



crunch care[®]

EMPLOYEE HANDBOOK

CRUNCH CARE EMPLOYEE HANDBOOK

I. Introduction

Congratulations! You are now a Crunch Care, Inc. employee. The management and staff of Crunch Care, Inc. have years of experience in staffing and now specializes in matching your particular skills with the needs of our clients. The Crunch Care Team also brings a great deal of experience developing new and exciting companies into profitable corporations and are very excited about the Crunch Care plan. As an employee, we believe you will enjoy being apart of a growing organization and appreciate receiving a wide range of benefits: including flexibility, top pay for your skills, and weekly pay with direct deposit. We also understand the importance of advancing your career and hope to have the opportunity to offer our employees more responsibility as we grow.

As a Crunch Care Inc. employee, you will be fully insured and bonded. In addition, we pay your salary, payroll taxes, unemployment insurance and worker's compensation.

We're glad you chose Crunch Care, Inc. to fulfill your career needs. Together we can plan your future.

This Employee Handbook is for informational purposes only. It should not be construed as a contract between employer and employee.

II. Company Description

Crunch Care Inc. is a staffing service that provides custom solutions for families looking for a caregiver. We provide temporary, temporary to hire, and direct hire opportunities for nannies, babysitters, and caregivers.

Crunch Care Inc. was founded due to the void in the San Diego market for a flexible, effective solution to finding in home care. We intend on becoming the leader at in home care staffing in Southern California by creating a secure and comfortable presence for our clients and employees. Our long term strategic plan involves innovative and unique concepts to expand our markets and overall business.

III. Mission Statement

To create a welcoming, safe and fun in home care environment for families with an "on call" approach and long term approach.

IV. Employment Categories

1. Administrative Employees-Employees that work on a full-time or part-time regular basis from a satellite office location and assists in operational administration of the company. Administrative employees are paid on a salaried basis.
2. Salaried Employees-Employees that are paid on an hourly, weekly, or annual basis.
3. Full Commissioned Employees-Employees that are paid on a monthly basis on a pre-determined schedule.
4. Temporary Employees-Employees that are hired to provide Temporary or Temporary to Hire services for a Crunch Care client. Employee may be "active" or "inactive".
5. Active and Inactive Employees-There will be segments of time that work may not be available for Temporary Employees. When a Temporary Employees is

assigned to a client assignment they will be considered “active” in status. During “active” status employees are compensated for hours worked and receive all eligible benefits. When not on an assignment, employee is considered “inactive”. “Inactive” employees are not compensated and do not receive or accrue benefits unless otherwise required by law or pursuant to the terms of the applicable benefit policy.

v. Expectations

Our clients work with us with the expectation that they are going to receive the highest quality care and service of any other provider. When you are hired as a Crunch Care employee and sent on an assignment, it is because you are the best person available for the job. We feel your skills and capabilities will benefit the client. When you are working, you are not only representing yourself but also Crunch Care. Therefore, as an employee of Crunch Care, Inc., you will be expected to follow these guidelines in reference to communications, job duties and responsibilities, and professional etiquette:

Expectations and Etiquette:

- Be prompt and be prepared
- Never text message for personal use when at work
- Never text message when driving at work for any use
- Take written notes if necessary so you do not forget any important details
- If providing transportation or driving for work purposes always use seatbelt restraints and drive within the speed limits following all safety precautions required.
- Always be patient and show the client that you are willing to work to meet their needs and to make their lives easier
- Arrive five minutes early daily
- Maintain confidentiality. Do not discuss confidential information about the company. Also, never discuss your pay with any other Crunch Care, Inc.'s employee or employee of the client
- If you know you are going to be late, call the office to advise
- Please provide the office with a doctor's statement for absences due to illness after absences of three days or more
- Personal phone calls should not be made while on the job, unless there is an emergency. Ask permission to make the call when you can, otherwise let the client know that you made the call. Should a call need to be made, it should be limited to three minutes and the employer informed either at the beginning of the workday or at the end
- Time spent on the computer should be with for the client only (unless written permission is given and submitted to CRUNCH CARE). It is not appropriate to view your e-mail or search the Internet while working. On-line activity should be done on your own time.
- Smoking is not permitted during working hours under any circumstances
- Use of drugs or alcohol while on the job is grounds for immediate dismissal without pay. Please refer to our Drugs and Alcohol Policy for further detail

vi. Disciplinary Action

The following is a list of actions that may lead to disciplinary results. It is to be used as an example list and does not limit Crunch Care's disciplinary ability on additional actions.

- Improper conduct
- Failure to follow texting, telephone, and personal computer etiquette
- Time Record Verification Fraud
- Fraud of Employment Application, Background Checks, and or Benefit Applications
- Unsatisfactory assignment performance
- Theft, embezzlement, or improper use of property belonging to Crunch Care or a Crunch Care client

- Engaging in any act of violence or bringing explosives or firearms to Crunch Care or any Crunch Care's client properties
- Misuse or destruction of Crunch Care's property or Crunch Care's client's property
- Physical abuse, verbal abuse, hostile behavior when on assignment for Crunch Care or when in Crunch Care's offices
- Smoking at Crunch Care's offices
- Soliciting tips or accepting financial gifts from clients
- Unauthorized use of Crunch Care's property or Crunch Care's client property for personal business
- Leaving an assignment when unscheduled or without supervisor's permission
- Any unlawful or improper conduct that negatively effects Crunch Care's products, reputation, or goodwill
- Failure to report a work-related injury
- Excessive absenteeism or tardiness
- Sexual harassment or discrimination of coworker or client
- Disclosure of confidential or propriety information
- Violation of Crunch Care's rules, policies, procedures, or regulations
- Loitering or sleeping while on assignment or at Crunch Care's offices
- Worker's compensation or disability fraud
- The sale, offer to sell, purchase, use, transfer, or possess illegal drugs or alcohol while on assignment for Crunch Care of at Crunch Care's offices

VII. Benefits of Working with Crunch Care, Inc.

Crunch Care reserves the right to change or eliminate any or all of the benefits it voluntarily provides, effective upon written notice to its employees. The following is a summary of benefits available to all eligible employees.

1. Disability Insurance-You are covered by the State of California for "SDI" insurance (State Disability Insurance). Claim forms are available upon request from Crunch Care, Inc. You are responsible for filing your own claim for SDI benefits.
2. Workers Compensation-State law requires Crunch Care to provide workers' compensation insurance effective on the first day of employment. Any work related injury regardless of how minor must be reported to Crunch Care immediately. Your Crunch Care Representative will provide you with a claim form that you must complete in order to prevent any delay in coverage. There may be exclusions from your workers' compensation benefits such as any injury sustained in off duty activities.
3. Unemployment Insurance-The state of California covers you for unemployment insurance. The contribution to this benefit is provided by Crunch Care Inc. You are eligible for unemployment benefits when the unemployment is of no fault by you. You are responsible for filing your own claim for unemployment insurance through the Employment Development Department.
4. Social Security-Eligible employees under FICA (the Federal Insurance Contribution Act) receive retirement or disability benefits upon retirement. This is a significant benefit to you when planning for your retirement.
5. Discretionary Benefits-Discretionary benefits are offered to eligible employees such as group health insurance, 401k retirement plan benefits, and cafeteria plan benefits.

VIII. Compensation

Pay rates are determined by Crunch Care at the time of hire.

IX. Paycheck

Employees are bi weekly on Friday. All paychecks are deposited direct deposit. There are no exceptions to this process.

In the case of an error in your paycheck please contact our office immediately so that it may be corrected.

All necessary deductions including state and federal payroll taxes will be withheld from your paycheck in accordance with state and federal law. They may include state and federal income tax, social security tax, and state disability and unemployment insurance taxes.

Additional deductions may be made for eligible employees for Health Care Coverage and Dental Coverage including dependent coverage.

Crunch Care Inc. may be required to abide by court orders, liens, and wage assignments. In the case of this occurring Crunch Care will contact you to discuss in full detail.

x. Equal Opportunity At Will Employer

It is our policy to provide employment, training, compensation, promotion and other conditions of employment without regard to race, color, religion, national origin, sex, marital or veteran status, age, or the presence of a non job-related handicap. We will follow this policy in providing persons to you under this Agreement. You agree to comply with your legal obligations in this regard.

All employment with Crunch Care is considered at will. This means that both Crunch Care and the employee have the right to terminate the relationship at any time with or without notification or cause. Additionally Crunch Care retains the right to modify a position, pay associated with that position, demote, promote, transfer, reclassify, or reassign any of its employees. Supervisors and managers must be given discretion on the imposition of disciplinary action from the Executive Team.

xI. Travel Policy

You must have authorization from your Crunch Care Representative before traveling with any client family on assignment. When using your personal vehicle if previously authorized you must have your valid driver's license and proof of adequate insurance as defined by Crunch Care Inc. The Company is not responsible for damage to your car or loss or theft of personal items incurred while working. Reimbursement for travel will take place between you and the client directly.

xII. Safety Policies

It is important to Crunch Care that its employees work in a safe and healthy work environment. Employees must be careful to follow safe work regulations at all times. Please follow the list of guidelines to insure your safety on the job:.

xIII. Weapons Policy

All applicants, prospective employees, and/or employees of Crunch Care, Inc. are prohibited from using or possessing weapons of any kind, concealed or otherwise, at any time while on the premises of Crunch Care, Inc. and/or while engaged in conducting business on behalf of Crunch Care, Inc. This would include firearms, explosives and any other weapons, regardless of your authority to carry a concealed weapon. This policy also applies at all times when employees are engaged in conducting business on behalf of Crunch Care, Inc. whether such employees are on or off the premises of Crunch Care, Inc. or that of a client/customer. The company reserves the right to conduct searches to verify compliance with this policy.

xIV. Harassment Policy

Crunch Care, Inc. is committed to providing a work environment that promotes mutual employee respect. All employees are expected to ensure a work environment free of intimidation and harassment.

The contents of this manual are not intended to create a contract between Crunch Care, Inc. and any or all of its employees. This manual is for providing information about Crunch Care, Inc. and its policies. Crunch Care, Inc. reserves the right to modify, revoke, suspend, terminate, change any plans, policies, or procedures in whole or in part, at any time with or without notice. Nothing in this manual is intended to create any type of contract or guarantee of continued employment. Your employment with Crunch Care, Inc. is at will and may be discontinued with or without reasons, with or without advanced notice.

Abusing the dignity of anyone through ethnic, racist, or sexist slurs or through other derogatory or objectionable conduct is considered offensive employee behavior. The company specifically prohibits any form of harassment by or towards employees, contractors, suppliers, customers and/or client Consultants.

Any employee who violates this policy will be subject to disciplinary action up to and including termination. Any allegation of harassment is to be brought to the immediate attention of your Crunch Care Representative.

xv. Substance Abuse Policy

Crunch Care, Inc. supports a drug free workplace. Being under the influence of a drug or alcohol on the job poses serious safety and health risks to the user and to all those who work with the user. The use of drugs has been proven to be a significant cause of on-the-job injuries and production loss.

Crunch Care, Inc. has adopted the following position as the basis of our substance abuse policy. The sale, abuse or presence in the body or reporting to work under the influence, distribution, dispensation, possession, transfer, storage, concealment, transportation, promotion or sale of illegal or unauthorized drugs, controlled substances or alcohol is strictly prohibited from all company and client company premises or while on company business and/or during working hours.

During your employment at Crunch Care, Inc. you may be subject to a drug and/or alcohol test at any time. We conduct pre-placement drug and alcohol test for client companies where it is a prerequisite for a job assignment and we test employees involved in an on-the-job accident or "near miss" incident. Employees are subject to random, reasonable cause, specific or periodic drug and/or alcohol tests. Failure to submit to testing is grounds for termination with Crunch Care, Inc.

A complete and detailed copy of Crunch Care, Inc.'s substance abuse policy is made available to all employees at the time of application. If you have any questions or need a copy of the policy please contact your Crunch Care Representative.

xvi. Dress Code

Crunch Care expects you to always look and act professional as you are a representation of our company when you are working with our clients. We ask that you use professional discretion was dressing for work and use good judgment when choosing your attire.

xvii. Safety Policy

All employees are required to follow the safety guidelines included below:

- Promptly report any and all unsafe conditions and equipment to your Crunch Care Representative at Crunch Care and or direct Supervisor
- Promptly report all work-related accidents, injuries, and illnesses to your Crunch Care Representative and or direct Supervisor
- Promptly reports anyone who appears to be impaired by the use of alcohol or drugs while on the job to your Crunch Care Representative and or direct Supervisor
- Keeps all exits unblocked, well lit and unlocked during assignment hours

- In the event of a fire, sound the alarm and evacuate. If on assignment take individual being cared for with you.
- Upon hearing fire alarm, proceed to the nearest exit.
- Keep aisles, stairways, and work areas clear at all times. Report slippery or unsafe areas immediately.
- Always use the correct lifting technique. Never attempt to lift or push an object that is too heavy.
- Never stack material in high places.
- When carrying objects or people, use caution in watching for and avoiding obstructions or loose materials.
- Do not stack material in an unstable manner.
- Report exposed wiring or cords that are frayed or have deteriorated insulation so that they can be repaired promptly.
- When watching a video display terminal (VDT) have all furniture positioned, adjusted, and arranged to minimize strain on all parts of the body.
- Never leave lower drawers open. This is a tripping hazard. Use care when opening and closing drawers to avoid pinching fingers. Do not open more than one drawer at a time.
- Store supplies and materials in a manner that prevents damage to property or people when they are moved. Store heaviest items in a closet to the floor and lighter items higher up.
- Plug all electrical equipment into appropriate wall receptacles or into an extension of only one cord of similar size and capacity. Three pronged plugs should be used to insure continuity of ground.
- Use equipment such as scissors or staples for the intended use only. Misuse can damage equipment and possibly the user.
- Use safety clothing, equipment, and gear when required by the job.

xviii. Accident and Injury Reporting

Your health and safety is very important to us. Any work related incident involving injury or illness and/or property damage must be reported to our office immediately no matter how minor. This includes incidents referred to as "near misses" where an injury or property damage did not occur. Failure to report an on-the-job injury in a timely manner could result in the incident being rejected as a claim by our insurance company. Any employee involved in an on-the-job accident, whether or not it resulted in injury, must submit to a post accident drug test within 24 hours of the incident being reported. Failure to submit to a drug test within the 24 hour time frame is grounds for termination.

I have read and understand the terms of the Crunch Care Inc, Employee Handbook.

Employee Signature

Date

Crunch Care Representative Signature

Date