Care Group Health Plan describes in detail how Crawford Orthodontic Care protects your health information and what your rights are regarding your health information.

Summary of the Federal Privacy Regulations and Crawford Orthodontic Care Notice of Privacy Practices.

Privacy regulations are part of the Health Insurance Portability and Accountability Act - also referred to as HIPAA. HIPAA will help protect the privacy of your health information as follows:

1. Defines Individual Health Information. HIPAA defines what is considered to be health information.
2. Defines Health Care Organizations. HIPAA directs what kind of organizations must follow standard privacy regulations. HIPAA covers health plans and many other organizations that are involved in the healthcare delivery process.
3. Defines Individual Rights Regarding Health Information. HIPAA provides you with rights to help you understand and control how your health information is being used.

For any questions or complaints, please contact: Human Resource Director, James Dyak, SPHR. 770-857-0002.

PERSONAL PROPERTY AND EXPECTATIONS OF PRIVACY POLICY

Crawford Orthodontic Care assumes no liability whatsoever for the damage, loss or theft caused by third parties to the personal property of staff members.

All storage facilities, office and workspaces, including desks and lockers, are the property of Crawford Orthodontic Care and Crawford Orthodontic Care reserves the right to have access to these areas and to such property at any time, without advance notice to any employee. Therefore, employees should not expect that such property would be treated as private and personal to the employee. Likewise, electronic mail and voicemail are also company property and are to be used only for business purposes. Internet accounts are also to be used only for company business. Crawford Orthodontic Care reserves the right to inspect, monitor and have access to company computers, electronic mail, voicemail messages and Internet communications.

In order to promote the safety of employees and company visitors, as well as the security of its facilities, Crawford Orthodontic Care reserves the right to conduct video surveillance of any portion of its premises at any time. Video cameras may be positioned in appropriate places within and around company facilities. The only exceptions to this policy include private areas of restrooms, showers and dressing rooms.

SECURITY

All vehicles, lockers, desks, offices or containers that are Crawford Orthodontic Care property as well as briefcases, backpacks, parcels and other personal belongings of employees, are subject to inspection and search by Crawford Orthodontic Care or their designated agents.

HIRING POLICY AND PROCEDURE

Crawford Orthodontic Care believes that hiring qualified individuals to fill positions contributes to the overall strategic success of Crawford Orthodontic Care. Each employee, while employed, is hired to make significant contributions to Crawford Orthodontic Care.

Recruitment Advertising

Positions are advertised externally based upon need and budget requirements. The Practice Manager and Human Resources are responsible for placing all recruitment advertising.

BACKGROUND CHECK POLICY

Crawford Orthodontic Care believes that hiring qualified individuals to fill positions contributes to the overall strategic success of Crawford Orthodontic Care. Background checks serve as an important part of the selection process at Crawford Orthodontic Care. This type of information is collected as a means of promoting a safe work environment for current and future Crawford Orthodontic Care employees. Background checks also help Crawford Orthodontic Care obtain additional applicant related information that helps determine the applicant's overall employability, ensuring the protection of the current people, property, and information of the organization.

IMMIGRATION LAW COMPLIANCE

Crawford Orthodontic Care will adhere to all state and federal laws ensuring that all of our employees have the proper legal documents to work in the United States.

CONFLICT RESOLUTION PROCEDURES

It is the purpose of Crawford Orthodontic Care to provide an effective way for employees to bring problems concerning their wellbeing at work to the attention of company's management. Therefore, an informal Conflict Resolution Procedure has been established for the benefit and use of the employees.

When an employee believes a work condition or treatment is unjust, inequitable, a hindrance to effective operation or creates a problem, he/she is encouraged to discuss the condition or treatment with his/her supervisor.

Misunderstandings or conflicts can arise in any organization and should be resolved before serious problems develop. Most incidents resolve themselves naturally; however, should a situation persist that the employee believes is detrimental to himself/herself or Crawford Orthodontic Care, the employee should follow the procedure described here for bringing the complaint to management's attention.

1. Discussion of the problem with the immediate supervisor is encouraged as a first step. If the employee does not believe a discussion with the supervisor is appropriate, the employee should proceed directly to the next step.
2. If the problem is not resolved after discussion with the supervisor or if the employee thinks a discussion with the supervisor is inappropriate, the employee is then encouraged to request a meeting with Human Resources. The employee will normally receive a response regarding the problem within five working days of meeting.
3. If the employee is not satisfied with the decision and wishes to pursue the matter further, he/she may prepare a written summary of the concerns and request that Crawford Orthodontic Care review the matter. This request should be made through Crawford Orthodontic Care Human Resources who will notify the Owner. The Owner or his/her designee and Human Resources after a full review of the facts (which may include a review of the written summary of the problem, interviews with the people involved, and further investigation if necessary), will inform the employee of its decision, usually within 15 working days. The decision of the will be final.

EMPLOYMENT

INITIAL EMPLOYMENT PERIOD

Every new employee goes through an initial period of adjustment in order to learn about Crawford Orthodontic Care and about his/her job. During this time, the employee will have an opportunity to find out if he/she is suited to, and likes, his/her new position.

Additionally, the initial employment period gives the employee's supervisor a reasonable period of time to evaluate his/her performance. **The initial employment period is 90 days.**

During this time, the new employee will be provided with training and guidance from his/her supervisor. He/she may be discharged at any time during this period if his/her supervisor concludes that he/she is not progressing or performing satisfactorily. Under appropriate circumstances, the initial employment may be extended. Additionally, as is true at all times during an employee's employment with Crawford Orthodontic Care, employment is not for any specific time and may be terminated at will, with or without cause and without prior notice.

At the end of the initial employment period, the employee and his/her supervisor may discuss his/her performance. Provided his/her job performance is "satisfactory" at the end of the initial employment period, he/she will continue in our employment as an at-will employee.

EMPLOYMENT CATEGORIES POLICY

There are three categories of employees, including Regular Full-time, Regular and Part-time employees. The work times and benefits availability vary depending upon the employee's category.

- Regular Full-Time Employee
- Regular Employee

- Part-time Employee

Regular Full-time Employee – Regular Full-time employees are scheduled to work at least 32 hours per week and are currently eligible for all company benefits as outlined in this handbook.

Regular Employee – Regular employees are scheduled to work on average less than 32 hours per week with a consistent schedule. They are currently eligible for company vacation and sick time earning at a rate of 80% of the Regular Full-Time employee rate if they work a minimum of 24 hours per week on a regular basis. They are not eligible for benefits.

Part-time Employee – Part-time employees work on average less than 30 hours per week and have a variable schedule. Part-time Employees are not eligible for benefits or paid time off.

In addition to the preceding categories employees are also categorized as “exempt” or “non-exempt”.

Exempt Employees - are classified as such if their job duties are exempt from the overtime provisions of the Federal and State Wage and Hour Laws. Exempt employees are not eligible for overtime pay. Their salaries are established on a weekly basis. Benefits, compensation and work rules for exempt workers are established by the Medical Headquarters consistent with applicable laws.

Non-Exempt Employees - receive overtime pay in accordance with our overtime policy. Their salaries are calculated on an hourly basis.

Upon hire, your supervisor will notify you of your employment classification.

PAYMENT OF WAGES

Payment of wages will be on a bi-weekly basis. The pay day will be moved to the last working day before the pay day if the pay day occurs on a holiday.

TIMESHEET POLICY

Non-exempt employees must keep a record of all time worked by completing a timesheet or punching in and punching out. Record your time on your time at the beginning and end of your shift and for your meal break. Employees must punch in and punch out when the start and end work including when they take their lunch break. Falsifying a time record or recording time for another person is prohibited and will result in disciplinary action, up to and including discharge.

PAYCHECK DEDUCTIONS

Crawford Orthodontic Care is required by law to make certain deductions from your paycheck each pay period. Such deductions typically include federal and state taxes and Social Security (FICA) taxes. Depending on the state in which you are employed and the benefits you choose, there may be additional deductions. All deductions and the amount of the deductions are listed on your pay stub. These deductions are totaled each year for you on your Form W-2, Wage and Tax Statement.

The amount of Federal withholding is affected by the number of exemptions claimed on Form W-4, Employee's Withholding Allowance Certificate. If an employee's marital status changes or the number of exemptions previously claimed increases or decreases, a new Form W-4 must be submitted to the Human Resources Department.

OVERTIME PAY

Depending on Crawford Orthodontic Care work needs, non-exempt employees may be required to work overtime when requested to do so. Prior approval of a supervisor, however, is required before any non-exempt employee works overtime. Employees working overtime without approval will be subject to disciplinary action. After the employee has worked the normal 40 hours, all additional time is paid at a rate of 1 ½ times the employee's regular hourly rate. Holiday, Sick Time and Vacation pay does not count towards overtime eligibility.

GARNISHMENT OF WAGES/ CHILD SUPPORT

When an employee's wages are garnished by a court order, our Company is legally bound to withhold the amount indicated in the garnishment order from the employee's paycheck. Crawford Orthodontic Care will, however, honor applicable federal and state guidelines that protect a certain amount of an employee's income from being subject to garnishment.

SOCIAL SECURITY NUMBERS: SAFEGUARDING

It is the policy of Crawford Orthodontic Care to protect the confidentiality of Social Security numbers obtained and used in the course of business from its employees and applicants. All executives, managers and employees are expected to rigorously adhere to this policy. Any employee violating the provisions of this policy and its operating procedures will be disciplined in accordance with company rules.

Operating Procedures

1. Collection of Numbers: Social Security numbers will be collected from applicants and employees as required in order to meet federal and/or state reporting requirements.

2. Use of Numbers: Except for verification and reporting uses for the above-referenced reasons, no Social Security number or portion of a Social Security number will be used in the conduct of Crawford Orthodontic Care's business and

- No Social Security number or portion of a Social Security number will be permitted to be used for the following purposes: identification badges, parking permits, time cards, employee rosters, employee identification records, computer passwords, company account records, licenses, agreements or contracts.
- No Social Security number or portion of a Social Security number will be used in open computer transmissions, company distributions or through Crawford Orthodontic Care intranet except where such transmission of information is by secure connection or is encrypted. As examples, reporting of payroll withholding taxes and benefit plan participation require such data; thus, such transmissions of data will be handled through secured computer transmission only.

3. Storage of and Access to Numbers:

Storage: All documents containing Social Security numbers shall be stored in locked secured areas. All computer applications containing Social Security numbers shall be maintained on secured, authorized-access computer stations only.

- Access: Only persons who have a legitimate business reason will have access to Social Security numbers; such access will be granted through department heads responsible for functions with reporting or transporting of such data responsibilities. Department heads and employees granted such access must take all necessary precautions to ensure the integrity of records that include such numbers when the records are not being used.

4. Destruction of Numbers: Records that include Social Security numbers will be maintained in accordance with federal and state laws. When such documents are released for destruction, the records will be destroyed by shredding.

5. State Laws: Where this company policy and operating procedures may conflict with a state law in any state in which Crawford Orthodontic Care operates, the state law shall supersede this policy.

PERSONNEL RECORDS

To keep necessary Company records up to date, it is extremely important that you notify the Human Resources Department of any changes in:

- Name and/or marital status
- Address and/or telephone number
- # of eligible dependents
- W-4 deductions
- Person to contact in case of emergency

WORK SCHEDULES

The regular work hour schedules for all offices is from 7:30 AM to 4:00 PM or 8:00 AM to 4:30 PM with a minimum of a ½ hour unpaid lunch break. Employees must clock in and clock out each day and during their lunch period.

TIME OFF

We provide time off benefits to give our employees an opportunity for rest and relaxation and time to pursue personal interests. This section of the Handbook generally describes the time off benefits provided by the Company.

HOLIDAYS

Crawford Orthodontic Care normally observes the following holidays during the year:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

If one of the above holidays falls on Saturday, it normally is observed on the preceding Friday. If a holiday falls on Sunday, it normally is observed on the following Monday.

VACATION

Eligible employees are entitled to the following vacation hours:

Years of Service	Regular Full-Time	Regular Employee
After one full year	Five (5) days (Forty (40) hours)	Four (4) days (Thirty-two (32) hours)
After two full years	Ten (10) days (Eighty (80) hours)	Eight (8) days (Sixty-four (64) hours)
After five full years	Fifteen (15) days (One hundred twenty (120) hours)	Twelve (12) days (Ninety-six (96) hours)

Vacation time accrues and is awarded on the anniversary date of an employee's full-time employment date. If the employee was part time and changes to full time status, he/she will not receive vacation time until one (1) year from the full-time date.

A Vacation/Leave form must be submitted to the supervisor or orthodontist at least one (1) month prior to the date(s) the employee wants off. The supervisor will then try to accommodate the request. Whenever possible, vacations should be concurrent with the orthodontist's. If the dates requested are approved, the employee will be given a copy of the Vacation/Leave form signed by his/her supervisor.

Vacation time must be used by the next full-time anniversary date. It may not be carried over to the following year. Vacation "cash ins" and "pay outs" are not available.

Employees who leave Crawford Orthodontic Care will not receive pay for any remaining vacation hours unless the labor laws of their state require such payment.

ELIGIBILITY: Employees are eligible if they have been full time for at least one (1) year. Employees who have worked for Crawford Orthodontic Care for at least three (3) months and have changed status from part time to full time are eligible on the anniversary of their full-time date.

Scheduling of Half Days

Employees who need to take less than a full day off may do so if they receive prior approval of their direct supervisor. Taking a ½ day off may only be done with prior advance approval of their supervisor and the office manager and will be granted on an exception only basis.

SICK

An employee who will not be able to work due to his/her own illness must notify his/her supervisor as soon as possible. An employee must be scheduled to work that day in order to be paid sick time for the missed workday.

Sick time accrues and is awarded each pay period. A Full-Time Regular employee will receive a total of eighteen (18) hours of sick time during the first year of full time employment, thirty-two (32) hours of sick time during the second year of full time employment, and forty (40) hours of sick time during each subsequent year.

As a reward for good attendance Full-Time Regular Employees, may have any sick time balance that remains as of February 28th be cashed in and paid out to the employee by mid-March.

Employees who leave Crawford Orthodontic Care will not receive pay for any remaining sick hours unless the labor laws of their state require such payment.

ELIGIBILITY: Employees are eligible if they have been **full time** for at least **three (3) months**. Employees who have worked for Crawford Orthodontic Care for at least three (3) months and have changed their status from part time to full time are immediately eligible.

LEAVES OF ABSENCE

We provide Leaves of Absence from work for a variety of reasons. (See your manager for eligibility requirements.) Some Leaves of Absence may be job-protected under the Family and Medical Leave Act or under state law. **All leave is unpaid unless otherwise specified.** However, in some situations, certain kinds of paid leave may be substituted for unpaid leave. If an employee is determined to be eligible to continue any insurances by our insurance carriers during their leave of absence they must prepay the premiums to continue coverages.

Crawford Orthodontic Care offers the following types of leave to employees:

FAMILY MEDICAL LEAVE ACT OF 1993 (FMLA)

The FMLA entitles eligible employees of covered employers to take unpaid, job-protected leave for specified family and medical reasons with continuation of group health insurance coverage under the same terms and conditions as if the employee had not taken leave.

Eligible employees are entitled to up to 12 work-weeks of job-protected leave in a 12-month **rolling backward** period for any of the following:

- The birth of a child and to care for the newborn child within one year of birth.
- The placement with the employee of a child for adoption or foster care and to care for the newly placed child within one year of placement.
- To care for the employee's spouse, child, or parent who has a serious health condition;
- a serious health condition that makes the employee unable to perform the essential functions of his or her job
- Any qualifying exigency arising out of the fact that the employee's spouse, son, daughter, or parent is a covered military member on "covered active duty;" or
- Twenty-six workweeks of leave during a single 12-month period to care for a covered service member with a serious injury or illness if the eligible employee is the service member's spouse, son, daughter, parent, or next of kin (military caregiver leave).

Eligibility and requirements for this leave are detailed below.

You are eligible for FMLA leave if you have at least 12 months of service and have worked a minimum of 1,250 hours over the previous 12 months. (See your manager for more details.) Certain kinds of leave, such as vacation or sick leave, may be substituted for unpaid leave, in accordance with Company policy. This leave may be taken on an intermittent basis or through a reduced schedule, if necessary and appropriate. The FMLA provides minimum standards for family and medical leave. You may be entitled to additional leave under state law.

BEREAVEMENT LEAVE

Full-time employees and part-time employees scheduled to work 32 hours or more per week are eligible for bereavement pay for the death of a family member.

- Two (2) days paid time off is granted for the death of a spouse, eligible domestic partner, child, stepchild, and the biological child of a domestic partner, parent or in-law parent, grandparent, grandchild, brother or sister and all other immediate family members, which includes current “step” and “in-law” versions of any of the above

An eligible domestic partner must satisfy legal eligibility requirements, as specified under medical plan eligibility procedures.

Time off for bereavement should be taken in consecutive workdays.

Time off for bereavement is not charged to PTO but must be tracked on the time record as “Bereavement”. Time off for bereavement is paid at the current base salary.

Requests for bereavement leave should be made to your immediate supervisor as soon as possible. Crawford Orthodontic Care reserves the right to request written verification of an employee's familial relationship to the deceased and his or her attendance at the funeral service as a condition of the bereavement pay.

JURY DUTY

Employees summoned for jury duty receive their regular wages while they are serving as jurors, less any compensation received from the courts for jury duty, for a period of up to two (2) working days provided that they give reasonable advance notice to their immediate supervisor that they will need time off to serve.

At the end of their jury duty service, employees must present to Crawford Orthodontic Care documentation that verifies the amount of time served. Failure to do so will constitute a violation of the Company's attendance policy.

If you report for jury duty and are dismissed, you will be expected to report for work for the remainder of each day on which this occurs. If you are told that you do not need to report to the court on any day of your jury duty period, you are required to come to work.

VOTING LEAVE

Crawford Orthodontic Care believes that every employee should have the opportunity to vote in any municipal, county, state or federal election, general primary or special primary. Any employee whose work schedule does not provide him or her two consecutive hours either between the opening of the polls and the beginning of his or her shift or between the end of his or her shift and the close of the polls will be granted up to two unpaid hours off in order to vote. We reserve the right to select the hours you are excused to vote.

Exempt employees may be provided time off with pay when necessary to comply with state and federal wage and hour laws.

Notify your direct supervisor of the need for voting leave as soon as possible. When you return from voting leave, you must present a voter's receipt to your direct supervisor as soon as possible.

DISABILITY LEAVE OF ABSENCE

If you need time off because of a medically disabling condition Crawford Orthodontic Care, wants to work with you to ensure that you get the time that you need to recover and return to work. You can request a medical leave of absence by contacting Human Resources to discuss the nature of your situation and the leave time that you are requesting. Human Resources will work with you, your healthcare provider, and other professionals as necessary to obtain the documentation and supporting information needed for the company to evaluate the leave request and make a determination about time off as well as pay and benefit issues. In these circumstances, it's important to get back to the company promptly with information so that we can accurately assess the situation. Failure to provide required documents in a timely manner will result in delay or denial of leave and could affect employment status.

At the end of a disability leave of absence, you must provide documentation from your physician indicating your ability to return to work and whether any accommodations are necessary.

MILITARY LEAVE

An employee who is a member of the United States Army, Navy, Air Force, Marines, Coast Guard, National Guard, Reserves or Public Health Service will be granted an unpaid leave of absence (except where state law dictates otherwise) for military service, training or related obligations in accordance with applicable law. Employees on military leave may substitute their accrued paid leave time for unpaid leave. At the conclusion of the leave, upon the satisfaction of certain conditions, an employee generally has a right to return to the same position he or she held prior to the leave or to a position with like seniority, status and pay that the employee is qualified to perform.

Continuation of Health Benefits

During a military leave of less than 31 days, an employee is entitled to continued group health plan coverage under the same conditions as if the employee had continued to work. For military leaves of more than 30 days, an employee may elect to continue his/her health coverage for up to 24 months of uniformed service but will be required to pay all or part of the premium for the continuation coverage.

Requests for Leave

Leave for Active or Reserve Duty

Upon receipt of orders for active or reserve duty, an employee should notify his/her supervisor, as well as Human Resources, as soon as possible, and submit a copy of the military orders to his/her supervisor and the Human Resources Department (unless he/she is unable to do so because of military necessity or it is otherwise impossible or unreasonable).

Leave for Training and Other Related Obligations (e.g., fitness for service examinations)

Employees will also be granted time off for military training (normally 14 days plus travel time) and other related obligations, such as for an examination to determine fitness to perform service. Employees should advise their supervisor and/or department head of their training schedule and/or other related obligations as far in advance as possible. Employees should retain their military pay vouchers. Upon return from training, the employee should submit his/her military pay voucher to the Human Resources Department; Crawford Orthodontic Care will pay an employee's full salary, less base military pay, for the training period.

Return from Military Leave

Notice Required

Upon return from military service, an employee must provide notice of or submit an application for reemployment in accordance with the following schedule:

- 1) An employee who served for less than 31 days or who reported for a fitness examination, must provide notice of reemployment at the beginning of the first full regular scheduled work period that starts at least eight hours after the employee has returned from the location of service.
- 2) An employee who served for more than 30 days, but less than 181 days, must submit an application for reemployment no later than 14 days after completing his/her period of service, or, if this deadline is impossible or unreasonable through no fault of the employee, then on the next calendar day when submission becomes possible.
- 3) An employee who served for more than 180 days must submit an application for reemployment no later than 90 days after the completion of the uniformed service.
- 4) An employee who has been hospitalized or is recovering from an injury or illness incurred or aggravated while serving must report to the Human Resources Department (if the service was less than 31 days) or submit an application for reemployment (if the service was greater than 30 days), at the end of the necessary recovery period (but which may not exceed two years).

Required Documentation

An employee whose military service was for more than 30 days must provide documentation within two weeks of his/her return (unless such documentation does not yet exist or is not readily available) showing the following: (i) the application for reemployment is timely (i.e. submitted within the required time period); (ii) the period of service has not exceeded five years; and (iii) the employee received an honorable or general discharge.

LEAVE REQUEST PROCEDURE

All leave requests must be documented by using the **Leave Request Form**. Before requesting paid leave, employees are required to confirm that the leave to be requested is available by checking the available leave balances. Then the employee completes the Leave Request Form indicating the type of leave to be taken (Vacation/Sick/Military/Jury Duty/FMLA/LWOP), the dates of the leave and the total hours to be taken from the designated leave category. After signing the Leave Request Form, the employee submits the form to their immediate supervisor for approval.

The supervisor confirms whether the employee has the leave available before approving a request for paid leave. Once confirmed, the supervisor returns a copy of the approved Leave Request Form to the employee, keeps one copy for his/her records and submit a copy to payroll. If the leave is not approved, the supervisor returns a copy of the form to the employee stating the reason the leave was not approved.

To assist with scheduling and operational requirements, all foreseeable leave must be requested at least two weeks prior to the requested leave date.

If the leave is unforeseeable, the leave form should be completed and submitted to the supervisor as soon as the employee returns.

ADVERSE WEATHER CONDITIONS POLICY

It is the policy of Crawford Orthodontic Care to remain open during most periods of inclement weather; however, where extraordinary circumstances warrant, Crawford Orthodontic Care may in its discretion close the office. If Crawford Orthodontic Care decides to close the office, you will be contacted by your immediate supervisor.

Regardless of whether the facility is open or closed, it is each employee's decision as to whether you will show up for work during inclement weather. If an employee elects not to work on a given day, the employee must contact the manager or supervisor and advise on the employee's status for the day.

EMPLOYEE BENEFITS

Crawford Orthodontic Care has established a variety of employee benefit programs designed to assist you and your eligible dependents in meeting the financial burdens that can result from illness and disability, and to help you plan for retirement. This portion of the Employee Handbook contains a very general description of the benefits for which you may be eligible as an employee of Crawford Orthodontic Care. Please understand that this general explanation is not intended to, and does not, provide you with all the details of these benefits. Therefore, this Handbook does not change or otherwise interpret the terms of the official plan documents. Your rights can be determined only by referring to the full text of the official plan documents, which are available for your examination from the Human Resources Department. To the extent that any of the information contained in this Handbook is inconsistent with the official plan documents, the provisions of the official documents will govern in all cases.

Please note that nothing contained in the benefit plans described herein shall be held or construed to create a promise of employment or future benefits, or a binding contract between Crawford Orthodontic Care and its employees, retirees or their dependents, for benefits or for any other purpose. All employees shall remain subject to discharge or discipline to the same extent as if these plans had not been put into effect.

As in the past, Crawford Orthodontic Care reserves the right, in its sole and absolute discretion, to amend, modify or terminate, in whole or in part, any or all of the provisions of the benefit plans described herein, including any health benefits that may be extended to retirees and their dependents. Further, Crawford Orthodontic Care reserves the exclusive right, power and authority, in its sole and absolute discretion, to administer, apply and interpret the benefit plans described herein, and to decide all matters arising in connection with the operation or administration of such plans.

For more complete information regarding any of our benefit programs, please refer to the Summary Plan Descriptions, which were provided to you separately or contact the Human Resources Department. If you lost or misplaced those descriptions, please contact the Human Resources Department for another copy.

ELIGIBILITY REQUIREMENTS

All regular, full-time employees of Crawford Orthodontic Care working a minimum of 32 hours per week are eligible to participate in the benefit Plans by selecting:

- Medical
- Dental
- Vision
- Pre-Tax Premium

Crawford Orthodontic Care will automatically provide group life/ AD&D insurance once you have satisfied the benefits waiting period.

BENEFITS WAITING PERIOD

Eligible full-time employees are allowed to participate in Crawford Orthodontic Care's medical, dental, vision, plans on the first day of the month following your ninety (90) days of employment. Once your elections are made and processed, you may not make changes until the next Open Enrollment period, unless you experience a Change in Status as described below.

MEDICAL INSURANCE

The plan includes preventive care, mental health, and prescription drug coverage as part of the medical plan election. The details of the medical Insurance are provided to you in an Employee Benefits Summary booklet that will be provided to you every year at open enrollment.

DENTAL INSURANCE

Employees may enroll in a dental plan. The plan provides both in-network and out-of-network benefits, however, it is recommended to obtain dental services from in-network providers. The plan provides excellent coverage for preventive care which includes basic and major coverage.

VISION INSURANCE

The vision plan provides coverage for routine eye exams, contact lenses, lenses, and frames from participating providers at low copayments and also includes an out-of-network reimbursement benefit.

PRE-TAX PREMIUM

Crawford Orthodontic Care sponsors a premium only option whereby employee premiums for medical, dental and vision are funded with pre-tax dollars.

WORKERS' COMPENSATION BENEFITS

On the job injuries are covered by our Workers' Compensation insurance policy. This insurance is provided at no cost to you. If you are injured on the job, no matter how slightly, report the incident immediately to your supervisor. Consistent with applicable state law, failure to report an injury within a reasonable period of time could jeopardize your claim. We ask for your assistance in alerting management to any condition that could lead to or contribute to an employee accident.

SOCIAL SECURITY

During your employment, you and Crawford Orthodontic Care both contribute funds to the federal government to support the Social Security program. This program is intended to provide you with retirement benefit payments and medical coverage once you reach retirement age.

UNEMPLOYMENT INSURANCE

Upon separation from employment, you may be entitled to state and federal unemployment insurance benefits. Information about unemployment insurance can be obtained from Human Resources.

ON THE JOB

ATTENDANCE, PUNCTUALITY AND DEPENDABILITY

Because Crawford Orthodontic Care depends heavily upon its employees, it is important that employees attend work as scheduled. Dependability, attendance, punctuality, and a commitment to superior performance are essential at all times. As such, employees are expected at work on all scheduled work days and during all scheduled work hours and to report to work on time. Moreover, an employee must notify his/her supervisor or management as far in advance as possible, but not later than one hour before his/her scheduled starting time if he/she expects to be late or absent. This policy applies for each day of absence. If

you are absent for two days without notifying management, it will be deemed that you have voluntarily abandoned your position with Crawford Orthodontic Care, your employment will be terminated. and you will be removed from the payroll. To the extent permitted by law, absenteeism and lateness lessen an employee's chances for advancement and may result in dismissal.

MEAL TIME

Non-exempt employees should take a minimum of a one half (1/2) hour unpaid meal break each day. Your direct supervisor is responsible for approving the scheduling of this time. The standard lunch hours are between 12:00 PM and 1:30 PM.

TELEPHONE USE

Because a large percentage of our business is conducted over the phone, it is essential to project a professional telephone manner at all times.

Although Crawford Orthodontic Care realizes that there are times when an employee may need to use the telephone for personal reasons, it is expected that good judgment will be used in limiting the length and frequency of such calls. Additionally, no long distance personal calls may be made on Company phones without prior approval from the employee's supervisor.

TEAM MEETINGS & STAFF MEETINGS

All employees are required to attend the regularly scheduled team meetings and any special Company/Staff meetings unless they are sick, on vacation or not scheduled to work at that time.

WORK PLACE MAINTENANCE

Every employee is required to clean their workspace at the end of each day that they work. It should be cleaned thoroughly to be completely prepared up to company standards for the next day.

DRESS CODE & PERSONAL HYGIENE POLICY

Crawford Orthodontic Care requires all employees to present themselves in a professional manner, with regard to attire, personal hygiene and appearance. These standards are commensurate with our organizational practices of appropriate business conduct, professionalism and dress code.

Hygiene

Employees are expected to meet hygiene requirements during regular business hours for the duration of their employment.

- Maintain personal cleanliness by bathing with soap and shampoo daily.
- Daily Oral hygiene (brushing of teeth) required. It is recommended to keep a breath mint with you to ensure your breath is fresh.
- Use deodorant / antiperspirant to minimize body odors.
- No heavily scented perfumes, colognes and lotions. These can cause allergic reactions, migraines, respiratory difficulty for some employees.
- Clean and trimmed fingernails.
- Wash Hands after eating or using the restroom.

Personal Grooming

- Clothing must be clean, pressed, in good condition and fit appropriately.
- Company issued uniforms must be laundered after each day of being worn.
- Neat and well-groomed hair, sideburns, mustaches and beards (no artificial colors, e.g. pink, green, etc. that would be deemed unprofessional).
- Moderate make-up.
- Secured long hair (hair back to prevent potential for being caught in equipment).
- Clothing must not interfere with the safe operation of equipment.
- No dark glasses (unless prescribed by a physician).
- Limited jewelry and no dangling or large hoop jewelry that may create a safety hazard to self or others. A general rule of thumb is that if a pencil can be pressed through a hoop earring it is not safe to wear near operating equipment.
- Body piercing must be limited to three per ear. Other visible body piercing is unacceptable, unless demanded by religion / culture.
- Tattoos that are perceived as offensive, hostile or that diminish the effectiveness of the employee's professionalism must be covered, and not visible to staff, customers or visitors.

Professional Attire

Any staff that maintains regular, in-person contact with customers will be required to wear appropriate professional attire.

- Men – Uniforms, scrubs or clothing approved by management.
- Women – Uniforms, scrubs or clothing approved by management.

Every employee is responsible for exercising sound judgment and common sense for his or her attire at all times. If an employee is deemed to be wearing inappropriate attire, his/her Manager is responsible for coaching the employee accordingly. If you have questions about these guidelines or a particular business areas dress requirement, contact your manager.

EMPLOYEE CONDUCT AND WORK RULES POLICY

Each employee has an obligation to observe and follow Crawford Orthodontic Care's policies and to maintain proper standards of conduct at all times. All employees are expected to meet Crawford Orthodontic Care's standards of work performance which includes many factors, such as attendance, punctuality, personal conduct, job proficiency and general compliance with Crawford Orthodontic Care's policies and procedures.

PROGRESSIVE DISCIPLINE POLICY AND PROCEDURE

If an employee does not meet the employee conduct and work rules standards, Crawford Orthodontic Care may, under appropriate circumstances, take corrective action. Corrective action may include a verbal warning,

written warning, suspension with or without pay, and/or discharge. The appropriate corrective action imposed will be determined by Crawford Orthodontic Care. Crawford Orthodontic Care does not guarantee that one form of action will necessarily precede another.

The intent of corrective action is to formally document problems while providing the employee with a reasonable time within which to improve performance. The process is designed to encourage development by providing employees with guidance in areas that need improvement such as poor work performance, attendance problems, personal conduct, general compliance with Crawford Orthodontic Care's policies and procedures and/or other disciplinary problems.

Written Warnings

The supervisor should discuss the problem and present a written warning that clearly identifies the problem and outlines a course of corrective action within a specific time frame. The employee should clearly understand both the corrective action and the consequence (i.e., termination) if the problem is not corrected or reoccurs. The employee should acknowledge receipt of the warning and may include any additional comments of his/her own before signing it. A record of the discussion and the employee's comments should be placed in the employee file in the Human Resources Department.

Employees who have had formal written warnings are not eligible for salary increases, bonus awards, promotions or transfers during the warning period.

Prohibited Conduct

Any employee whose conduct, actions or performance violates or conflicts with Crawford Orthodontic Care's policies may be terminated immediately and without warning. The following are some examples of grounds for immediate dismissal of an employee:

- Breach of trust or dishonesty
- Conviction of a felony
- Willful violation of an established policy or rule
- Falsification of Company records
- Gross negligence
- Insubordination
- Violation of the Anti-Harassment and/or Equal Employment Opportunity Policies
- Undue and unauthorized absence from duty during regularly scheduled work hours
- Deliberate non-performance of work
- Larceny or unauthorized possession of, or the use of, property belonging to any co-worker, visitor, or customer of Crawford Orthodontic Care
- Possession of dangerous weapons on the premises

- Unauthorized possession, use or copying of any records that are the property of Crawford Orthodontic Care
- Excessive absenteeism or lateness
- Marring, defacing or other willful destruction of any supplies, equipment or property of Crawford Orthodontic Care
- Failure to call or directly contact your supervisor when you will be late or absent from work
- Fighting or serious breach of acceptable behavior
- Violation of the Alcohol or Drug Policy
- Theft
- Violation of Crawford Orthodontic Care's Conflict of Interest/Outside Employment Policy and/or Confidentiality Policy
- Gambling, conducting games of chance or possession of such devices on the premises or during work hours
- Leaving the work premises without authorization during work hours.
- Sleeping on duty

This list is intended to be representative of the types of activities that may result in disciplinary action. It is not exhaustive and is not intended to be comprehensive and does not change the employment-at-will relationship between the employee and Crawford Orthodontic Care.

In the event of dismissal for misconduct, all benefits end at the end of the month. If available, COBRA may not be available to anyone dismissed from Crawford Orthodontic Care for gross misconduct. Nothing in this policy is designed to modify our employment-at-will policy.

ACCESS TO PERSONNEL FILES

Upon request, you may inspect your own personnel file up to two times each year. Inspections will be held on company premises in the presence of a company official. Contact your direct supervisor to arrange a time to view these records. You will be permitted to review the records in your personnel file related to your qualification for employment, compensation and disciplinary action. You are not permitted access to any letter of reference maintained by Crawford Orthodontic Care. If you disagree with the accuracy of any statement in the records and no correction can be agreed upon, you may submit an explanatory statement, which will be attached to the records.

EMPLOYEE RECORDS CONFIDENTIALLY POLICY

Crawford Orthodontic Care's philosophy is to safeguard personal employee information in its possession to ensure the confidentiality of the information. Additionally, Crawford Orthodontic Care will only collect personal information that is required to pursue its business operations and to comply with government reporting and disclosure requirements. Personal information collected by Crawford Orthodontic Care includes employee names, addresses, telephone numbers, e-mail addresses, emergency contact information, EEO data,

social security numbers, date of birth, employment eligibility data, benefits plan enrollment information, which may include dependent personal information, and school/college or certification credentials. All pre-employment inquiry information and reference checking records conducted on employees and former employee files are maintained in locked, segregated areas and are not used by Crawford Orthodontic Care in the course of its business operations.

Personal employee information will be considered confidential and as such will be shared only as required and with those who have a need to have access to such information. All hard copy records will be maintained in locked, secure areas with access limited to those who have a need for such access. Personal employee information used in business system applications will be safeguarded under company proprietary electronic transmission and intranet policies and security systems. Participants in company benefit plans should be aware that personal information will be shared with plan providers as required for their claims handling or record keeping needs.

Company-assigned information, which may include organizational charts, department titles and staff charts, job titles, department budgets, company coding and recording systems, telephone directories, e-mail lists, company facility or location information and addresses, is considered by Crawford Orthodontic Care to be proprietary company information to be used for internal purposes only. Crawford Orthodontic Care maintains the right to communicate and distribute such company information as it deems necessary to conduct business operations.

COMPANY CELL PHONE POLICY

Crawford Orthodontic Care pays for individual cellular plans to company representatives who are required to be in close contact with Crawford Orthodontic Care at all times. While cell phones are a necessary convenience of the business world, we require that our employees follow the guidelines listed below for their own and others safety. All employees are required to be professional and conscientious at all times when using company phones.

Crawford Orthodontic Care has a zero-tolerance policy regarding texting while driving. For the safety of our employees and others it is imperative that you pull over and stop at a safe location to dial, to send and receive text messages. Crawford Orthodontic Care strongly encourages an employee to pull over and stop at a safe location to dial, receive or converse on a cell phone. If this is not possible, it is strongly suggested that hands-free be used if it is absolutely necessary to drive while talking on the cell phone. Crawford Orthodontic Care reserves the right to amend or alter the terms of this policy.

DRUG FREE WORKPLACE PROGRAM POLICY

Crawford Orthodontic Care has a vital interest in maintaining safe, healthy and efficient working conditions for its workers. Crawford Orthodontic Care believes its own well-being is dependent upon the physical and psychological health of its workforce. Accordingly, it is the expectation of Crawford Orthodontic Care and inherent in the offer employment that all employees are fit for duty and free from the influence of alcohol or illegal drugs whenever they are reporting to work, on Company premises/property or performing Company business.

Manufacture, distribution, dispensation, possession, or use of any illegal drug, alcohol, or controlled substance while on Company premises is strictly prohibited. These activities constitute serious violations of Company rules, jeopardize Crawford Orthodontic Care and can create situations that are unsafe or that substantially interfere with job performance. Employees in violation of the policy are subject to appropriate disciplinary action, up to and including dismissal. Additionally, Crawford Orthodontic Care reserves the right to require an employee to undergo a medical evaluation under appropriate circumstances.

The following is prohibited and shall be grounds for discipline, up to and including immediate termination:

- Use, purchase, possession, manufacture, distribution, sale or offering of illegal drugs, alcohol, or drug paraphernalia while on the job, performing Company-related business, or otherwise on duty, including when an individual is on Company-paid travel time or conducting Company business off Company premises/property,
- Reporting to work under the influence of alcohol or illegal drugs or being under the influence of alcohol or illegal drugs during working hours, on Company premises/property, while performing Company-related business whether on or off Company premises/property, or in Company vehicles (including owned, leased or monthly allowance);
- Unauthorized use of Company property, including but not limited to vehicles (including owned, leased or monthly allowance), for the storage or transportation of alcohol or illegal drugs.
- Use, purchase, possession, manufacture, distribution, sale or offering of illegal drugs, controlled substances or alcohol or being under the influence of the same off Company premises which adversely affects the employees work performance, his own or others' safety, or Crawford Orthodontic Care's regard or reputation in the community.

The above prohibitions shall not include drugs taken according to the verifiable prescription, at the direction of a licensed physician and in accordance with the prescriptions instructions. However, an individual who, under a physician's guidance, is taking prescription drugs or is taking any other medication, which may affect his/her ability to work or work safely, shall inform his/her supervisor or Crawford Orthodontic Care's medical department that the substance could cause adverse effects before beginning work. Whether an employee is taking a prescription drug, non-prescription drug or other medication, an individual who reports to work or who is observed at work and is incapable of safely performing his/her job may be subject to disciplinary action which may include termination of employment.

Procedure

Crawford Orthodontic Care may require employees to submit to a drug or alcohol test when it believes that an employee is under the influence of alcohol or drugs or has used or possessed alcohol or drugs on Company premises/property, when reporting for duty, on Company time, or while performing Company-related business. This may arise in a variety of circumstances, including, but not limited to:

- Following a reported workers' compensation injury; (recordable injury)
- Following an accident involving a Company vehicle (company owned, leased or monthly allowance provided) or property when the employee is deemed at fault or there is to believe alcohol or drugs may have played a part in the accident;
- Following any other incident occurring at the workplace which would result in liability on the part of the employee of Company; and
- When management reasonably believes that alcohol or drug use may be causing abnormal behavior on the job that is affecting job performance or job attendance.

A refusal to take an alcohol or drug test will have the same effect as positive test under this policy.

Under this policy, employees will take either a breath test, blood test, urinalysis or other applicable test. The type of testing will be at Crawford Orthodontic Care's discretion and expense. The employee will report to a

Company approved laboratory, hospital or medical facility where a sample will be taken for testing. Any positive test will be confirmed by an approved test. The employee will be returned to work pending the results of the drug test unless the act prompting the request for the test warrants disciplinary action or suspension pending further investigation.

When the decision to test has been made, the employee will be required to sign a "Consent and Release" form authorizing the laboratory to perform the test and release the results to Crawford Orthodontic Care. An employee who refuses to sign a "Consent and Release" form will be subject to termination.

Crawford Orthodontic Care has vital business interest in the security of its property, premises, products and processes, and a responsibility in assuring a safe, productive and personally secure work environment for its employees. As such, Crawford Orthodontic Care may conduct unannounced searches anywhere on Company property or premises at any time. Searches may include a person's personal property in the workplace, such as coats, toolboxes, lunch boxes, packages, bags, etc. In addition, Company vehicles (including owned, leased or monthly allowance provided) and other items of Company property are subject to search at any time and at any place. The fact that the property or area of a person is subjected to search should not be interpreted as indicating that they have been accused of possessing, using or should not be or abusing alcohol or drugs. Consent to a search is required as a condition of continued employment, and refusal to consent will result in discipline, up to and including discharge.

Confidentiality

All information, interviews, reports, statements, memoranda, and test results, written or otherwise, received by Crawford Orthodontic Care through this substance abuse testing program are confidential communications, but may be used or received in evidence, obtained in discovery, or disclosed in any civil or administrative proceeding, except as provided below.

Employers, laboratories, medical review officers, employee assistance programs, drug or alcohol rehabilitation programs, and other agents who receive or have access to information concerning test results shall keep all information confidential. Release of such information under any other circumstances shall be solely pursuant to written consent form signed voluntarily by the person test, unless such release is compelled by an agency of the State or court of competent jurisdiction or unless deemed appropriate by a professional or occupational licensing board in a related disciplinary proceeding.

Nothing contained in this policy shall be construed to prohibit Crawford Orthodontic Care or the laboratory conducting a test from using or having access to employee that information, in accordance with applicable law.

Employees may obtain a copy of the results or records relating to the test, as required by applicable law. Also, as required by applicable law, an employee may have the right to explain, in confidence, the test results. Crawford Orthodontic Care, in its sole discretion, may consider the explanation in determining what disciplinary action, if any, should be taken.

Disciplinary Action

The use, purchase, possession, manufacture, distribution, sale or, offering of illegal drugs or alcohol is prohibited on Company property/premises and/or while performing Company-related business or reporting for duty. Employees who engage in any of these prohibited activities are subject to disciplinary action, which may include dismissal.

Violation of the confidentiality provisions of this policy is also grounds for disciplinary action. Failure to comply with testing or search requests can also be grounds for dismissal.

Disciplinary measures taken by Crawford Orthodontic Care for violation of any part of this policy may include termination of employment or the severing of a business relationship with Crawford Orthodontic Care. Crawford Orthodontic Care may also take any and all other appropriate measures in response to violations of this policy including referring the matter to the police or other law enforcement personnel.

Responsibilities

Every employee is responsible for contacting the Human Resources Department or Crawford's senior management if any employee, contractor or visitors are suspected to be in violation of this policy as described above. Human Resources or Crawford's senior management will conduct an investigation to either confirm or disregard any suspicion of an employee in violation of this policy and will take necessary action.

ANTIBULLYING POLICY

Crawford Orthodontic Care is committed to providing all employees a healthy and safe work environment. Crawford Orthodontic Care will ensure that procedures exist to allow complaints of bullying to be dealt with and resolved. Crawford Orthodontic Care is committed to the elimination of all forms of bullying.

This policy applies to all employees of Crawford Orthodontic Care. It applies during normal working hours, at work related or sponsored functions, and while traveling on work related business. There will be no recriminations for anyone who in good faith alleges bullying.

DEFINITIONS

Bullying is unwelcome or unreasonable behavior that demeans, intimidates or humiliates people either as individuals or as a group. Bullying behavior is often persistent and part of a pattern, but it can also occur as a single incident. It is usually carried out by an individual but can also be an aspect of group behavior (see "mobbing" below). Some examples of bullying behavior are:

Verbal communication

- Abusive and offensive language
- Insults and behind the back putdowns
- Teasing and social bantering
- Spreading rumor and innuendo
- Malicious gossiping
- Constant and unfair criticism
- Trivializing of work and achievements
- Yelling, shouting and screaming
- Hostile glares and other intimidating gestures
- Aggressive e-mails or notes

Manipulating the work environment

- Isolating people from normal work interaction
- Excessive demands
- Setting impossible deadlines

Psychological manipulation

- Unfairly blaming for mistakes
- Setting people up for failure
- Deliberate exclusion
- Excessive supervision

- Practical jokes
- Belittling or disregarding opinions or suggestions
- Criticizing in public

Context is important in understanding bullying, particularly verbal communication. There is a difference between friendly insults exchanged by long-time work colleagues and comments that are meant to be, or are taken as, demeaning. While care should be exercised, particularly if a person is reporting alleged bullying as a witness, it is better to be genuinely mistaken than to let actual bullying go unreported.

MOBBING

Mobbing is a particular type of bullying behavior carried out by a group rather than by an individual. Mobbing is the bullying or social isolation of a person through collective unjustified accusations, humiliation, general harassment or emotional abuse. Although it is group behavior, specific incidents such as an insult or a practical joke may be carried out by an individual as part of mobbing behavior.

CONSEQUENCES OF BULLYING

Bullying is unacceptable behavior because it breaches principles of equality and fairness. Crawford Orthodontic Care will not tolerate such behavior and will assert its disciplinary process to anyone that engages in such conduct.

Bullying has potential consequences for everyone involved.

For those being bullied

People who have been bullied often suffer from a range of stress-related illness. They can lose confidence and withdraw from contact with people outside the workplace as well as at work. Their work performance can suffer, and they are at increased risk of workplace injury.

For the employer

- Deterioration in the quality of work
- Increased absenteeism
- Lack of communication and teamwork
- Lack of confidence in the employer leading to lack of commitment to the job

For others at the workplace

People who witness bullying behaviors can also have their attitudes and work performance affected. They can suffer from feelings of guilt that they did nothing to stop the bullying, and they can become intimidated and perform less efficiently fearing that they may be the next to be bullied.

RESPONSIBILITIES

Managers and supervisors

- Ensure that all employees are aware of the anti-bullying policy and procedures
- Ensure that any incident of bullying is dealt with regardless of whether a complaint of bullying has been received
- Provide leadership and role-modeling in appropriate professional behavior
- Respond promptly, sensitively and confidentially to all situations where bullying behavior is observed or alleged to have occurred

Employees

- Be familiar with and behave according to this policy
- If you are a witness to bullying, report incidents to your Supervisor, Senior Management or Human Resources Director as appropriate
- Where appropriate, speak to the alleged bully(ies) to object to their behavior

IF YOU THINK YOU HAVE BEEN BULLIED

- Any employee who feels he or she has been victimized by bullying is encouraged to report the matter to his or her Supervisor, Senior Management or Human Resources.
- Where appropriate, an investigation will be undertaken and disciplinary measures will be taken as necessary.

WORKPLACE VIOLENCE PREVENTION POLICY

Crawford Orthodontic Care strongly believes that all employees should be treated with dignity and respect. Acts of violence will not be tolerated. Any instances of violence must be reported to the employee's supervisor and/or Crawford's senior management. All complaints will be fully investigated.

Crawford Orthodontic Care will promptly respond to any incident or suggestion of violence. Violation of this policy will result in disciplinary action, up to and including immediate discharge.

EMPLOYEE HEALTH AND SAFETY PROGRAM POLICY

Maintaining a safe work environment requires the continuous cooperation of all employees. Crawford Orthodontic Care strongly encourages employees to communicate with fellow employees and their supervisor regarding safety issues.

All employees will be provided care, first-aid and emergency service, as required, for injuries or illnesses while on Crawford Orthodontic Care premises. Employees should contact their supervisor, the nearest supervisor, manager and/or 911 in the event of an accident or emergency.

If an employee is injured on the job, Crawford Orthodontic Care provides coverage and protection in accordance with the Worker's Compensation Law. When an injury is sustained by an employee while at work, the injury must be reported immediately to the employee's supervisor. The supervisor will immediately notify the Crawford's senior management of the incident.

Failure to report accidents is a serious matter as it may preclude an employee's coverage under Worker's Compensation Insurance.

ANTI-VIOLENCE POLICY

Crawford Orthodontic Care takes a strong and unequivocal position against intimidation, threats or violence in the workplace. When employees demonstrate any behavior, which in management's opinion, constitutes a violation of this guideline, disciplinary action will be taken.

We request the support and cooperation of all employees in helping to keep our Company a safe and healthy place to work. Employees should immediately report to management any behavior that may constitute a violation of this guideline.

If there is a reasonable suspicion that an employee has engaged in conduct listed above, management reserves the right to conduct, without notice, searches and inspections of any employee or Company property.

OPEN DOOR POLICY

Crawford Orthodontic Care promotes an atmosphere whereby employees can talk freely with members of the management staff. Employees are encouraged to openly discuss with their supervisor any problems so appropriate action may be taken. If the supervisor cannot be of assistance, Human Resources is available for consultation and guidance. Crawford Orthodontic Care is interested in all of our employees' success and happiness with us. We, therefore, welcome the opportunity to help employees whenever feasible.

COMPANY E-MAIL AND INTERNET POLICY

Every Crawford Orthodontic Care employee is responsible for using the electronic mail (E-mail) system properly and in accordance with this policy. Any questions about this policy should be addressed to the Human Resources Department and or Crawford's senior management

The E-mail system is the property of Crawford Orthodontic Care. It has been provided by Crawford Orthodontic Care for use in conducting company business. All communications and information transmitted by, received from, or stored in this system are company records and property of Crawford Orthodontic Care. The E-mail system is to be used for company purposes only. Use of the E-mail system for personal purposes is prohibited. Employees have no right of personal privacy in any matter stored in, created, received, or sent over the Crawford Orthodontic Care mail system.

Crawford Orthodontic Care, in its discretion as owner of the E-mail system, reserves and may exercise the right to monitor, access, retrieve, and delete any matter stored in, created, received, or sent over the E-mail system, for any reason and without the permission of any employee.

Even if employees use a password to access the E-mail system, the confidentiality of any message stored in, created, received, or sent from the Crawford Orthodontic Care's E-mail system still cannot be assured. Use of passwords or other security measures does not in any way diminish Crawford Orthodontic Care's rights to access materials on its system or create any privacy rights of employees in the messages and files on the system. Any password used by employees must be revealed to Crawford Orthodontic Care's E-mail files may need to be accessed by Crawford Orthodontic Care in an employee's absence.

Employees should be aware that deletion of any E-mail messages or files will not truly eliminate the messages from the system. All E-mail messages are stored on a central back-up system in the normal course of data management.

Even though Crawford Orthodontic Care has the right to retrieve and read any E-mail messages, those messages should still be treated as confidential by other employees and accessed only by the intended recipient. Employees are not authorized to retrieve or read any E-mail messages that are not sent to them. Any exception to this policy must receive the prior approval of Crawford Orthodontic Care management.

Crawford Orthodontic Care's policies against sexual or other harassment apply fully to the E-mail system, and any violation of those policies is grounds for discipline up to and including discharge. Therefore, no E-mail messages should be created, sent, or received if they contain intimidating, hostile, or offensive material concerning race, color, religion, sex, age, national origin, disability, genetic information, or any other classification protected by law.

The E-mail system may not be used to solicit for religious or political causes, commercial enterprises, outside organizations, or other non-job-related solicitations.

The E-mail system shall not be used to send (upload) or receive (download) copyrighted materials, trade secrets, proprietary financial information, or similar materials without prior authorization from Crawford

Orthodontic Care's management. Employees, if uncertain about whether certain information is copyrighted, proprietary, or otherwise inappropriate for transfer, should resolve all doubts in favor of not transferring the information and consult the Vice President/Treasurer.

Although Crawford Orthodontic Care recognizes that the Internet may have useful applications to Crawford Orthodontic Care's business, employees may not engage in Internet use without prior written approval from the President, and unless a specific business purpose requires such use. Absent such approval, employees may not access the Internet using Crawford Orthodontic Care's computer systems, at any time or for any reason. "Surfing the Net" is not a legitimate business activity.

Management approval is required before anyone can post any information on commercial on-line systems or the Internet. Any approved material that is posted should obtain all proper copyright and trademark notices. Absent prior approval from Crawford Orthodontic Care to act as an official representative of Crawford Orthodontic Care, employees posting information must include a disclaimer in that information stating, "Views expressed by the author do not necessarily represent those of Crawford Orthodontic Care."

Users should routinely delete outdated or otherwise unnecessary E-mails and computer files. These deletions will help keep the system running smoothly and effectively, as well as minimize maintenance costs. Employees are reminded to be courteous to other users of the system and always to conduct themselves in a professional manner. E-mails are sometimes misdirected or forwarded and may be viewed by persons other than the intended recipient. Users should write E-mail communications with no less care, judgment and responsibility than they would use for letters or internal memoranda written on Crawford Orthodontic Care letterhead.

Because E-mail records and computer files may be subject to discovery in litigation, Crawford Orthodontic Care's employees are expected to avoid making statements in E-mail or computer files that would not reflect favorably on the employee or Crawford Orthodontic Care if disclosed in litigation or otherwise.

Any employee who discovers misuse of the E-mail system should immediately contact the Crawford's senior management or the Human Resources.

Violations of Crawford Orthodontic Care's E-mail policy may result in disciplinary action up to and including discharge. Crawford Orthodontic Care reserves the right to modify this policy at any time, with or without notice.

Employees are required to sign an E-mail and Internet policy Acknowledgment Form as a condition of employment. The form is to be signed on acceptance of an employment offer by Crawford Orthodontic Care.

INTERNET USE POLICY

Certain employees may be provided with access to the Internet to assist them in performing their jobs. The Internet can be a valuable source of information and research. In addition, e-mail can provide excellent means of communicating with other employees, our customers and clients, outside vendors, and other businesses. Use of the Internet, however, must be tempered with common sense and good judgment.

If you abuse your right to use the Internet, it will be taken away from you. In addition, you may be subject to disciplinary action, including possible termination, and civil and criminal liability. Your use of the Internet is governed by this policy and the E-Mail Policy.

Disclaimer of liability for use of Internet

Crawford Orthodontic Care is not responsible for material viewed or downloaded by users from the Internet. The Internet is a worldwide network of computers that contains millions of pages of information. Users are

cautioned that many of these pages include offensive, sexually explicit, and inappropriate material. In general, it is difficult to avoid at least some contact with this material while using the Internet. Even innocuous search requests may lead to sites with highly offensive content. In addition, having an e-mail address on the Internet may lead to receipt of unsolicited e-mail containing offensive content. Users accessing the Internet do so at their own risk.

Duty not to waste computer resources

Employees must not deliberately perform acts that waste computer resources or unfairly monopolize resources to the exclusion of others. These acts include, but are not limited to, sending mass mailings or chain letters, spending excessive amounts of time on the Internet, playing games, engaging in online chat groups, printing multiple copies of documents, or otherwise creating unnecessary network traffic.

No expectation of privacy

The computers and computer accounts provided employees are to assist them in performance of their jobs. Employees should not have an expectation of privacy in anything they create, store, send, or receive on the computer system or any other Crawford Orthodontic Care electronic system. The computer system belongs to Crawford Orthodontic Care and may only be used for business purposes.

Monitoring computer usage

Crawford Orthodontic Care has the right, but not the duty, to monitor any and all of the aspects of its computer system, including, but not limited to, monitoring sites visited by employees on the Internet, monitoring chat groups and news groups, reviewing material downloaded or uploaded by users to the Internet, and reviewing e-mail sent and received by users.

Blocking of inappropriate content

Crawford Orthodontic Care may use software to identify inappropriate or sexually explicit Internet sites. Such sites may be blocked from access by Company networks. In the event you nonetheless encounter inappropriate or sexually explicit material while browsing on the Internet, immediately disconnect from the site, regardless of whether the site was subject to company blocking software.

Prohibited activities

Material that is fraudulent, harassing, embarrassing, sexually explicit, profane, obscene, intimidating, defamatory, or otherwise unlawful, inappropriate, offensive (including offensive material concerning sex, race, color, national origin, religion, age, disability, or other characteristic protected by law), or violates Crawford Orthodontic Care's equal employment opportunity policy and its policies against sexual or other harassment may not be downloaded from the Internet or displayed or stored in Crawford Orthodontic Care's computers. Employees encountering or receiving this kind of material should immediately report the incident to their supervisors or the Human Resources Department. Crawford Orthodontic Care's equal employment opportunity policy and its policies against sexual or other harassment apply fully to the use of the Internet and any violation of those policies is grounds for discipline up to and including discharge.

Illegal copying

Employees may not illegally copy material protected under copyright law or make that material available to others for copying. You are responsible for complying with copyright law and applicable licenses that may apply to software, files, graphics, documents, messages, and other material you wish to download or copy. You may not agree to a license or download any material for which a registration fee is charged without first obtaining the express written permission of the President.

Accessing the Internet

To ensure security and to avoid the spread of viruses, employees accessing the Internet through a computer attached to Crawford Orthodontic Care's network must do so through an approved Internet firewall. Accessing the Internet directly by modem is strictly prohibited unless the computer you are using is not connected to Crawford Orthodontic Care's network.

Virus detection

Files obtained from sources outside Crawford Orthodontic Care, including disks brought from home; files downloaded from the Internet, newsgroups, bulletin boards, or other online services; files attached to e-mail; and files provided by customers or vendors may contain dangerous computer viruses that may damage Crawford Orthodontic Care's computer network. Employees should never download files from the Internet, accept e-mail attachments from outsiders, or use disks from non-Company sources, without first scanning the material with Company-approved virus checking software. If you suspect that a virus has been introduced into Crawford Orthodontic Care's network, notify Crawford's senior management immediately.

Amendments and revisions

This policy may be amended or revised from time to time as the need arises. Users will be provided with copies of all amendments and revisions. Violations of this policy will be taken seriously and may result in disciplinary action, including possible termination, and civil and criminal liability. Use of the Internet via Crawford Orthodontic Care's computer system constitutes consent by the user to all of the terms and conditions of this policy.

USE OF COMPANY PROPERTY

The protection of Crawford Orthodontic Care business information, property and all other Company assets are vital to the interests and success of Crawford Orthodontic Care. No Crawford Orthodontic Care related information or property, including without limitation, documents, files, records, computer files, equipment, office supplies or similar materials (except in the ordinary course of performing duties on behalf of Crawford Orthodontic Care) may, therefore, be removed from Crawford Orthodontic Care's premises. In addition, when an employee leaves Crawford Orthodontic Care, the employee must return to Crawford Orthodontic Care all Crawford Orthodontic Care related information, and property that the employee has in his/her possession, including without limitation, documents, files, records, manuals, information stored on a personal computer or on a computer disc, supplies, and any other type of equipment or office supplies. Violation of this policy is a serious offense and will result in appropriate disciplinary action, up to and including discharge.

USE OF COMPANY EQUIPMENT AND COMPUTER SYSTEMS

Crawford Orthodontic Care provides any supplies, equipment, automobiles and materials necessary for you to perform your job. These items are to be used solely for Crawford Orthodontic Care's purposes. Employees are expected to exercise care in the use of Company equipment and property and use such property only for authorized purposes. Loss, damages or theft of Company property should be reported at once. Negligence in the care and use of Company property may be considered grounds for discipline, up to and including termination.

Crawford Orthodontic Care's equipment, such as computer systems, telephone, postage, facsimile and copier machine, is intended to be used for business purposes. An employee may only use this equipment for non-business purposes in an emergency and only with the permission of his or her supervisor. Personal usage, in an emergency, of these or other equipment that results in a charge to Crawford Orthodontic Care should be reported immediately to your supervisor or accounting so that reimbursement can be made.

Upon termination of employment, the employee must return all Company property, equipment, work product and documents in his/her possession or control.

COMPANY COMPUTER SYSTEM

It is the policy of Crawford Orthodontic Care that the use of its computers and software is limited solely to appropriate business use. Employees are not allowed to use the computer system for their personal benefit. Employees are strictly forbidden from installing software on the system. Further, this policy reaffirms that Crawford Orthodontic Care's employees have no reasonable expectation of privacy with respect to any computer hardware, software, electronic mail or other computer or electronic means of communication or storage, whether or not employees have private access or an entry code into the computer system. Crawford Orthodontic Care reserves the right to monitor the use of its computer system.

EXPENSE REIMBURSEMENT: EMPLOYEE BUSINESS EXPENSE REPORTS

This policy provides a uniform system for reporting and reimbursement of ordinary and necessary business expenses incurred by employee's while on Company

Approval and Responsibilities

Employees are required to obtain supervisory approval for their expense reports. It is the responsibility of each employee to understand and comply with the business expense policy prior to submitting expenses for payment. Any questions or guidance should be directed to the employee's supervisor or Crawford's senior management. Periodic audits will be conducted on expense reports for compliance with the policy. Non-compliance with the policy is grounds for immediate termination.

By signing an expense report form you are representing to Crawford Orthodontic Care that the expenditures incurred are in accordance with this policy. The completed and signed expense report form with the required documentation and receipts should be forwarded to accounts payable for processing. Expense reports should be submitted on a weekly basis. Upon submission of a proper expense report, employees will be reimbursed by check for ordinary and necessary expenses incurred while on Company business (as described elsewhere herein). No exception to the policies and procedures defined elsewhere herein should be approved by either the President.

Only Crawford's senior management may approve changes to the Employee Business Expense Policy.

Documentation Requirements

A daily record of expenses is required. All items listed on the expense report should show date, business location (city and state) and business purpose. Receipts must be attached for all individual meals, entertainment, lodging, auto rental, cab fare and commercial travel. Although receipts are not readily available for individual miscellaneous expenditures (gratuities, parking, baggage handling, etc.), employees are encouraged to submit receipts whenever possible. All receipts should be taped (not stapled) on letter size plain paper in chronological order. Original receipts are required for processing.

Expenses Charged to Company by Employee

Certain expenses may be paid directly by Crawford Orthodontic Care. Examples include such items as airline tickets, rental cars, leased vehicles, hotel deposits and seminar registration. The fact that certain allowable business expenses may be paid directly by Crawford Orthodontic Care does not relieve an employee from complying with the substantiation requirements of this policy (original receipts, airline tickets and other supporting documentation must be attached). Expenses directly paid by Crawford Orthodontic Care are included in the gross total of the expense report when assessing signatory approval.

Training, Conferences and Seminars

Registration fees or similar expenses for Company-approved training courses, conferences, seminars and conventions are reimbursable if approved in accordance with outside seminars, workshops and conference policy.

RELEASE OF EMPLOYEE INFORMATION

All inquiries regarding a current or former Crawford Orthodontic Care employee must be referred to the Human Resources. Should an employee receive a written request for a reference, he/she should refer the request to the Human Resources Department for handling. No Crawford Orthodontic Care employee may issue a reference letter to any current or former employee without the permission of Human Resources.

Under no circumstances should any Crawford Orthodontic Care employee release any information about any current or former Crawford Orthodontic Care employee over the telephone. All telephone inquiries regarding any current or former employee of Crawford Orthodontic Care must be referred to the Human Resources.

In response to an outside request for information regarding a current or former Crawford Orthodontic Care employee, the Human Resources Department will furnish or verify only an employee's name, dates of employment, job title and department. No other data or information regarding any current or former Crawford Orthodontic Care employee, or his/her employment with Crawford Orthodontic Care, will be furnished unless the employee authorizes Crawford Orthodontic Care to furnish this information in a writing that also releases Crawford Orthodontic Care from liability in connection with the furnishing of this information or Crawford Orthodontic Care is required by law to furnish any information.

SMOKE- FREE WORKPLACE

In order to comply with government regulations, Crawford Orthodontic Care has prohibited smoking throughout its workplace. Employees are requested to confine smoking to designed areas.

Employees are protected from retaliatory action or from being subjected to any adverse personal action for exercising or attempting to exercise his/her rights under the smoking policy. Any violation of this policy may result in appropriate corrective disciplinary action, up to and including discharge.

Any questions regarding the smoking policy should be directed to the Human Resources Department.

TERMINATION PROCEDURES

Voluntary Termination of Employment Policy

When an employee decides to leave for any reason, his/her supervisor and the Human Resources Department would like the opportunity to discuss the resignation before final action is taken. Crawford Orthodontic Care often finds during this conversation that another alternative may be better. If, however, after full consideration the employee decides to leave, it is requested that the employee provide Crawford Orthodontic Care with a written two-week advance notice period (bear in mind that PTO days or personal days may not be included in the two-week notice period). Crawford Orthodontic Care will only compensate employees for unused PTO when the employee works throughout the notice period and is not terminated for gross misconduct or cause; otherwise, unused PTO will be forfeited. If, as sometimes happens, the employee's supervisor wishes for the employee to leave prior to the end of the employee's two-weeks' notice, the employee may be paid for the remainder of that period.

Our company does not provide a "letter of reference" to former employees. Generally, we will confirm upon request our employees' dates of employment, salary history and job title.

You should notify Crawford Orthodontic Care if your address changes during the calendar year in which discharge occurs so that your tax information will be sent to the proper address.

Dismissals

Every Crawford Orthodontic Care employee has the status of "employee-at-will," meaning that no one has a contractual right, express or implied, to remain in Crawford Orthodontic Care's employ. Crawford Orthodontic Care may terminate an employee's employment, or an employee may terminate his/her employment, without cause, and with or without notice, at any time for any reason. No supervisor or other representative of Crawford Orthodontic Care has the authority to enter into any agreement for employment for any specified period of time, or to make any agreement contrary to the above. Accrued but unused Vacation will be paid out to the employee. Vacation will stop accruing as of the effective date of termination. Health and dental insurance coverage, if applicable, end on the last day of the month in which the employee terminates employment. If applicable, upon termination of coverage, COBRA notification will be forwarded.

Exit Interview

Human Resources is responsible for scheduling an exit interview with a terminating employee on the employee's last day of employment and for arranging the return of Company property including: Office keys, Company-issued credit cards, Company manuals, and any additional Company-owned or issued property

Benefits

Benefits (Medical and Dental) end on the last day of the month in which your last day of employment falls. An employee, unless dismissed for gross misconduct, has the option to convert to continue Medical/Dental Benefits in accordance with the Consolidated Omnibus Budget Reconciliation Act ("COBRA") regulations, if applicable.

Final Paycheck

Employees leaving Crawford Orthodontic Care must return office keys, corporate credit cards, any uniforms or equipment etc., before their final paycheck can be issued. This final paycheck will be deposited during the next normal pay period. If there are unpaid obligations to Crawford Orthodontic Care, the final paycheck will reflect the appropriate deductions, as allowed by law.

FINAL THOUGHTS

This Handbook outlines the basic employment policies governing your employment with the Company. We pledge to do everything possible to establish and maintain a constructive and satisfying working relationship with you. We will endeavor to act fairly and honorably in all our dealings with you and we expect you, as our employee, to do the same.

We reserve the right and responsibility to review the contents of this Handbook and our other personnel policies and to revise the contents of this Handbook and the conditions of your employment from time to time. This may be done without prior notice or consultation with employees.

We have tried to make this Handbook comprehensive and to anticipate the questions you may have. However, because no handbook can answer all questions or concerns, please feel free to speak to Human Resource Dimensions with any questions or concerns regarding topics in this Handbook or your employment with the Company in general.

Once again, we hope that you will find your employment with us to be satisfying and rewarding.

EMPLOYEE HANDBOOK RECEIPT

I have received the 2018 Crawford Orthodontic Care Employee Handbook. I understand that this Handbook is intended to provide guidance about the Company's policies and procedures and to answer the most common questions about my employment and is not intended to be construed as a contract of employment for any definite period of time. I also understand that the provisions of this Handbook supersede all prior oral and written communications to employees regarding their employment at the Company on matters addressed by this Handbook.

I also understand that the policies contained in the Handbook are subject to change or modification by the Company, or according to specific policies or requirements to my particular job assignment at any time, with or without notice.

Employee Signature _____ **Date** _____

Employee Name _____