



Health Carousel

Code of Conduct



A Message from the CEO

At Health Carousel, everything we do is guided by our vision and higher purpose – to improve lives and make healthcare work better by ensuring that patients have access to qualified healthcare professionals when and where they need them. We can only achieve our higher purpose by incorporating our core values into everything we do. These core values include achieving more together (teamwork), raising the bar (excellence), doing the right thing (integrity) and going the extra mile (service).

This Code of Conduct is a statement of our higher purpose and core values. It also serves as a roadmap for incorporating our values into how we conduct ourselves as a company everywhere, every day. Most importantly, this Code of Conduct is a guide for how to do the right thing, with ethics and integrity, even when it is hard and even when nobody is looking.

Every person at Health Carousel is integral to living our core values and higher purpose. We can only live our higher purpose and core values if every one of us protects our company's reputation by ensuring *we always do the right thing*. We understand that our employees and other stakeholders may be confronted with situations and circumstances that may challenge our legal and ethical obligations, our integrity, and our values. During those challenges, this Code of Conduct is intended to help *all of us* stay rooted in our core values and higher purpose.

If you are ever unsure whether a matter complies with the Code of Conduct or our legal and ethical obligations, please do not hesitate to seek guidance from your managers or our legal and compliance personnel. And if you ever believe you have observed legal or ethical misconduct or conduct that simply does not feel right and you are not comfortable approaching any of the above parties, please report the matter using one of the other reporting methods described in this Code of Conduct.

Thank you for all you do to help Health Carousel live our higher purpose and core values. Without your dedication to living the values reflected in this Code of Conduct, we cannot accomplish our bold mission of ensuring that every patient in the United States always has access to a qualified healthcare professional.

John Sebastian

Chief Executive Officer
Health Carousel



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Our Core Values

To achieve our higher purpose, it is important for all of us to incorporate our core values into everything we do. In our daily interactions with all our stakeholders – employees and contractors, clients, healthcare professionals, the patients we serve and government regulators and partners – we succeed by ensuring our core values guide our actions and decisions. It is our commitment to these values that has helped us earn our reputation as a quality organization within the communities we serve. We must continue to live and breathe these values to maintain that high standard.

Everything we do is driven by our commitment to:

Do the Right Thing (Integrity): We strive to do the right thing, even when it is hard and no one is looking. We strive to conduct our business with uncompromising honesty, ethics and compliance. We strive to live up to our commitments to our clients, employees and government stakeholders. We understand that a good reputation takes a long time to acquire but only a moment to lose.

Raise the Bar (Excellence): We are results driven and strive to achieve excellence in everything we do. We understand that the road to success is always under construction. We challenge ourselves to improve continually and to become the best versions of ourselves so we can achieve more, live better, and make a difference in the world.

Go the Extra Mile (Service): Everyone has a client to serve, be it a patron, healthcare professional, employee, or our community. We strive to be the best company for our clients to work with by always meeting our commitments, exceeding expectations, and providing high-quality services to our clients.

Achieve More Together (Teamwork): Our business is a team sport. We understand that for us to win individually, we must win together. We strive to work together collaboratively and cross-functionally. We also strive to respect and support each other and meet our mutual needs by listening and learning from one another.



Understanding the Difference Between Ethics and Compliance

Ethics and compliance are not the same concepts, but our responsibilities apply to both equally. Compliance focuses on whether our actions meet defined laws, regulations or rules that apply to our businesses. Ethics is a broader concept and focuses on whether we are acting with morality, trust and integrity, regardless of the legality of our actions.

A course of action we undertake can be legal and compliant under law but unethical by its nature. Conversely, all non-compliant actions are unethical because they reflect a lapse of good judgment and character. So, when confronted with a challenging issue, we must first ask ourselves whether the action could violate a law, rule or regulation (compliance). If the answer is no, we must still ask ourselves if a proposed action is right, honest, fair and transparent (ethics).

We all must remember to review our actions and decisions against the backdrop of these two concepts. For example, in this Code we discuss our shared responsibilities relating to conflicts of interest. Having a conflict of interest between your personal interests and the interests of Health Carousel is rarely a violation of a law or regulation. There is no law that states that our employees cannot have a financial stake in one of our company's vendors. If you do have such a financial stake, however, holding that interest could conflict with Health Carousel's interests. Accordingly, you and Health Carousel must act with honesty, integrity and transparency when that conflict of interest arises. Please see the "Conflicts of Interests" section below.

We All Share Compliance and Ethical Responsibilities

The commitment to uphold our core values and adhere to the Code of Conduct applies to every employee and stakeholder of Health Carousel. This includes our contractors, agents and other parties who act on behalf of Health Carousel.

Our shared compliances and ethics responsibilities start at the top with our leaders. We require our leaders to set the tone for ethical and compliant behavior by leading through example. Our leaders hold themselves, their leader peers, and all employees and contractors to the highest standards of ethical and compliant conduct. Our leaders understand it is their responsibility to set the foundation for an ethical and compliant culture for all Health Carousel employees and stakeholders.

Through our leaders and this Code of Conduct, we require all Health Carousel employees, board members, shareholders and contractors to commit to the following shared responsibilities:

- We ensure our activities and those of the company comply with all laws and regulations that apply to our business.
- We ensure our activities and those of the company comply with all company policies and procedures and the terms and requirements of the employee handbook applicable to our respective roles and responsibilities.
- We ensure our activities and those of the company comply with the policies and procedures of our health care clients.
- We live our core values to achieve our higher purpose.

If you have a question regarding our shared compliance and ethical responsibilities, please raise your hand and ask for help. You are the eyes and ears of the company, and we can only live by this Code and our ethical and compliance obligations if everyone does their part. You can reach out to your manager and the Legal Department to discuss your concerns at any time. You may also report compliance and ethical issues to the company's compliance and ethics hotline as discussed below.

Please see the next page for a "Compliance and Ethics Decision Checklist" that is intended to help you navigate ethical and compliance issues.



Confronting Potential Ethics and Compliance Issues

We understand that sometimes living up to our shared responsibilities can be difficult or unclear. We also recognize this Code of Conduct and the company's policies and procedures may not address all circumstances and situations you may encounter.

Any time you confront a circumstance or situation which raises an ethics or compliance issue or simply does not feel right to you, ask yourself the following questions:

Compliance and Ethics Decision Checklist

- Is it possible the issue could result in violation of laws or regulations or lead to an allegation of a violation?
- Would the issue result in violation of company policies and procedures or is it inconsistent with our core values or this Code of Conduct?
- Would I be okay with the action being made public in the newspapers, on TV or on the internet and social media?
- Would I be okay with the action if my family or friends were aware of it?
- Would I be okay if someone else took a similar action in a manner that impacted our company, me, my family or my friends?

After asking these questions, if you are unsure whether we are doing the right thing, escalate and report the matter to your manager. If you are uncomfortable discussing the matter with your manager, you can report the matter through the other reporting channels identified in the “Where You Can Report” section below.



Where and How You Can Report Ethics and Compliance Issues

Reporting Ethics Issues

If you have an ethics issue to report that you do not believe is a violation of this Code or the laws and regulations that apply to our business, please contact the following immediately:

- Your manager or head of your department
- Legal Department
- HR Department

Reporting Compliance Issues

If you believe there is a potential violation of this Code or laws and regulations, please contact the following immediately:

- Your manager or head of your department
- The Deputy General Counsel, Compliance and Ethics
- The Confidential Ethics and Compliance Hotline at:
844-236-5108 or <https://www.ethcomp.com/HealthCarousel>



What to Expect When You Report Ethical and Compliance Issues

If you report an issue that raises an ethical or compliance concern or otherwise details misconduct, the company will investigate the issue. When performing its review and investigation, the company will review your report promptly and will confirm the facts and circumstances you have reported. We may ask you for additional information if necessary and we will report back to you at the conclusion of our investigation.

While we understand that some employees may need to report issues anonymously, please understand that if you do identify yourself in the report, the investigation and resolution of the issues will often be quicker and more effective. When you report an issue and identify yourself, the company will maintain confidentiality to the fullest extent that will also permit a comprehensive and complete investigation and resolution of the issue. Having said that, we understand that some employees may feel like their only option is to report a matter anonymously. We encourage you to report in those situations too.

Anti-Retaliation Policy

Health Carousel expressly prohibits any form of discipline, reprisal, intimidation, or retaliation against any individual for reporting issues that raise ethical or compliance concerns under this Code of Conduct or otherwise. We are committed to prohibiting retaliation against employees who act in good faith in reporting issues. When you report an issue, you do not need to be right that it raises an ethical or compliance concern; you just need to be truthful and provide a full and accurate report. When you act in good faith in reporting issues, you will be heard, and nobody may act against you in a manner that is designed to intimidate you or affect your job status at the company.

Please note the effectiveness of our efforts to investigate the issue and protect you from retaliation depends on you truthfully telling us all that you know. If you feel that you or someone else may have been subjected to retaliation for reporting an issue, please report it immediately to the Human Resources Department or to the other reporting sources detailed in this Code of Conduct. If employees do not report retaliatory conduct, Health Carousel may not become aware of a possible violation of this Code or applicable laws and may not be able to take appropriate corrective action.

Violations and Discipline

When confronted with conduct or circumstances that violate this Code, our company's policies and procedures and/or applicable laws, our response to the situation will depend on several factors. These factors include, but are not limited to, the nature of the conduct, whether the conduct is recurring or part of a pattern of misconduct and whether the conduct violates law. In all cases, the company and its management retain all discretion to make decisions about the appropriate consequences for violations. These consequences could include, without limitation, counseling, warnings, reprimands, suspensions, impacts on compensation and termination.

The company is under no obligation to counsel employees or afford employees multiple opportunities to correct misconduct. Indeed, the company may determine that some violations are serious enough to warrant immediate termination of the employees engaged in misconduct. And when misconduct involves violations of law, the consequences can be severe and include government investigations and enforcement. Government enforcement for violations of law can include fines and penalties and civil or criminal prosecution of the company and the employees involved in misconduct.



Equitable Workplace Culture

Health Carousel is committed to fostering, cultivating, and preserving a culture of diversity and inclusion. Our human capital is our most valuable asset. The collective sum of our individual differences and experiences represents a significant part of not only our culture but also our reputation and achievement.

We believe that all people are entitled to dignity, respect, and basic human rights. We also believe all people should be free from discrimination and harassment in all its forms. As a result, we expect everyone we work with will respect each other's dignity, differences, sensitivities, and boundaries. This expectation and requirement not only apply to behavior occurring on company premises, but they can also apply to behavior which occurs off-site at company-sponsored events and in other social situations. This expectation is integral to our core value of achieving more together.

Discrimination and Harassment

We do not tolerate unacceptable conduct based on sex (including pregnancy), race, color, age, sexual orientation, gender (including gender identity and status as a transgender or transsexual individual), national origin, genetic information, physical or mental disability, religion, citizenship, past, current or prospective service in the uniformed services or any other characteristic protected under applicable federal, state or local law. We prohibit these actions by or directed toward our employees or any other persons, including interns or other temporary or contracted labor, vendors, clients, patients and visitors.

The type of conduct we prohibit includes the following:

- Verbal (for example, epithets, derogatory statements, slurs, inappropriate, offensive or derogatory comments or jokes, unwelcome sexual advances or requests for sexual favors).
- Physical (for example, assault or inappropriate physical contact).
- Visual (for example, displaying derogatory or sexually suggestive posters, cartoons, or drawings, sending inappropriate adult-themed gifts, leering or making sexual or derogatory gestures).
- Online (for example, derogatory statements or sexually suggestive postings in any social media platform including Facebook, Twitter/X, Instagram, Snapchat, etc.).
- Threats or intimidating acts, bullying or other abusive behavior.

If you or someone else at our company has been subjected to conduct you believe amounts to discrimination or harassment, you must report the conduct to your manager, the head of your department, or a member of the Human Resources Department. Please consult the employee handbook for details on how to submit a report. The Human Resources Department will ensure that a prompt and thorough investigation is conducted and will take prompt corrective action, if appropriate.

Equal Employment Opportunities

We also believe that all individuals are entitled to equal opportunities without regard to their class, identity or status. As a result, we make all employment decisions based on merit (a person's qualifications and capabilities) rather than class, identity or status. This principle applies to all employment decisions, including, but not limited to, recruiting and hiring, compensation, benefits, termination and all other terms and conditions of employment. If you believe you or someone else has been unfairly treated based on your class, identity or status, please report the matter in the same manner as you would a claim for other discrimination or harassment.



Workplace Health and Safety

Ensuring a Safe Workplace

Another principle that is integral to achieving more together is ensuring that employees can work in a safe and secure working environment. All employees are responsible for maintaining a safe working environment and following all safety and health laws, regulations and workplace safety rules.

While on assignment at a client's healthcare facility, it is always a top priority of the company that employees exercise safety and caution. Employees must follow the on-site safety practices, procedures, or policies of our clients. If you feel that you have not been properly trained on facility practices or that a client has failed to properly provide copies of or access to facility procedures or policies, you should contact your Health Carousel recruiter or a member of the clinical nurse team at Health Carousel as soon as possible.

Employees should not perform any work for which they are not qualified or cannot become qualified with reasonable and appropriate training. Employees should also not operate any equipment for which they have not been properly trained. While on assignment, you should immediately contact your recruiter or a member of the clinical nurse team if you are asked to work in unsafe working conditions or in a unit for which you have insufficient knowledge, skills, or training. If you have doubts about how to do something safely or whether a certain job or task should be performed, it is your duty to ask a qualified person on-site or your facility supervisor for guidance or assistance. Unsafe conditions must be reported immediately, both to the client facility and Health Carousel. If you believe you are improperly being asked to perform work for which you are not qualified, you should report such incidents to your recruiter or a member of the clinical nurse team immediately.

Workplace Violence and Weapons

We do not tolerate conduct that threatens, intimidates, or coerces another individual. All threats of violence or acts of violence or intimidation should be reported as soon as possible to your manager or the head of your department. This includes threats by employees as well as threats by clients, vendors or anyone else. When reporting a threat of violence, you should be as specific and detailed as possible. Be sure to report any suspicious person or activities as soon as possible to your Health Carousel manager or client supervisor if working at a client work site.

We also prohibit firearms, weapons and other dangerous or hazardous devices and substances from the premises of Health Carousel or at client sites without proper authorization in accordance with applicable law.

Any person who violates these workplace violence and weapons guidelines will be subject to disciplinary action, up to and including termination of employment.

Drugs and Alcohol

Use of alcohol and drugs can alter employees' judgment resulting in increased safety risks, workplace injuries, and faulty decision-making. As a result, the possession, purchase, use or sale of

alcohol or drugs on company premises or at client work sites is prohibited. On occasion, alcoholic beverages may be served in conjunction with an authorized company event. In such situations, employees must always drink moderately and responsibly and maintain their professionalism.



Confidentiality and Protection of Personal Information

In our day-to-day operations, we have access to many forms of confidential information that must be safeguarded from disclosure, including personal information about our employees, our clients and other third parties, protected health information about the patients we serve, and confidential and proprietary information about our company. We all have a duty to ensure that confidential or proprietary information about our company or information provided to us by candidates, employees, clients, vendors, and patients is kept confidential from disclosure unless the disclosing person or party has expressly authorized our disclosure of such information. We always ensure we do not make personally identifiable or confidential information publicly available and that such information is only used as necessary to perform our jobs. Most importantly, we cannot disclose information about the patients we serve at client facilities, including information that could reveal their identities and their health information.

It is the responsibility of each employee to follow the laws and regulations that are designed to ensure the protection of patients' private health information and the policies or requirements of our healthcare clients regarding the same. Failure to maintain the confidentiality or privacy of the patients we serve and/or their healthcare information may lead to disciplinary action, up to and including termination.

If you have questions or concerns regarding the privacy regulations or our clients' policies or practices related to privacy, it is your duty to contact your client supervisor for additional information or training regarding on-site materials, policies, and protocols. If your client supervisor is unable to provide you with sufficient information to answer your questions, or if you believe there are additional concerns that have not been addressed about a patient's private health information, please contact your Health Carousel manager or the clinical team immediately. You may also report your concerns to the other sources discussed above in the "Where to Report" section of this Code of Conduct.

Social Media Use

We recognize that the internet and social media provide unique opportunities for our company to engage with all our stakeholders in interactive discussions and to share and promote our brand and offerings. Having said that, we all must remember that the internet and social media platforms create a written and public record of our statements as representatives of our company and ambassadors for our brand and reputation. As a result, we must ensure our social media and internet interactions do not violate this Code, company policies, or the requirements of applicable law. In particular, we cannot share on social media and the internet confidential and proprietary information about our company, and confidential and protected information about our employees, patients and clients. In addition, we must refrain from communicating anything that is or could be perceived as being threatening, discriminatory, harassing, inappropriate or obscene.

Before engaging in any social media or internet activities, think back to the compliance and ethics checklist above and ask yourself the following types of questions. If I post something on social media, would I want my friends or family to see it? Will it include confidential company information? Could my online statements be interpreted as potentially discriminatory or harassing, even if that was not my intent? If you follow these commonsense guideposts and focus your message on positive news about our brand and core values, you will find your social media engagements to be beneficial for you and the company.

Also understand that unless Health Carousel has expressly authorized you to speak on behalf of the company, you should never represent your statements or positions as representing those of the company or its management.

For more information about the specific requirements of Health Carousel's social media policies and requirements, please consult your employee handbook. As always, if you are ever unsure about the about the appropriateness of any posting or communication (whether before or after made, and whether made by you or not), discuss it with your manager, the Marketing Department or the Legal Department.



Conflicts of Interest

To ensure we are protecting the best interests of Health Carousel, we all must act in a manner that avoids creating actual or potential conflicts of interests with our company, our higher purpose, and our core values. As a result, it is up to each of us to avoid private interests or transactions that could interfere or conflict with our duties to the company and our abilities to make reasonable and objective decisions on behalf of the company.

If you believe that any of your private interests or transactions could pose a conflict of interest with Health Carousel and its business and mission, you must disclose such matters to your manager or the Human Resources Department. Examples of situations that could result in a conflict of interest include:

- You or your family members could personally benefit or gain from business dealings with Health Carousel, particularly where you are in a position to influence the company's decision that may result in the personal benefit or gain
- You or your family members have a financial or investment interest in a competitor, supplier or business counterparty of Health Carousel
- You engage in employment or advisory activities outside of Health Carousel that pose a conflict to Health Carousel
- You or your family works for or is associated with an organization that does business or proposes to do business with Health Carousel

This is not an exhaustive list of situations that could pose a conflict of interest. Remember to always use your best judgment if you or your family members are engaged in activities outside of your employment that involve Health Carousel. In such situations, where you become aware of any potential conflicts of interest, you must promptly report the situation to your manager or the Human Resources Department as soon as possible. You should be as detailed as possible. We will investigate all concerns regarding conflicts of interest and determine whether a conflict of interest exists and what action should be taken, if any. Undisclosed or intentional conflicts of interest can be subject to disciplinary action, up to and including termination.

Honesty and Integrity in Government Filings and Dealings

Health Carousel regularly submits information to the government in its tax filings, immigration filings, and other governmental filings and disclosures. All such information and disclosures must be submitted truthfully and accurately. The submission of false or misleading information to governmental authorities is prohibited and may result in discipline, including termination of employment.

For example, a vital component of our Passport USA business is our immigration sponsorship, recruitment, and placement of skilled healthcare workers from foreign countries. We are committed to employing only those people who are authorized to work in the United States, and we require our employees to comply strictly with all applicable laws relating to the immigration process.

Immigration sponsorship requires Health Carousel to make statements to the government under penalty of perjury. That means that all information submitted to the government by Health Carousel, its employees, and its representatives must be truthful and accurate at all times. As a result, attestations made on behalf of Health Carousel to the government may only be made by an authorized Health Carousel representative. Any false statement contained in a government filing or made to a government official – even if unintentional – may expose Health Carousel, the sponsored candidate, and you, personally, to civil and criminal liability.

Remember, it is up to you to ensure that our company and our employees understand the need to be honest and accurate in communication with our clients and any governmental or regulatory authority. If you have any questions about the accuracy of the information you or anyone else are planning to provide to the government, contact your manager and the Legal Department.



If you believe you or anyone else acting on behalf of the company has submitted information to the government that is false or misleading, even if unintentionally or inadvertently, you have a duty and obligation to report such information to your manager and the Legal Department immediately. Also, please remember that you may report such incidents anonymously to the Ethics and Compliance Hotline as outlined above.

Ethical Recruitment and the Passport USA Principles of Conduct

Passport USA has been at the forefront of promoting legal, ethical, and socially responsible recruitment and employment of international healthcare professionals since it was founded. To ensure that we continue to uphold these high standards, we closely follow a set of guiding principles that govern Passport USA's day-to-day conduct and interactions with all healthcare professional employees throughout the duration of each employee's recruitment, sponsorship, and employment.

Our principals of conduct for ethical recruitment start with our adherence to the Code of Ethics of the American Association of International Healthcare Recruitment (the "AAIHR") and the Health Care Code for Ethical International Recruitment and Employment Practices of the Alliance for Ethical International Recruitment Practices. We expect all our internal Passport USA employees to closely review, understand, and incorporate the ethical codes of both the Alliance and AAIHR into their day-to-day conduct with all employees, stakeholders, and third parties who interact with our Passport USA business.

Among the most important ethical principles we follow in the Passport USA business are the following:

- We operate in accordance with all applicable laws and regulations, including the Immigration and Nationality Act.
- We ensure that our contracting process is fair for all Passport USA healthcare employees.
- We require transparency in explaining all aspects of employment to our Passport USA health employees.
- We ensure that all compensation paid to Passport USA healthcare employees is fair and in compliance with all applicable laws and regulations.
- We ensure that the AAIHR Code of Ethics is provided to Passport USA healthcare employees when they are presented with an employment contract.
- We ensure that all Passport USA healthcare employees have a confirmed assignment before deployment to the United States and provide support to those employees while they are on assignment.
- In addition to requiring the submission of truthful and accurate information to the government in all immigration submissions and filings, we require that all documentation, information, and statements provided to applicants, Passport USA healthcare employees, clients and other relevant parties be honest, forthright, complete and accurate.

If you are an employee in the Passport USA business, please review the employee handbook for more details regarding our principles of ethical recruitment. Ask questions of your manager or the Legal Department if you are unsure how to handle a situation with a Passport USA healthcare employee or the immigration process.



Anti-Corruption and Anti-Bribery

We all have an obligation to comply with the anti-corruption and anti-bribery laws that apply to our business both within the United States and in foreign countries where we recruit and do business. These laws and regulations prohibit the offer or payment of items of value to government officials in exchange for the benefits and privileges that government entities can grant to our company. The penalties for offering or accepting bribes, kickbacks or other corrupt payments can be very severe, including substantial fines, penalties, revoking of our licenses and criminal sanctions, including imprisonment for the individual employees involved.

If you are involved in any transactions that include domestic or international governments and government officials, please be mindful that any payments or transactions with those government officials could raise anti-bribery and anti-corruption concerns. This includes transactions with employees of government owned or sponsored entities and persons with family relationships with governmental entities that oversee our businesses or who act as agents of Health Carousel.

All such payments or transactions must be reviewed with the Legal Department prior to Health Carousel moving forward.

Use of Company Assets

All of us have a duty to utilize the company's assets and property for their intended business purposes. These include all company provided equipment and property, the company's offices and facilities, e-mail and other technology systems, and company accounts and funds. All employees are responsible for ensuring that company assets are used appropriately. Among other things, you should:

- Notify your manager if any Health Carousel property appears to be damaged, defective or in need of repair.
- Report potential fraud or theft relating to Health Carousel property to your manager or the Legal Department.
- Refrain from using Health Carousel property or assets to engage in illegal activity and only use the property and assets for legal company business purposes.
- Ensure you utilize Health Carousel's systems in a manner that protects the security of the company's systems and information.

Health Carousel's computers, network services, communications systems, and other Information Technology (IT) resources are intended for use by our employees in performing their jobs and for business purposes. You may not use our IT resources in a manner that is or could be perceived by others as harassing or offensive. Please consult the employee handbook for situations where limited personal use of IT resources may be permitted.