

Allcare

PHARMACY & COMPOUNDING

EMPLOYEE HANDBOOK

Personnel Policy Manual

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Location: 112 S Oxley Dr., Lyons, GA 30436

All employees are expected to carefully read and understand all parts of this Handbook. Any questions should be brought to the attention of the Pharmacy Manager or Owner.

Welcome to Allcare

Welcome to Allcare Pharmacy & Compounding. We are an independent, community-rooted pharmacy organization built on a commitment to high-quality patient care, clinical excellence in compounding and wellness, and treating every patient and team member with respect and integrity.

This Handbook describes the policies, expectations, and benefits that apply to your employment. It is intended to help you understand how we operate and what we expect of one another. Please read it carefully, keep it for reference, and ask any questions you may have.

Please sign the acknowledgment at the end of this Handbook to confirm that you have received and read it.

Important Notices — Please Read First

At-Will Employment

Employment with Allcare Pharmacy & Compounding is "at will." This means that either you or the Company may end the employment relationship at any time, with or without cause and with or without advance notice, subject to applicable law. No supervisor, manager, or representative of the Company has the authority to alter the at-will nature of employment or to enter into any agreement guaranteeing employment for a specific period, except in a written agreement signed by the Owner.

This Handbook Is Not a Contract

This Handbook is a general guide to the Company's current policies and practices. It is not a contract of employment and does not create any contractual rights or obligations, express or implied. Nothing in this Handbook guarantees employment or any particular benefit.

Right to Modify

The Company reserves the right to interpret, change, suspend, or eliminate any policy, practice, or benefit in this Handbook at any time, with or without notice, except for the at-will employment policy and any rights protected by law. Policies will be applied consistent with federal, Georgia, and local law; where this Handbook conflicts with applicable law, the law controls.

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Section 1 — Becoming an Employee

Equal Employment Opportunity

Allcare Pharmacy & Compounding is an equal opportunity employer. We consider all applicants and employees without regard to race, color, religion, sex (including pregnancy, childbirth, and related conditions, sexual orientation, and gender identity), national origin, age (40 and over), disability, genetic information, citizenship status, military or veteran status, or any other characteristic protected by federal, Georgia, or local law.

This policy applies to all terms and conditions of employment, including recruitment, hiring, placement, promotion, compensation, training, discipline, and termination. The Company does not tolerate discrimination or harassment of any kind.

Code of Ethics

Every member of our team is expected to uphold the following standards:

- Have respect for others.
- Be honest; tell the truth.
- Be objective and fair.
- Know and follow the law.
- Be accountable for your work.
- Ask for help when needed, and be a team player.

Employee Qualifications

Applicants must be legally eligible to work in the United States, of good character, and able to perform the essential functions of the position with or without reasonable accommodation. Employees must not misuse drugs or alcohol and must be honest in all dealings with the Company, its patients, and its vendors. Positions requiring professional licensure or registration must be filled by individuals who hold and maintain a valid Georgia license or registration in good standing.

Background Checks and Drug Screening

Employment is conditioned on the satisfactory completion of a pre-employment background check and drug screen. By accepting employment, the applicant authorizes the Company to obtain background information, consistent with the Fair Credit Reporting Act (FCRA) and applicable Georgia law, including any required disclosures, written authorization, and adverse-action procedures.

The Company also conducts random drug screening, and may conduct additional background checks, during employment as permitted by law. Drug screening is governed by the Drug-Free Workplace and Drug Testing Policy in Section 6.

Trial / Introductory Period

The first 90 days of employment are an introductory period that allows both you and the Company to evaluate whether the position is a good fit. Completion of the introductory period does not change the at-will nature of employment or guarantee continued employment.

All employees must furnish management with a current address, Social Security number, phone number, and emergency contact. It is the responsibility of the employee to promptly notify management of any changes to this information.

Hours of Operation and Employee Hours

Normal hours of operation are 8:30 AM – 6:30 PM on weekdays and 9:00 AM – 1:00 PM on Saturday. The pharmacy is closed on Sunday.

- Full-time employees are generally scheduled to work 40 hours per week.
- Part-time employees are generally scheduled to work 30 hours or fewer per week.

Scheduled hours may vary based on the needs of the business. Classification as full-time or part-time is for scheduling and benefit-eligibility purposes and does not change at-will employment.

Breaks and Time Clock Procedure

- All employees must clock in and clock out daily and accurately record all time worked.
- **Leaving the premises requires clocking out.** Any time an employee leaves the premises for non-work reasons, the employee must clock out and clock back in upon return.
- Meal breaks are up to **1 hour (60 minutes) maximum**. A bona fide meal break during which the employee is fully relieved of all duties is unpaid, and the employee must clock out for the break.
- If an employee is asked or required to remain on duty or “on call” during a meal break, that time is treated as time worked and is paid. Employees may not work through meal breaks without prior management approval.
- Falsifying time records, or clocking in or out for another employee, is grounds for discipline up to and including termination.

Section 2 — Salary and Wage Information

Payment Information

Pay for hourly employees is computed by hours worked multiplied by the hourly wage. Payday is every two weeks (biweekly).

Overtime

Non-exempt (hourly) employees are paid overtime at one and one-half times their regular rate of pay for hours worked over 40 in a workweek, in accordance with the Fair Labor Standards Act. All overtime must be approved in advance by management. Working unauthorized overtime may result in discipline, but the Company will pay for all overtime hours actually worked.

Payroll Deductions

Required and authorized deductions will be made from each paycheck, including federal income tax, Georgia state income tax, Social Security and Medicare (FICA), and any retirement plan contributions or other deductions you authorize in writing.

Other Payroll Policies

Any deductions for unpaid charges or other amounts owed to the Company will be made only where permitted by law and only with the employee's prior written authorization. No deduction will be made that reduces an employee's pay below the applicable minimum wage or that improperly reduces an exempt employee's salary.

Section 3 — Time Off

Paid Time Off (PTO)

PTO is earned on an accrual basis tied to the actual hours an employee works — not a fixed number of days granted each year. Each pay period, an employee accrues PTO equal to the hours worked multiplied by the accrual multiplier for their length of service. Because accrual is based on hours worked, part-time employees earn PTO in proportion to the hours they actually work.

PTO begins accruing once an employee completes one year of service, at the following rates:

Years of Service	Accrual Multiplier (× hours worked)	PTO per 40-Hour Week	Approx. PTO per Year (Full-Time)
1 to 2 years	0.02	0.8 hours	~42 hours (about 1 week)
2 to 5 years	0.04	1.6 hours	~83 hours (about 2 weeks)
5+ years	0.06	2.4 hours	~125 hours (about 3 weeks)

Annual figures assume a full-time schedule of approximately 2,080 hours per year; actual accrual depends on hours actually worked.

- PTO may be taken all at once or in increments, with advance approval by management.
- To be included in a given paycheck, PTO requests and time submissions must be submitted before Friday at closing for the following week's payroll.
- PTO does not count toward hours worked for overtime purposes.
- Unused PTO is paid out on the last payroll of the calendar year; PTO does not carry over from one calendar year to the next.
- If an employee has used more PTO than they have accrued and ends the year with a negative balance, that negative balance will be deducted from the last payroll of the calendar year, consistent with the Other Payroll Policies section above and applicable wage law.
- Upon separation of employment, accrued unused PTO will not be paid out, and any negative PTO balance will be deducted from the final paycheck consistent with applicable law.

Vacations should not be scheduled around holidays unless approved in advance by management.

Paid Holidays

The Company provides paid holidays as shown below, paid at the employee's regular rate to full-time employees — those who have worked an average of 32 or more hours per week over the previous 12 months.

Holiday	Holiday Pay
Memorial Day	8 hours
Independence Day (July 4)	8 hours
Labor Day	8 hours
Thanksgiving Day	8 hours
Christmas Day	8 hours
New Year's Day	8 hours
Christmas Eve	4 hours
New Year's Eve	4 hours

No additional paid time off is provided beyond accrued PTO and the paid holidays listed above.

Other Leaves of Absence

Apart from accrued PTO and the paid holidays above, the Company does not provide additional paid leave. The Company does honor the following leaves as required by law:

- **Jury Duty:** Employees called for jury duty will be granted time off as required by Georgia law and will not be penalized for serving.
- **Military Leave (USERRA):** Employees who serve in the uniformed services are granted leave and reinstatement rights in accordance with USERRA and Georgia law.
- **Voting Leave:** Time off to vote is provided as required by Georgia law.
- **Medical and Personal Leave:** Because the Company has fewer than 50 employees, it is not covered by the federal Family and Medical Leave Act (FMLA). The Company may, at its discretion, grant unpaid medical or personal leave on a case-by-case basis, and will consider unpaid leave as a possible reasonable accommodation for a qualifying disability or a pregnancy-related condition consistent with applicable law.

Section 4 — Employee Benefits

Retirement Plan

Full-time employees may become eligible to participate in the Company's retirement plan after 12 consecutive months of employment and upon reaching 21 years of age. Plan terms, eligibility, and any Company contribution are governed by the official plan documents, which control in the event of any conflict with this Handbook.

Health and Other Insurance

The Company does not currently offer group health, dental, vision, life, or disability insurance.

Employee Discounts

Employee discounts on over-the-counter items and prescriptions are available to employees and the members of their household (those who live in the same home).

To remain compliant with federal law, the prescription discount does not apply to any prescription paid for, in whole or in part, by Medicare, Medicaid, TRICARE, or any other federal or state healthcare program; for those prescriptions, the patient's standard cost-sharing applies. The prescription discount is limited to cash-pay prescriptions and other prescriptions where a discount is permitted by the patient's insurance and applicable law.

Employees may not use their discount to purchase items for anyone outside their household with the intent of being reimbursed by that person. Abuse of the discount policy will result in loss of the discount privilege and may result in additional discipline.

Employee Charge Accounts

As a convenience, eligible employees may open an in-store charge account to purchase store items. The following terms apply:

- **Eligibility:** available to all employees.
- **What may be charged:** over-the-counter items and general store merchandise only. Prescriptions may not be charged to an employee charge account.
- **Account limit:** the maximum outstanding balance is \$500, unless a higher limit is approved by a manager or the owner. The Company may adjust, suspend, or close an account at its discretion.
- **Repayment:** employees are expected to keep their charge account current. Any balance that remains more than 60 days past due will be deducted from the employee's paychecks (in installments if needed) until paid in full. By using a charge account, the employee authorizes the Company to deduct amounts owed from their pay, consistent with the Other Payroll Policies section above and applicable wage law; no deduction will reduce pay below the minimum wage.
- **At separation:** any unpaid charge account balance will be deducted from the employee's final paycheck to the extent permitted by law, and any remaining balance must be paid promptly.

- **Personal use only:** charge accounts are for the personal use of the employee and their household. Allowing others to use the account, or failing to keep the account current, may result in suspension of charge privileges and discipline.

Section 5 — Workplace Conduct and Personnel Policies

Employee Responsibilities

Each employee has a job description consisting of primary and secondary duties. Employees are expected to use available time productively — for example, cleaning and straightening shelves and otherwise enhancing the appearance and operation of the store — when no immediate task is present.

- All employees are responsible to their immediate supervisor.
- Employees may not leave their assigned work without the permission of their supervisor.
- All employees are expected to keep their work areas clean, neat, and orderly.
- All employees must follow Company safety rules (lifting, no running, etc.) as instructed by management.
- All employees must follow Company security rules regarding opening and closing, loss prevention, registers, and handling of incoming goods and money.
- All customers and patients are to be greeted courteously, treated with respect, and thanked for their patronage.
- All employees must complete required annual Fraud, Waste, and Abuse training.
- Employees are asked to give at least two weeks' notice of resignation. (This is a request, not a contract; employment remains at-will.)

Dress Code and Personal Appearance

A clean, neat, and professional personal appearance is required at all times. Because we are a healthcare and patient-facing business, grooming and hygiene directly affect patient trust and safety.

- **General standard:** clothing must be clean, in good repair, and appropriate to your role and work area.
- **Standard attire:** scrubs or professional attire.
- **Fridays:** jeans are permitted on Fridays, but must be worn with an Allcare shirt or a shirt representing a favorite sports or club team.
- **Compounding / sterile areas:** employees working in compounding or sterile compounding areas must follow garbing, hand hygiene, and personal protective equipment requirements per USP and Company SOPs (see Section 6).
- **Name badges:** must be worn at all times.
- Reasonable accommodations to dress and grooming standards for religious or disability-related reasons will be considered consistent with law.

Confidentiality and HIPAA

Protecting patient information and Company information is one of the most important responsibilities of every employee.

- All personnel records and Company business are kept confidential.
- Employees must not disclose confidential Company business information (such as script counts, profits, margins, formulas, vendors, pricing, referral sources, and accounts) outside the workplace.
- Nothing in this Handbook restricts an employee's right under the National Labor Relations Act to discuss their own wages, hours, and working conditions with coworkers or others.
- Pharmacy employees must keep all patient information strictly confidential. No patient, prescription, or health condition is to be discussed outside the workplace or with anyone not authorized to receive that information.
- All employees are expected to read, know, and comply with HIPAA and the Company's HIPAA policies and procedures, and to complete required HIPAA training.
- Unauthorized access to, use of, or disclosure of protected health information (PHI) — including “snooping” in records without a business reason — is strictly prohibited and may result in immediate termination and legal consequences.

Personal Phone Calls and Devices

Personal cell phones may be used in an emergency. Otherwise, no personal calls or texting are permitted when customers or patients are present or when it interferes with work. Cameras and personal devices may not be used to photograph or record patients, prescriptions, or PHI.

Tobacco and Smoking

The Company maintains a smoke-free environment for the comfort and health of our patients and team. Employees may use tobacco only in designated outside areas during authorized breaks. Smoking or vaping is not permitted on the sales floor, in compounding or prescription areas, or anywhere in view of customers.

Substance-Free Workplace

See the Drug-Free Workplace and Drug Testing Policy in Section 6 and the signed acknowledgment at the end of this Handbook.

No Solicitation

Employees must obtain management approval before soliciting donations, raffle tickets, merchandise, or similar items to or from other employees. Employees may not sell products that compete with products sold by the pharmacy (for example, vitamins or candles). Non-employees may not solicit or distribute materials on Company premises.

The Prescription Department

- Only pharmacists may take new prescriptions from prescribers.
- Handling of any prescription item must be supervised by the pharmacist(s) on duty at all times.
- No prescription may be dispensed without being checked by the pharmacist.

- Non-pharmacy employees are to enter the prescription department only when necessary for their duties. The prescription department is a work area, not a place to congregate.

Work Schedule

- Check the schedule each week so you know when you are working.
- The schedule may not be changed without approval of management.
- Employees may not switch days or shifts without notifying and obtaining approval from management.
- Being at your work site on time and ready to work is each employee's responsibility. Excessive or repeated tardiness will not be tolerated.

Attendance and Reporting an Absence

Reliable, on-time attendance is an essential function of every position.

- If you will be late or unable to work a scheduled shift, you must notify the Pharmacy Manager or your supervisor as early as possible, and no later than one hour before your scheduled start time.
- Notice must be given to a manager directly (by phone). Telling a coworker, or sending a text to someone other than a manager, is not acceptable notice unless management has approved it in advance.
- Repeated tardiness or absenteeism, or failure to give proper notice, may result in discipline up to and including termination.
- **Three (3) consecutive scheduled workdays of no-call/no-show** will be treated as job abandonment and a voluntary resignation of employment.

Cash Registers, Cash Handling, and Check Cashing

- Strict honesty is required and expected at all times.
- The register drawer must be closed immediately after each transaction.
- All transactions must be rung up before the customer leaves the counter.
- Register and payment receipts must be given to all customers.
- Customers must sign their charge transactions where applicable.
- All checks must be validated at the register according to prescribed procedure.
- Under no circumstances may an employee cash a check for himself or herself. Payroll checks are not to be cashed at the business.

Job Accidents and Workers' Compensation

All accidents or injuries must be reported to management immediately. Prompt reporting is the responsibility of the employee. The Company carries workers' compensation insurance as required by Georgia law, and timely reporting procedures must be followed for every accident so that any claim can be properly handled.

Parking

Free parking is provided for all employees. Please use the designated employee parking area and leave the spaces nearest the entrance for our customers and patients.

Anti-Harassment and Anti-Retaliation

The Company prohibits harassment of any kind based on a protected characteristic. Prohibited sexual harassment means unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature, including (1) “quid pro quo” harassment, in which a job benefit is conditioned on submission to sexual demands, and (2) “hostile work environment” harassment, in which conduct of a sexual nature unreasonably interferes with work or creates an intimidating or offensive environment. Harassment may come from supervisors, co-workers, or third parties such as patients or vendors.

How to Report

Any employee who experiences or witnesses harassment, discrimination, or retaliation should report it immediately to a supervisor, the Pharmacy Manager, or the Owner. Reports may be made verbally or in writing. The Company will treat reports as confidentially as possible consistent with a thorough investigation.

Investigation

The Company will promptly and discreetly investigate all complaints. The investigation may include interviewing the complainant, witnesses, and the accused, and reviewing relevant documents and evidence. If the person who would normally handle the complaint is the subject of it, the report should be made to another member of management. Appropriate corrective action will be taken based on the findings.

No Retaliation

Retaliation against anyone who in good faith reports a concern or participates in an investigation is strictly prohibited and is itself grounds for discipline up to and including termination.

Reasonable Accommodation (Disability, Religion, Pregnancy)

Consistent with the Americans with Disabilities Act, Title VII, and the Pregnant Workers Fairness Act, the Company provides reasonable accommodations to qualified individuals with disabilities, for sincerely held religious beliefs, and for pregnancy, childbirth, and related conditions, unless doing so would cause undue hardship. Employees who need an accommodation should contact management to begin an interactive discussion.

Social Media Policy

This policy applies to all social media and online activity — including platforms such as Facebook, Instagram, TikTok, X, YouTube, LinkedIn, blogs, and review sites — whether posted from a personal or Company account, on or off duty. Because we are a healthcare business, what employees post online can directly affect patient privacy, patient trust, and the Company’s reputation.

Patient Privacy Comes First

- Never post, share, or discuss any patient information online. This includes names, images, prescriptions, conditions, or any detail that could identify a patient — even indirectly, and even if you believe the patient would not object.
- Never photograph or record patients, prescriptions, labels, screens, or work areas, and never post such images. A HIPAA violation can occur even when no patient is named.
- Do not respond to a patient's online review or comment in any way that confirms the person is a patient or reveals health information. Refer patient reviews and complaints to management.

Confidential and Company Information

- Do not post confidential or proprietary Company information, including script counts, profits, margins, formulas, vendors, pricing, referral sources, accounts, or internal communications.
- Do not use the Allcare name, logo, or trademarks, or post on behalf of the Company, unless authorized by management. Only employees authorized by management may post on or manage Allcare's official social media accounts.

Personal Use and Professional Conduct

- If you identify yourself as an Allcare employee or discuss your work online, make clear that your views are your own and not those of the Company, and be respectful and professional.
- Do not post content that harasses, threatens, defames, or discriminates against patients, coworkers, vendors, or the Company, or that is unlawful, obscene, or violent. The Company's anti-harassment standards apply online as well as in the workplace.
- Limit personal social media use to non-work time, such as authorized breaks. Personal devices and social media are not to be used at the counter or in front of patients.
- If you promote or endorse Allcare's products or services online, you must clearly disclose that you are an employee, as required by FTC guidelines.

Company Devices and Monitoring

- Company computers, email, internet, and systems are provided for business use. Employees should have no expectation of privacy in their use of Company systems, and use may be monitored to the extent permitted by law.

Protected Rights, Reporting, and Consequences

- Nothing in this policy restricts an employee's legally protected rights under the National Labor Relations Act to discuss wages, hours, and working conditions; this policy will not be applied in a way that interferes with those rights.
- Report any post that may violate this policy, or that may have disclosed patient information, to your supervisor, the Pharmacy Manager, or the Owner immediately.
- Violations may result in discipline up to and including termination, and a HIPAA violation may also carry legal and regulatory consequences.

Section 6 — Pharmacy-Specific and Compliance Policies

Professional Licensure and Registration

Pharmacists, pharmacy technicians, and any other employees in roles requiring licensure or registration must hold and continuously maintain a current Georgia license or registration in good standing, complete required continuing education, and immediately notify management of any lapse, restriction, investigation, or disciplinary action affecting their license or registration.

Controlled Substances and Diversion Prevention

- All controlled substances must be handled, stored, recorded, and dispensed in strict accordance with DEA regulations, Georgia Board of Pharmacy rules, and Company SOPs.
- Drug diversion in any form is strictly prohibited and is grounds for immediate termination and referral to law enforcement and regulatory authorities.
- Employees must immediately report any suspected diversion, theft, loss, or discrepancy to the pharmacist-in-charge or management.
- Employees must cooperate fully with inventory counts, audits, and recordkeeping requirements.

Compounding and USP Standards

Employees involved in non-sterile or sterile compounding must follow all applicable standards and Company standard operating procedures, including:

- USP <795> (non-sterile compounding), USP <797> (sterile compounding), and USP <800> (handling of hazardous drugs);
- Georgia Board of Pharmacy compounding regulations and applicable FDA requirements for 503A compounding;
- Company SOPs for garbing, hand hygiene, cleaning, environmental monitoring, beyond-use dating, documentation, and sourcing of compliant ingredients.

Only trained and authorized personnel may perform compounding activities, and training and competency must be documented and kept current.

Drug-Free Workplace and Drug Testing Policy

To provide a safe and effective environment for employees and patients, and in consideration of the special circumstances of handling pharmaceuticals in a pharmacy, the Company maintains a drug-free workplace and a drug testing policy.

- As allowed by law, a drug screen may be required upon employment and on a reasonable-suspicion, post-accident, or random basis. Testing may include any reputable method, including urine, blood, or hair sample screens.
- Refusal to submit to a screen upon request is grounds for immediate termination.

- A result indicating the misuse of controlled substances — that is, medication not used pursuant to a valid prescription or legitimate medical treatment — is grounds for termination.
- Results will be handled confidentially and reviewed consistent with applicable law.

A signed acknowledgment of this policy is included at the end of this Handbook.

Progressive Discipline and Grounds for Dismissal

The Company expects professional conduct from every employee. Depending on the circumstances, the Company may use a progressive approach to discipline — for example, verbal warning, written warning, and termination — but reserves the right to impose any level of discipline, including immediate termination, based on the facts.

Certain conduct may result in immediate dismissal, including but not limited to dishonesty or theft of any kind, drug diversion, violation of HIPAA or confidentiality obligations, refusal of a required drug screen, violence or threats, and serious safety violations. Because employment is at-will, this section does not limit the Company's right to end employment at any time as permitted by law.

Acknowledgments

Please read, sign, and return the following acknowledgments. Signed copies will be kept in your personnel file.

Statement of Confidentiality

As an employee of Allcare Pharmacy & Compounding, I understand that I have the responsibility and legal duty to follow all HIPAA laws and Company policies. I understand that any and all information I obtain, see, observe, hear, or become aware of by any means is considered confidential. I further understand that the unauthorized release of such information, whether to parties internal or external, is strictly prohibited and may lead to dismissal and legal discipline. If I am in doubt about a request for information, I understand that it is my responsibility to discuss the request with my supervisor before releasing any information.

Private business matters of Allcare Pharmacy & Compounding are also confidential. This includes script counts, profits, profit margins, deposits, formulas, vendors, pricing, referral sources, accounts, and similar proprietary business information. Any breach of business confidentiality is grounds for termination. Nothing in this Statement limits an employee's right under the National Labor Relations Act to discuss their own wages, hours, and working conditions.

My signature indicates that I have read and understood this Statement of Confidentiality and that I agree to treat all such information as strictly confidential, the unauthorized release of which may lead to dismissal.

Employee Signature: _____ **Date:**

Printed Name: _____

Drug-Free Workplace and Drug Testing Acknowledgment

I have read the Drug-Free Workplace and Drug Testing Policy set out in this Handbook, and I understand and agree to its requirements. I understand that refusal to submit to a screen when requested, or a result indicating misuse of controlled substances, is grounds for termination.

Employee Signature: _____

Date:

Printed Name: _____

Handbook Acknowledgment

I, _____, acknowledge that I have received, read, and understand the Employee Handbook provided by Allcare Pharmacy & Compounding, and that I have had the opportunity to ask questions about it.

I understand that this Handbook is a guide to current policies and is not a contract of employment; that my employment is at-will and may be ended by me or by the Company at any time, with or without cause or notice, as permitted by law; and that the Company may change its policies at any time, except for the at-will policy, which may only be changed in a writing signed by the Owner.

Employee Signature: _____

Date:

Printed Name: _____

Supervisor / Witness: _____

Date: