

# CARING WITH PURPOSE

2021 CORPORATE SOCIAL RESPONSIBILITY REPORT



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## LETTER FROM OUR CO-FOUNDER & CEO

# POWERING PURPOSE TO FUEL POSITIVE CHANGE

2021 marked a historically significant and memorable year. We celebrated Cross Country Healthcare's 35th anniversary in business and 25 years as a publicly traded company.

**E**verything we do is based on our core values and beliefs — they are our compass. We have strived to build our businesses on a foundation of integrity, transparency, and ethical conduct — to do business the right way. With this, we have developed the structure and goals to protect the environment and contribute to economic prosperity, social well-being, and quality of life in the communities we serve. We believe strongly that our dedication and impact will be remembered long after the challenges we all have endured over the past two years.

We are committed to focusing on equality, health equity, our environment, and the future of our communities and our nation. With the backdrop of a global pandemic, we made significant strides to give back; support our healthcare professionals, educators, clients, partners, and team members; and continue our focus on elevating our impact while being good corporate citizens.

We have continuously maintained the ISS Highest Quality Score of “1” for governance and expanded our environmental and social initiatives, thereby improving our ISS Quality Scores for those areas to “2” and “1,” respectively. We understand the importance of diversity, equity, and inclusion and once again in 2021 can share that 76% of our corporate workforce is female and 35% is minority; 25% of our board members are female and 38% represent diverse classifications. We also made additional investments in social initiatives, such as the sponsorship of nursing scholarships at FAU, and collaborating with the FAU Christine E. Lynn College of Nursing to conduct a national survey pertaining to employee satisfaction. When it comes to the environment, in addition to recycling, we've embraced an ongoing effort aimed at reducing our use of finite resources and increasing our use of renewable energy.





**“I AM SO PROUD OF OUR TEAM FOR THEIR INNOVATION, COMMITMENT TO OUR CORE VALUES, RELENTLESS PASSION FOR DELIVERING THE HIGHEST-QUALITY CARE POSSIBLE, AND PRODUCING GREAT FINANCIAL RESULTS — ALL WITH THE UTMOST INTEGRITY TO CONTINUE SUSTAINABLE GROWTH.”**

When you’re committed to doing the right thing for the world around you, it shows up in everything you do. We continue to prioritize our social impact and sustainability goals as the business emerges stronger from the pandemic. We aspire to be a model employer by leveraging diversity and inclusion to empower our people, deliver the best partnership to our customers and their clients, and make a meaningful difference across the healthcare industry.

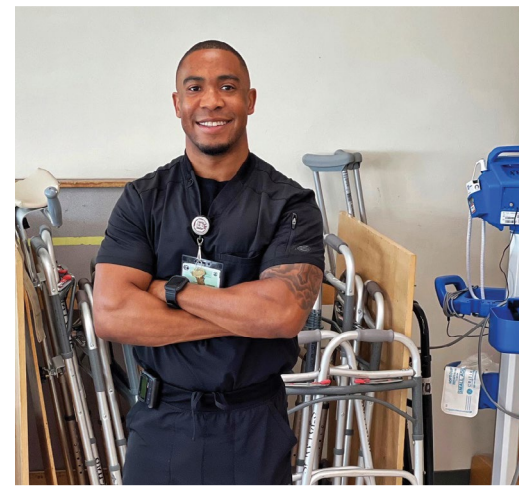
As I transition to chairman of the board, I am thrilled to be leaving Cross Country in the hands of John A. Martins. I am confident that under his leadership, we will continue our path of sustainable growth, transparency, and social commitment to our purpose, our people, and our planet.

**Kevin C. Clark, co-founder & CEO**









# WHO WE ARE

We care with purpose to make the world a better place for all.

Cross Country Healthcare, Inc. (Nasdaq: CCRN) is a market-leading workforce solutions, tech-enabled talent platform, and staffing, recruitment, and advisory firm with 36 years of industry experience and insight. We solve complex labor-related challenges for customers while providing high-quality outcomes and exceptional patient care. As a multi-year Best of Staffing® award winner, we are committed to an exceptionally high level of service to our clients and our homecare, education, and clinical and non-clinical healthcare professionals. Our locum tenens line of business, Cross Country Locums, has been certified by the National Committee for Quality Assurance (NCQA), the leader in healthcare accreditation, since 2001. We are the first publicly traded staffing firm to obtain The Joint Commission Certification, which we still hold with a Letter of Distinction. Cross Country Healthcare is rated as the top staffing and recruiting employer for women by InHerSight. For two consecutive years, we have received the Top Workplaces USA award and were recently recognized as a recipient of the Top Workplaces Award for Innovation and Leadership by Energage. We have a history of investing in diversity, equity, and inclusion as a key component of the organization's overall corporate social responsibility program, closely aligned with its core values to create a better future for its people, communities, and stockholders.







# OUR CORE VALUES

“When you’re committed to doing the right thing for the world around you, it shows up in everything you do.”

Kevin C. Clark, co-founder & CEO

We have been **driven** to serve our nation, delivering proven quality service and excellence against all odds.

We have been **compassionate**, caring for our communities, clients, healthcare professionals, and corporate employees in their unique struggles throughout the pandemic and beyond.

We have been **entrepreneurial**, fostering creative, innovative solutions to address unprecedented workforce challenges.

We have been **accountable**, operating with the highest level of integrity and respect for our partner healthcare and education facilities in distress.

We have been **connected**, embracing technology to ensure uninterrupted service, communication, and enhanced safety for all.

“

**I appreciate Cross Country’s integrity, specifically regarding the company’s ethical pricing guidelines during our delta surge.”**

Executive, Midwestern multi-hospital health system



# CAPABILITY PORTFOLIO

Health equity is a significant issue for our population's health, and we are now providing clinicians to the full continuum of care, from diagnosis and treatment to recovery, rehab, and maintenance. This includes following patients into their homes, where outcomes are strongest with proper care and where our elder population prefers to be.



# OUR BEST OF STAFFING® AWARDS

## CROSS COUNTRY LOCUMS



2021 Talent Diamond  
Award Winner



2021 Talent  
Award Winner



2021 Client Diamond  
Award Winner



2021 Client  
Award Winner



Talent 10 Year Diamond  
Award Winner

## CROSS COUNTRY HEALTHCARE WORKFORCE SOLUTIONS



2021 Client  
Award Winner

## CROSS COUNTRY ALLIED



2021 Talent Diamond  
Award Winner



2021 Talent  
Award Winner

“ My recruiter always returns my calls or texts immediately, and sometimes she just calls to check in on me. I know she truly cares.”

Travel nurse, Cross Country Nurses

## CROSS COUNTRY EDUCATION



2021 Talent  
Award Winner

## CROSS COUNTRY MEDICAL STAFFING NETWORK



2021 Talent  
Award Winner

# OUR CORPORATE GOVERNANCE

Our commitment to serve our customers, employees, families, and communities lies at the heart of our corporate governance structure.

Our **company mission and vision** inform our corporate governance framework and dynamics to guarantee we never lose sight of our ultimate goal: to ensure a better tomorrow for all our stakeholders.

While we recognize that auditing and risk management are key corporate governance functions to achieve **compliance** with industry laws and regulations, we insist it is an undertaking that pertains to each and every one of our employees.

We hold our company and our employees to the highest **ethics** standards included in our Code of Conduct, Code of Ethics, and Business Ethics Policy. A 24/7 Ethics and Fraud hotline is available to employees, contractors, vendors, and the general public to report concerns on deviations from our principles.

Our communications are guided by **transparency** regarding company operations, successes, and challenges. A wealth of information, including annual reports and press releases, is available to investors and the community at [crosscountryhealthcare.com](https://www.crosscountryhealthcare.com).

We take pride in our engagement with our stakeholders and firmly believe this relationship is the cornerstone of a culture of **accountability** at all levels of our organization. We welcome stakeholder insight and feedback and take their points of view into consideration when developing our governance practices.

Our board firmly believes that mutual trust with our stockholders is essential to drive board responsibility and strong governance principles. Direct and fluid communications between stockholders and the board are enabled through a governance hotline and email resources.

Our formal stockholder corporate governance outreach program continues to supplement our financial-related agenda. In 2021, discussions resulting from our corporate governance outreach program focused on social and governance issues, diversity, equity, and inclusion, and board refreshment.



**All employees undergo routine compliance training to ensure we know exactly what is expected of us, as a company and as individuals.”**

Senior recruiter,  
Cross Country  
Locums





## COMPANY MISSION AND VISION

Guiding the company toward future goals through strategic planning.

## COMPLIANCE

Maintaining compliance with the laws and regulations set for the company.



## ETHICS

Holding the company and all employees to a high ethical standard.



## TRANSPARENCY

Sharing a wealth of information relevant to our stakeholders on the company's operations, success, and challenges.



## ACCOUNTABILITY

Inspiring employees to take ownership of their actions and be conscientious of their impact on the organization's overall performance.



## 2021 BY THE NUMBERS

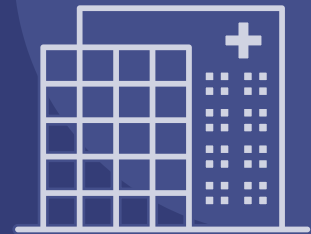
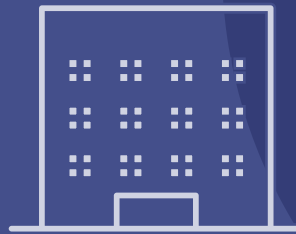
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**856,000+**

**TOTAL PLACEMENTS  
(ASSIGNMENTS &  
PER-DIEM SHIFTS)**

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**FACILITIES  
SERVED**



**5,246**

**TOTAL**

**490**

**EDUCATION**

**4,756**

**HEALTHCARE**



## NUMBER OF PROFESSIONALS ON ASSIGNMENT



### TRAVEL NURSE & ALLIED ASSIGNMENTS

**36,761**

TOTAL

**18,547**

HEALTHCARE (UNIQUE)



### LOCAL SHIFTS

**642,032**

TOTAL

**11,584**

HEALTHCARE (UNIQUE)



### EDUCATION SHIFTS

**177,420**

TOTAL

**1,842**

HEALTHCARE (UNIQUE)

**20,000,000**



TOTAL HOURS OF CARE PROVIDED ACROSS ALL LINES OF BUSINESS

**CARING WITH PURPOSE**  
**FOR OUR PEOPLE**









# FOR OUR PEOPLE OUR TEAM MEMBERS



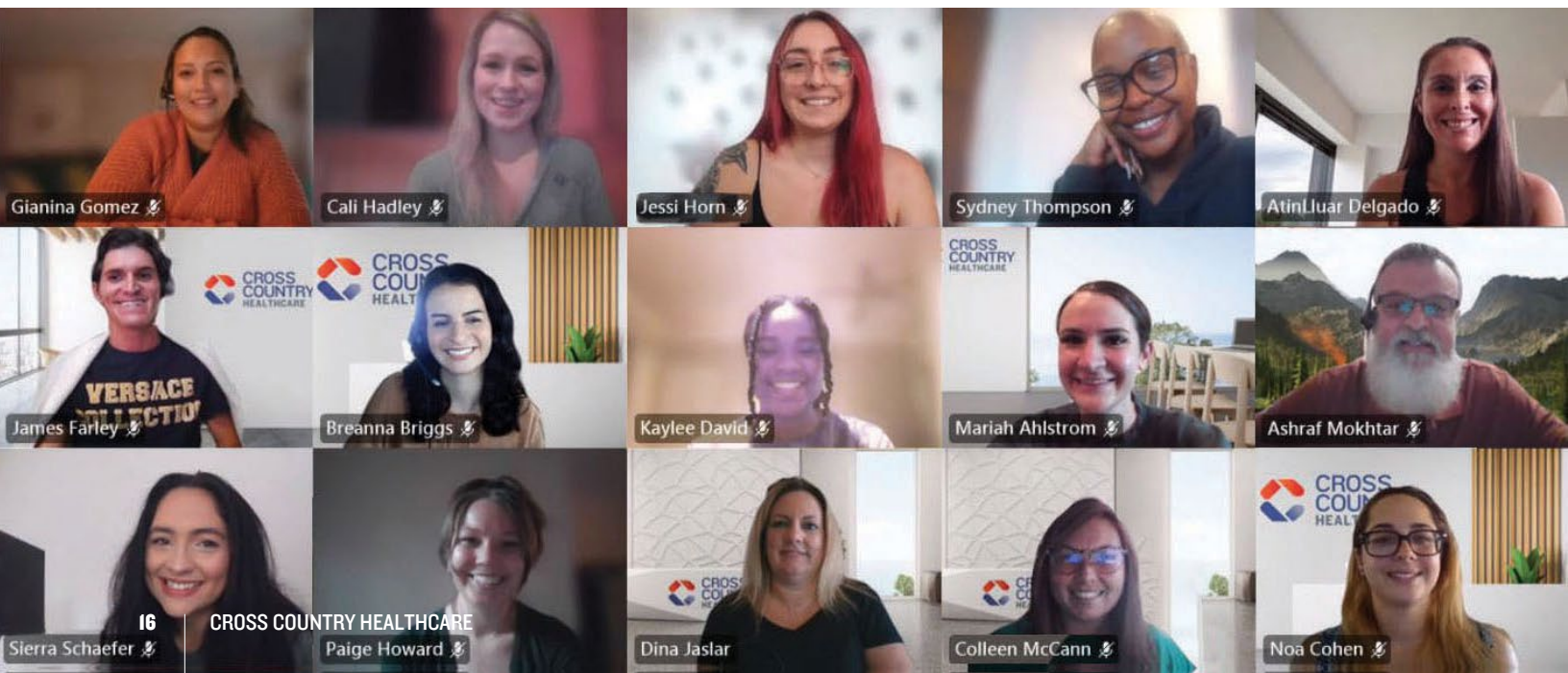
“I am grateful to work for a company that offers yoga, group support sessions, and personal success training to improve employee well-being!”

First-year recruiter, Cross Country Locums

## NEW HIRES

In 2021, Cross Country Healthcare nearly quadrupled our number of new hires over the previous year, hiring approximately 1,127 new employees compared to 321 in 2020. More than half of those new hires were recruiters to bolster support of our healthcare and education facility clients who continued to face an increase in staffing demand and a decrease in available supply.

The total percentage of minority employees at Cross Country Healthcare was at our highest level in a decade in 2021 and in line with the national average. Additionally, our employee turnover rate decreased from 22% in 2020 to 21% in 2021. In 2021, the company was recognized with our first national industry-level DE&I award. All of these demonstrable results inspire us to continue building a best-in-class culture and establishing Cross Country as an employer of choice.



## CAREER DEVELOPMENT, TRAINING, AND EDUCATION

Cross Country Healthcare is committed to investing in our employees, whether they want to enhance their skills, become a subject matter expert (SME), delve into a new position, or seek promotional opportunities. All employees have access to career development training in Dayforce, the company's human resources portal. Trainings feature topics to help employees build skills and strengths, focus on priorities, and take charge of their careers.

In 2021, the company launched Career Pathing as part of our total talent management strategy. The program allows employees to create a growth path to help guide their career development within the company. Additionally, Colin McDonald, Cross Country Healthcare's chief human resources officer, hosted an ongoing virtual lunch and learn series throughout 2021, titled Grow Your CCH Career.

## HEALTH AND WELL-BEING

In addition to the Employee Assistance Program, Cross Country Healthcare provides numerous additional programs to help employees care for both their physical and mental health and well-being. A bi-monthly well-being newsletter features articles about personal health, tips for improving well-being, fun exercise suggestions, and healthy recipes.

In 2021, the company began offering monthly virtual group therapy sessions for employees who may have lingering pandemic-related feelings of stress, depression, or anxiety. Worksite group therapy has been shown to help individuals deal with stress, improve productivity, and increase overall well-being. The sessions are led by a licensed clinical social worker.



**“ Career Pathing is essential for encouraging upward mobility and employee development, retaining our top talent, increasing employee engagement, and meeting Cross Country's workforce needs.”**

Adrienne Enos, VP human resources





## FIRST ANNUAL CROSS COUNTRY HEALTHCARE INNOVATION CHALLENGE



It started with a simple question: Do you have a great idea to improve the company? The answer came in the form of Cross Country Healthcare's first annual Innovation Challenge, which saw individual employees and teams of multiple employees compete to present those ideas to the company and take home a grand prize of \$10,000!

The competition began with 33 teams who submitted their original ideas. A panel of judges from the executive leadership team, including John Martins, Phillip Noe, Buffy White, Susan Ball, and William Burns, chose their top 10 favorites, who then gave an initial presentation of their ideas.

The 10 teams were eventually narrowed down to four finalists who were each paired with a coach and presented their ideas during a live Teams event hosted by Phillip Noe and attended by more than 1,000 employees. Winners were selected based on employee votes.



### INNOVATION CHALLENGE AWARDS



**Team Dust Detail**  
Coached by Joshua Telin

Felicia Homish devised an onboarding process for non-clinical roles that has the potential to strengthen our client relationships and increase revenue in the non-clinical sector. She won \$10,000!



**Team Can of Whoop**  
Coached by Ryan Galli

Mariah Alstrom conceived plans for an interactive map of current healthcare professionals to help them connect locally and boost our marketing strategies. She won \$5,000!



**Team Blockchain**  
Coached by Ganesh Kolhe

Rahul Patil, Rohan Naidu, and Vivek Kale created a way to simplify processes by using blockchain to more quickly and easily complete medical staff credentialing. They split a prize of \$2,500!



**Team Experience Architecture**  
Coached by John Martins

Abhishek Chikane, Bryan Hughes, and Chris Culley presented a plan to better target and ultimately serve individual healthcare professionals by unifying customer touchpoints across channels. They split a prize of \$2,500!

## INNOVATION CHALLENGE HONORABLE MENTIONS

### Team Health Staffing Trends

Two members of the applications team hoped to develop an analytical engine to source demand, compensation, and demographics within job markets.

### Team nursepool.health

A senior software engineer wanted to create a brand-neutral job site for nurses and allied professionals.

### Team Fairness Force

An accounting manager had thoughtful new ideas for developing nurse curriculum/education.

### Team Mark Sacco

The vice president of client solutions imagined a new service line that staffs interim/temporary leadership roles.

### Team Candidate Analytics

The vice president of business intelligence and analytics wanted to create a simple candidate profile data store encompassing all lines of business.

### Team Code Warriors

Two systems support engineers masterminded voice-controlled virtual assistants to engage with healthcare professionals.

### Team Local Heroes

The vice president of sales finance developed a blueprint for a YouTube series dedicated to telling the stories of local healthcare professionals.

## CROSS COUNTRY INDIA

Cross Country India, which celebrated its 16th year in 2021, is vital to keeping Cross Country Healthcare on the forefront of technology and innovation in healthcare staffing. Comprised of a talented group of software developers, PMP-certified project managers, and information technology enabled services (ITeS) professionals, they work diligently to provide a simple and seamless experience for the end users across our digital landscape.

### CROSS COUNTRY INDIA CELEBRATES FOUNDERS WEEK

Cross Country India team members celebrated Cross Country Healthcare's 2021 Founders Week with a theme or activity for every day of the week, including Exercise Day, Hat Day, Bollywood Trivia Game Day, Healthy Recipe Contest Day, and CCH Pride Day.

### CROSS COUNTRY INDIA CELEBRATES DIWALI

Cross Country India celebrated Diwali virtually in 2021 and shared their activities with coworkers on Teams. To celebrate the "festival of lights," which is India's biggest and most important holiday, they created homemade greeting cards and lanterns.



### CROSS COUNTRY INDIA'S ORIGINAL SONG & VIDEO

Our Cross Country India teammates created a beautiful music video for their annual meeting in November of 2021. The video features Cross Country India employees singing, playing instruments, and showing their Cross Country One spirit in an original anthem song they wrote themselves.

### CROSS COUNTRY INDIA CELEBRATES ANNUAL PANACHE DAY

Cross Country India employees and their families celebrate Panache Day annually to recognize the achievements of the team as well as individual members. The 2021 event, which was held virtually, featured a keynote speaker, annual awards, games, and an engagement show.

# EMPLOYEE SPOTLIGHT

## LILIA GUERRA

Operations asst. manager, Cross Country Education



I've been working for the Cross Country Education division for three and a half years. I started out as an operations specialist I, was promoted to an operations specialist II, and then to an operations

assistant manager, my current position. Our VP of education, Kelly Hourigan, emphasizes the open-door policy, and our leadership creates a safe space to talk about our short-term and long-term goals. We can discuss if we feel we could be making a greater impact and propose ideas of change to achieve excellence. In addition, each of us is paired with a mentor, and the mentors also collectively meet to share best practices on how to foster growth or discuss more opportunities within the organization.

I tell my friends that working at CCE is nothing like working at any other job. You make an impact, no matter the task you are completing, and you are always heard. You feel supported and encouraged to lead and exceed. You can contribute to a team and feel uplifted to present

your own innovative ideas. You feel like a vital piece to the puzzle and work alongside talented individuals that are always willing to help.

**“Working at CCE means you make an impact, no matter the task you are completing, and you are always heard. You feel supported and encouraged to lead and exceed.”**

During my time here, I've seen an increase in diversity and inclusion efforts. The organization presents webinars and guest speakers to show different perspectives from the people we serve and support in staffing. We also make it a point to celebrate all holidays and ethnic backgrounds, and held an Around the World event, where team members could present on cultures they cared about, and we were able to learn about different places that some of our team members originated from. It's also great that we are commemorating more holidays, such as MLK Day, to give time to reflect on the efforts of monumental individuals in history who fought for diversity and inclusion.

## JUAN ZENDEJAS

Recruitment manager, Cross Country Education

I have worked with Cross Country Education for just over 14 years. I started in the clerical office, helping with compliance and clerical duties, and was promoted to a junior recruiter shortly after my one-year anniversary. I am currently a recruitment manager with multiple Presidents' Club awards. CCE supports my career growth by providing me with an amazing foundation to build upon. I have always felt that I am being set up for success within this organization. The tools, resources, and team I work with give me the best opportunity to be my best self and to be confident in my day-to-day responsibilities. This type of support is very important for anyone building their respective “book of business,” and I am blessed to have found it early in my career.

If I had a friend interested in applying to CCE, I would tell them they will need to care and

have grit. It can be challenging to find the right folks that positively impact the lives of students throughout the US. If you care and have grit, success will certainly follow. My favorite part about working at CCE is the internal culture, our team spirit, and our drive as a division to be successful. We know our work impacts the lives of many, and that is why we must keep a focus on finding the right person for the job, every time.

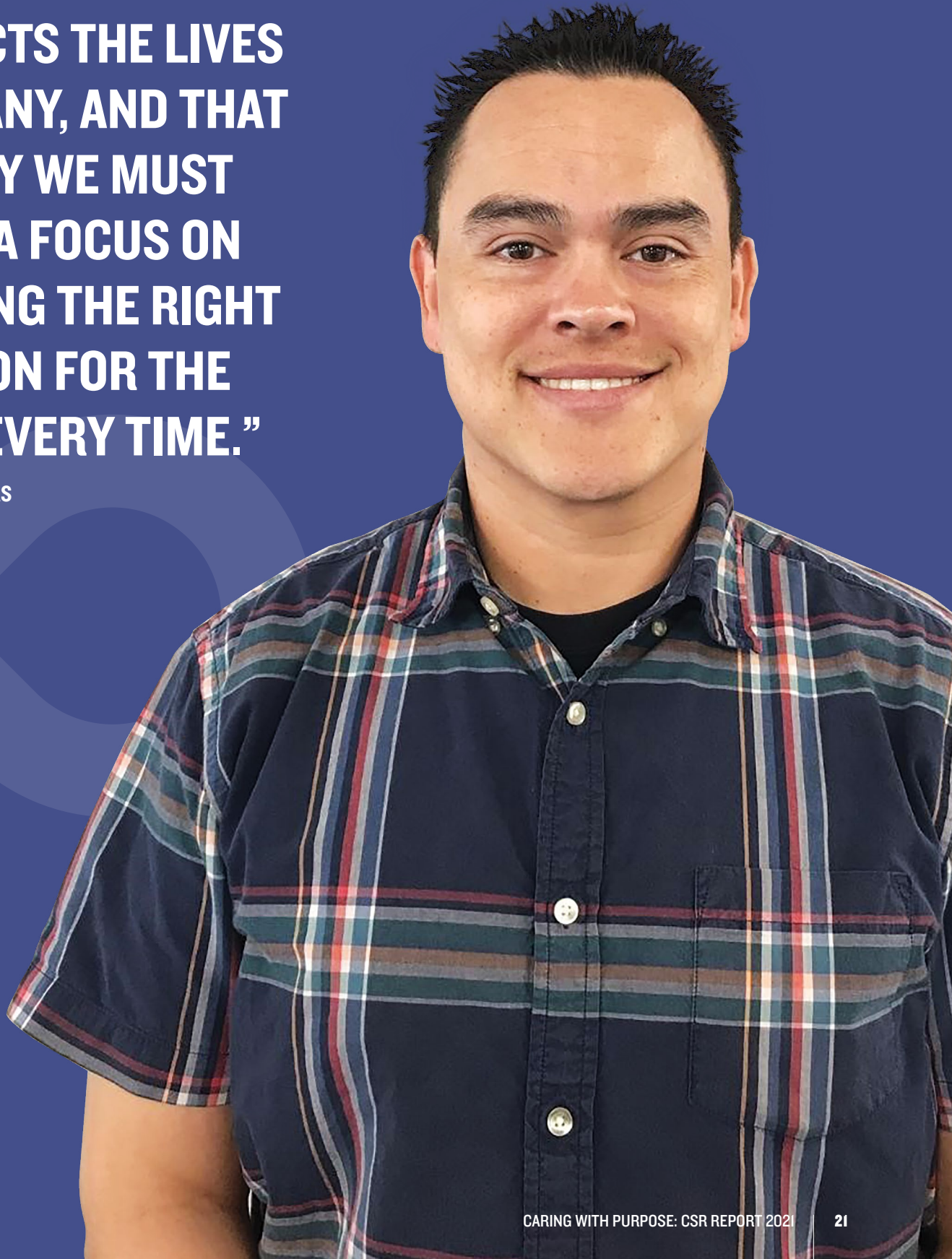
In my opinion, CCH has always been a leader in the staffing industry because of its efforts to be diverse and inclusive. I feel comfortable asking questions and voicing my opinions when there is a need. My leadership is also very candid in being available to address any concerns or answer questions if there is anything that needs clarification. It feels great to be with an employer who values its employees' opinions and outlook.



“

**WE KNOW OUR WORK  
IMPACTS THE LIVES  
OF MANY, AND THAT  
IS WHY WE MUST  
KEEP A FOCUS ON  
FINDING THE RIGHT  
PERSON FOR THE  
JOB, EVERY TIME.”**

**JUAN ZENDEJAS**





“

**COMING FROM A  
BACKGROUND WITH  
NO EXPERIENCE  
IN THIS INDUSTRY  
SHOWS THAT  
CCH IS WILLING  
TO INVEST BOTH  
TIME AND MONEY  
IN SEEING ONE  
OF THEIR OWN  
SUCCEED!”**

**KYLIE GALVEZ**





# EMPLOYEE SPOTLIGHT

## SARAH PARRIS (BONILLA)

**Onboarding team lead, Cross Country Healthcare**



I have worked at Cross Country Healthcare for five and a half years. I started out as a receptionist, then had roles as a credentialing specialist and onboarding

ambassador before my current role as an onboarding team lead.

CCH leaders have always encouraged internal growth and opportunities by listening, and providing feedback on my needs. I find my leaders have been very supportive over my career outlook. If I had a friend who was considering a job opportunity here, I would tell them I have never worked at a company with so much integrity and honesty. CCH has a diverse environment, and being a multiracial woman, I have found it easy to be accepted and given

opportunities based on my work ethic and performance. I feel working for Cross Country gives me a bigger purpose, like I am doing important things.

**“CCH has a diverse environment, and being a multiracial woman, I have found it easy to be accepted and given opportunities based on my work ethic and performance.”**

I love the diversity, and truly I feel at home at Cross Country. I have made long-lasting relationships and really feel like I have made a difference. The company’s diversity and inclusion efforts have only gotten better over time! I was thrilled that they made MLK Day a paid holiday for the company. It shows that CCH stands in solidarity with current events, and I personally appreciate that.

## KYLIE GALVEZ

**Associate recruiter, team lead, Cross Country Nurses**

I have had the pleasure of being employed at Cross Country for over a year now! My journey started as a recruiter in February 2021. I then realized I needed more training in this industry and moved into a junior recruiter role in July. After a few weeks, I was promoted to the associate recruiter role, and two weeks after that, I was offered the opportunity to become a team lead.

I remembered struggling when I started, and I was very fortunate to be a part of Samantha Rollman’s team. She saw my passion and hard work each day and saw an opportunity for me to tap into my own potential with a bit of help. Her recommendation to place me in the JREC program has changed my path in this company for the better. Jessica Ketant, my training manager, saw my willingness and openness in supporting anyone in need and tested my limits by providing me with increased responsibilities.

When Stacy Dean approached me with the opportunity to be a team lead as I transitioned to the associate recruiter role, I had my doubts. Am I the right person for this position? What if I fail? As she explained her path to leadership and how she genuinely cares about this organization, I realized I have a similar quality that most people typically overlook. Caring is a great characteristic with the right balance. Knowing that I care about my team and my contributions effectively pushes me to be better each day. CCH has also provided me the opportunity to be a part of their leadership training program. The invaluable lessons I will learn here will not only benefit me but also my colleagues. Coming from a background with no experience in this industry shows that CCH is willing to invest both time and money in seeing one of their own succeed!

# FOR OUR PEOPLE CROSS COUNTRY IMPACT



“Over the past several years, we have accelerated our intention to create a diverse, cross-cultural workforce and promote the development and advancement of underrepresented groups within our organization. We have already seen measurable results in revenue growth, employee retention, and overall innovation when it comes to solving challenges within the healthcare staffing industry.”

Colin P. McDonald, Cross Country Healthcare chief human resources officer

Cross Country Impact (CCI) is an employee-led committee formed in 2020 that leads the company’s diversity, equity, and inclusion initiatives. The committee defines an annual list of strategic goals and identifies and generates solutions to any obstacles to achieving them. CCI reports directly to the board of directors to detail its accomplishments on a quarterly basis.

Throughout the year, CCI organizes numerous events to highlight and celebrate the diversity of our fellow team members. We know that when all employees feel their unique beliefs, values, and traditions are recognized and appreciated, our workplace becomes more equitable for all cultures, races, and genders. This leads to increased satisfaction,

happiness, and productivity for all employees, which in turn improves problem solving and accelerates innovation, to the benefit of not only the organization, but our healthcare and education facilities and professionals and our communities at large.

In 2021, CCI made significant progress in furthering the company’s DE&I achievements, including laying the groundwork for two new employee resource groups (ERGs), and being instrumental in establishing Martin Luther King, Jr. Day as a paid company holiday. Here is a look at some of CCI’s biggest accomplishments during the year.

**44%**

**MINORITY  
HIRES**

**35%**

**MINORITY  
EMPLOYEES**

### **MARTIN LUTHER KING JR. HOLIDAY**

In November of 2021, Colin McDonald announced the addition of Martin Luther King Jr. Day as a paid company holiday. This increased the number of annual company paid holidays from eight to nine, and was the first new company paid holiday in 25 years.

### **BLACK HISTORY MONTH**

During Black History Month, we published an interview with Dean Safiya George, Ph.D., MSN, of Florida Atlantic University's Christine E. Lynn College of Nursing. Dean George shared her path to nursing academia and provided insight into how we can all encourage equity in healthcare and diversity and inclusion in the workforce. The interview is available on Cross Country Healthcare's website.

We also invited Cross Country Healthcare team members to share their own family histories of accomplishments that contributed to significant milestones in Black history. These inspirational profiles were posted on our internal Teams channel throughout Black History Month.

### **JUNETEENTH**

In observance of Juneteenth, Cross Country Impact continued a recent tradition of creating a Spotify playlist called Juneteenth Jams, featuring a variety of Black artists, both old and new. As a company, we applauded the passing of the Juneteenth Independence Day Act, signed into law on June 17, 2021, which made Juneteenth the first new federal holiday since Martin Luther King Jr. Day was established in 1983.







*"Hustle beats talent when talent doesn't hustle."*

Angie Baggs, regional VP, program management



*"The more knowledge you can share, the more you empower and uplift those around you."*

Aimee Mundo, regional VP, program management



*"Take risks earlier in your career and don't be afraid to shake the foundation."*

Amiee Hawkins, SVP nurse & allied operations



*"Developing genuine relationships, sharing a passion for success, aligning goals, and measuring our steps ... has the biggest impact on success."*

Beth Betz, VP, program management

### INTERNATIONAL WOMEN'S DAY

To celebrate International Women's Day, we asked several of our women in leadership roles to reflect on the year's theme, #ChoosetoChallenge, by answering a few questions about the people, events, advice, and more that inspired them in their own lives or careers. Their responses were featured on our company social media channels and a blog post on Cross Country Healthcare's website.

**#CHOOSETOCHALLENGE**



*"Build a trustworthy and supportive community, and use it!"*

Kate Granville, VP, enterprise client solutions



*"Set boundaries on your personal time and stick to them. ... Do the same for your staff."*

Mihal Spiegel, president, Cross Country Education



*"[My biggest challenge is] balancing motherhood with my desire to be successful."*

Nichole Vaux, VP, marketing



*"I don't want to be recognized for my gender. I want to be recognized and rewarded for my contributions."*

Susan Ball, EVP, chief administration officer, general counsel corporate secretary



## HISPANIC HERITAGE MONTH

To commemorate Hispanic Heritage Month, Cross Country Impact invited Maureen Shea, “The Real Million Dollar Baby,” to a company-wide lunch and learn event, during which she offered motivation and encouragement by sharing her journey and struggles. Shea is the former WBC Interim Featherweight World Champion, North American Boxing Federation (NABF) Featherweight Champion, North American Boxing Association (NABA) Featherweight Champion, and International Female Boxing Association (IFBA) Jr. Featherweight World Champion. Born and bred in the Bronx, NY, Maureen Shea is of Irish and Mexican heritage.

“ It’s refreshing to be part of a company that is so profoundly supportive of promoting, empowering, and celebrating the achievements of women and minorities.”

Karen Varga-Sinka, senior director, corporate communications and marketing



## WOMEN’S EQUALITY DAY

In honor of Women’s Equality Day on August 26, we asked our team members that identify as female to submit a selfie video with a short statement about what women’s equality means to them. We compiled the submitted videos into one video to share out onto our social media channels.

## PRIDE MONTH

To celebrate Pride Month, Cross Country Impact hosted a Show Us Your Pride Day event, during which employees participated in team photo sessions wearing Pride colors, clothing, and accessories in support of our LGBTQ community. The photos were featured on our company social media channels throughout the month of October.

## INAUGURAL ERGS

In November of 2021, Colin McDonald announced the first two Cross Country Healthcare ERGs: The Cross Country LGBTQ+ and Allies Network and Cross Country Parents. The ERGs were scheduled to launch during the first quarter of 2022.



## CORPORATE CULTURE RECOGNITION SNAPSHOT

# 76%

### GENDER EQUALITY INDEX SCORE

We increased our GEI Score from 64.63% in 2020 to 76.1% in 2021, well above the industry average of 55%.

# 99%

### DISCLOSURE SCORE

We increased our Disclosure Score from 92.7% in 2020 to 98.55% in 2021, above the industry average of 94%.

# 77%

### GREAT PLACE TO WORK

In 2021, 77% of the company's employees said it's a great place to work — well above the US average of 59%.

# FOR OUR PEOPLE CORPORATE CULTURE RECOGNITION



“I love the fact that women here are not just the majority, but are visible at every level of the organization, all the way up to and including our executive leadership team.”

Marketing manager, Cross Country Education

## BLOOMBERG GENDER EQUALITY INDEX (GEI)

We believe in the importance of gender equality and recognition, and the GEI provides a blueprint for improvement as well as transparency about our gender-related policies and practices for our investors and potential employees. The GEI score measures both level of disclosure of gender-related data, as well as distinguished performance via a data excellence component score. In 2021, we increased our GEI Score from 64.63% to 76.1%, and our Disclosure Score from 92.7% to 98.55% compared to 2020.

Bloomberg’s gender reporting framework, an internationally standardized reporting and disclosure method for workplace gender data, aims to capture social data across five areas of the company:





## ENERGAGE AWARDS

Cross Country Healthcare earned three Energage Awards in 2021: Top Workplaces Award: Diversity, Equity & Inclusion, Top Workplaces Award: Remote Work, and 2021 Top Workplaces USA! Energage is a purpose-driven organization that develops solutions to build and brand Top Workplaces. The Top Workplaces program has a 15-year history of surveying more than 20 million employees and recognizing the top organizations across 60 markets for regional Top Workplaces awards. Awards are based solely on the feedback offered through employee surveys administered by Energage.



2021 Top Workplaces USA Award



2021 Top Workplaces Award for Diversity, Equity & Inclusion



2021 Top Workplaces Award for Remote Work

# 94%

**OF EMPLOYEES BELIEVE PEOPLE ARE TREATED FAIRLY REGARDLESS OF THEIR RACE, EQUAL TO THE TOP 100 COMPANIES' AVERAGE**





**RING OF HONOR RECIPIENT:  
COLIN MCDONALD**

Colin McDonald, chief human resource officer at Cross Country, was recognized as a Ring of Honor recipient by the Greater Miami Chamber of Commerce for his service to the region. The Ring of Honor celebrates the achievements of outstanding local human resources professionals, and highlights individuals who have made a powerful impact to the human resources community and their respective workplaces.



**GREAT PLACE TO WORK®  
CERTIFICATION**



Cross Country Healthcare was proud to be Certified by Great Place to Work® in 2021. Great Place to Work® is the global authority on workplace culture, employee

experience, and the leadership behaviors proven to deliver market-leading revenue, employee retention, and increased innovation. The certification is based entirely on what current employees say about their experience working at Cross Country Healthcare. In 2021, 77% of the company's employees said it's a great place to work — compared to the average of 59% of employees at a typical US-based company, according to Great Place to Work®.

**STAFFING INDUSTRY ANALYSTS GLOBAL POWER 150 —  
WOMEN IN STAFFING**

Staffing Industry Analysts' (SIA) annual Global Power 150 — Women in Staffing List recognizes the 100 most influential women in the Americas and 50 additional women internationally. Susan Ball, executive vice president, chief administrative officer and general counsel, and Pamela Jung, president, Cross Country Workforce Solutions Group, were both featured on the 2021 list.



**Susan Ball, executive vice president, chief administrative officer and general counsel**



**Pamela Jung, president, Cross Country Workforce Solutions Group**







# CARING WITH PURPOSE FOR OUR HEALTHCARE AND EDUCATION PROFESSIONALS



“When I found out Cross Country was doing this survey, I couldn’t wait to participate. They gave us an outlet to make our voices heard.”

Travel nurse, Cross Country Nurses

## FUTURE OF NURSING STUDY

Cross Country Healthcare, in collaboration with Florida Atlantic University’s Christine E. Lynn College of Nursing, surveyed nurses and nursing students nationwide to gauge the impact the COVID-19 pandemic has had on them. The results, gleaned from more than 570 respondents, were published in an industry report titled *A New Nursing Crisis: How the Pandemic Has Changed Nurses*. They indicate that the COVID-19 pandemic has introduced long-lasting negative perceptions of their future careers. The survey identifies root causes of the current stressors among healthcare professionals and provides actionable areas to improve nursing satisfaction, career outlook, and mental well-being.





**#PRAISEANEDUCATOR**

**#PRAISEAHEALTHCAREPROVIDER**

Campaigns to thank our healthcare and education professionals were launched with larger-than-life ads on the Nasdaq tower billboard in New York City's Times Square.

**YOU** **WE**

**Courageous in the extreme.** **Thankful in the extreme.**

 **CROSS COUNTRY HEALTHCARE**

 **Nasdaq**





### CLINICAL TEAM DAISY AWARD



IN MEMORY OF J. PATRICK BARNES

Cross Country Healthcare’s clinical team, led by chief clinical officer Dr. Hank Drummond, was honored with a DAISY Team Award

in November of 2021. During the pandemic, the clinical team established a COVID hotline to guide our healthcare professionals dealing with COVID-related issues. By the end of 2021, the clinical team had answered more than 18,000 calls from healthcare professionals nationwide, providing critical support when they needed it most. The DAISY Team Award honors collaboration by two or more people, led by a nurse, who identify and meet patient and/or patient family needs by going above and beyond the traditional role of nursing.



The data from the Future of Nursing survey is very clear in outlining specific areas that we can improve, and Cross Country Healthcare is making every effort to support our nurses by addressing these challenges.”

Hank Drummond, chief clinical officer

### HEALTHCARE AND EDUCATION PROFESSIONAL RECOGNITION CAMPAIGN

Our healthcare and education professionals continued to shoulder the burden of the COVID-19 pandemic during 2021, with multiple surges caused by new variants affecting both patients and students throughout the year. Our #PraiseAHealthcareProvider and #PraiseAnEducator social media campaigns were created to thank them. The campaigns were launched with larger-than-life ads on the Nasdaq tower billboard in New York City’s Times Square.



# 360K

SOCIAL MEDIA IMPRESSIONS





# CARING WITH PURPOSE FOR OUR COMMUNITIES



“The doctors and nurses who treated me for leukemia as a teenager inspired me to pay it forward and help others in their time of need. Now I’m a nursing student at Florida Atlantic University.”

Sarita Moreno, FAU nursing student

Cross Country Healthcare employees generously gave their time and money to numerous charitable events and organizations throughout 2021, raising tens of thousands of dollars. Here are some of the highlights.

## BACK-TO-SCHOOL SUPPLY DRIVE

Led by the enthusiasm and efforts of the Cross Country Healthcare Spirit Squad, employees participated in a back-to-school supply drive for Kids in Need Foundation. Teammates contributed nearly \$1,000 to help provide under-resourced teachers and students in the local community with the supplies they need to thrive in the classroom and beyond. Donations bought backpacks filled with essential school supplies for students and boxes of core learning tools for teachers.

## BREAST CANCER RESEARCH FOUNDATION

Employees also contributed over \$10,000 to support breast cancer research, which the company matched, for a total of \$20,000. Cross Country Healthcare’s Spirit Squad organized the fundraising efforts through payroll deductions, virtual participation, and raffles for prizes. Donations to the Breast Cancer Research Foundation (BCRF) help ensure the best minds in science and medicine have funding to tackle tumor biology, metastasis, treatment, prevention, and more.

**\$10K**

CONTRIBUTED  
TO BCRF BY  
EMPLOYEES

**\$20K**

GIVEN IN TOTAL  
TO BCRF WITH  
COMPANY MATCH



## LIGHT THE NIGHT



Cross Country Healthcare employees raised \$155,000 for the Leukemia and Lymphoma Society's Light the Night Walk, earning them the LLS Impact Award for generating over \$100K! Our amazing Spirit Squad

jumped in once again to lead our participation in the event. Teammates joined nearly 1 million people (who participated in 140 inspirational evening walks across the US and Canada) to raise funds for research and to celebrate, honor, and remember those touched by cancer.

# \$155K

## RAISED FOR LIGHT THE NIGHT

# 1M

## PEOPLE PARTICIPATED

## RANDOM ACTS OF FLOWERS

Employees shared a little love with their peers with Valentine's Day Candygrams and raised over \$7,000 for Random Acts of Flowers. Random Acts of Flowers delivers recycled flowers to individuals in healthcare facilities across America, giving them a sense of encouragement, kindness, and overall improvement of emotional health.

## SPIRIT OF GIVING HOLIDAY GIFT DRIVE

The Spirit of Giving Holiday Gift Drive makes holiday wishes come true for more than 6,000 children each year. By partnering with 50+ local nonprofit organizations, the Spirit of Giving Network provides gifts for kids from disadvantaged families. The Spirit Squad orchestrated donations of \$1,000 worth of gifts at physical drop boxes and through virtual gift tags.



## CORPORATE GIVING

Cross Country Healthcare also made financial gifts to various causes during 2021, including:

### FLORIDA ATLANTIC UNIVERSITY NURSING SCHOLARSHIP

Cross Country Healthcare believes in investing in future generations of healthcare providers. That's why we established the Cross Country Healthcare Scholarship Fund at Florida Atlantic University. Our annual contribution of \$25,000 provides scholarships and helps fund educational and research opportunities for students attending the Christine E. Lynn College of Nursing for a minimum of four years. This is an exciting part of our ongoing partnership with the FAU Christine E. Lynn College of Nursing on various efforts to support current and future providers.

### DELRAY BEACH YOUTH TENNIS FOUNDATION

We were excited to contribute \$1,000 to the Delray Beach Youth Tennis Foundation, a growing local program, which provides academic support, builds confidence, inspires future leaders, and instills life skills for kids from under-resourced families — all through teaching tennis!

### EDUCATION FOUNDATION OF PALM BEACH COUNTY

This year, we supported the Education Foundation of Palm Beach County's mission of facilitating student achievement through high-quality public education, partnerships, grants, events, and public awareness. Funds went toward promoting STEM and providing school supplies, cybersecurity, digital inclusion, and more.



### AMERICAN RED CROSS

American Red Cross offers an extensive network of programs and services that played an integral part in supporting individuals, families, and communities nationwide during COVID-19. As a small token of appreciation, Cross Country Healthcare donated \$10,000 to the organization.

### VOLUNTEER TIME OFF POLICY

Cross Country Healthcare's human resources department announced a new Volunteer Time Off (VTO) benefit in 2021, which allows all employees to spend up to one eight-hour workday volunteering for the organization of their choice. The benefit was added to provide community engagement opportunities for Cross Country employees that are meaningful, purposeful, and help those in need. Cross Country recognizes that participating in these activities will also enrich and inspire the lives of our employees.

### Additional Organizations Receiving Charitable Donations from Cross Country Healthcare Brands

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Palm Beach County School Board, Boca High

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American Heart Association

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Walk 2021 Michigan Lakes Campaign — Alzheimer's

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AltaMed (WSG)

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Valentine's Day Random Acts of Flowers

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Suicide Prevention Donation







# CARING WITH PURPOSE TO IMPROVE HEALTHCARE & EDUCATION NATIONWIDE



“We must strive to address systemic gaps in access to healthcare. I’ve seen patients struggle firsthand as they try to address the financial and logistical barriers that often stand in the way of the treatment they so desperately need.”

Michael Skovira, chief medical officer

## CLINICAL ADVISORY COUNCIL

Cross Country Healthcare established a Clinical Quality Council in 2021 to provide insight and guidance on national professional standards, best practices, public policy, recent trends, and their potential impacts on our client hospitals and healthcare facilities. The council hopes to ensure clinical excellence and positive patient outcomes by leveraging creative, optimal practices, intuitive technologies, and innovative solutions to connect quality candidates with the essential jobs that will enable healthcare practitioners and organizations to achieve their goals. The following Cross Country Healthcare clinicians sit on the council:



### Hank Drummond, PhD, MDiv, BA, RN

Hank serves as the chairperson and the chief clinical officer. He is responsible for overseeing the organization’s clinical, quality, education, and regulatory compliance.



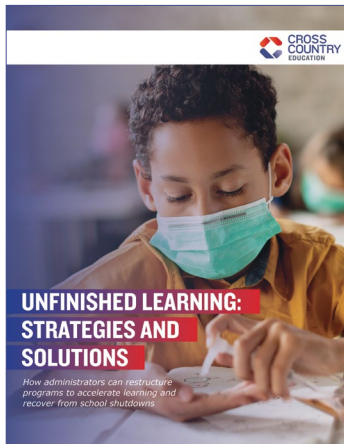
### Michael Skovira, MBA, MPAS, PA-C

Michael will also serve as the co-chair and as the chief medical officer. He is responsible for directing, coordinating, and administering all aspects of clinical quality improvement initiatives.



### Liz Cantwell, BSN, RN

Liz serves as the co-chair and the chief nursing officer. Liz also serves as senior vice president of workforce solutions. She is responsible for overseeing the development and implementation of strategic initiatives that provide healthcare facilities customized solutions to meet their specific workforce needs.



## REOPENING SCHOOLS DURING THE COVID-19 PANDEMIC INDUSTRY REPORT

Realizing that more than 55 million students were impacted, Cross Country Education published an industry report to support schools recovering from COVID-19 shutdowns. The report, titled *Unfinished Learning: Strategies and Solutions*, provided guidelines for restructuring programs to accelerate learning and attempting to mitigate declines in critical subject areas like math and reading, as well as social-emotional learning and mental health. The guidance was critical for schools with historically underserved and marginalized populations, as they suffered the steepest shutdown-related declines.



## STRATEGIC ACQUISITIONS TO IMPROVE HEALTHCARE AND EDUCATION MODELS

Cross Country Healthcare made two strategic acquisitions focused on improving healthcare and education in 2021. Our acquisition of Workforce Solutions Group allows us to supply clinicians through the full continuum of care, all the way into the home, where they have the best outcomes. The acquisition of Selected, Inc. allows us to provide a true SaaS subscription platform for our education partners.

## SOCIAL-EMOTIONAL LEARNING WEBINAR

In February 2021, Cross Country Education hosted a Social-Emotional Learning Webinar focused on how social-emotional learning is tied to school curriculum, and how to intentionally incorporate norms and practices that support student success through the social-emotional aspects of learning.

## PRIDE MONTH HEALTH DISPARITY SOCIAL MEDIA CAMPAIGN

During Pride Month in 2021, the Cross Country Healthcare marketing team created an educational social media campaign focused on health disparities faced by our LGBTQ+ community.

## GLOBO PARTNERSHIP

Because we understand that language is a major social determinant of health and health equity, Cross Country Healthcare partnered with language services company GLOBO in 2021, so that we may offer language translation services to our hospital and healthcare facility clients.

## FLORIDA DIVERSITY COUNCIL AND NATIONAL DIVERSITY COUNCIL

Cross Country Impact facilitated Cross Country Healthcare's membership in the Florida Diversity Council and National Diversity Council and created opportunities for active participation in the organizations by key CCH leadership. In 2021, Buffy White, group president, Workforce Solutions Group, was selected as a panel speaker for the 2022 South Florida Women in Leadership Symposium, hosted by the Florida Diversity Council. Both our chief human resources officer and director of talent acquisition sit on the board of the Florida Diversity Council.



**COVERIFY HEALTH  
PARTNERSHIP**

Cross Country Education partnered with CoVerify Health, a company that provides an end-to-end solution for COVID-19 testing, to provide nurses and medical assistants for COVID testing in schools nationwide in 2021.



**115**

**SCHOOLS  
NATIONWIDE**

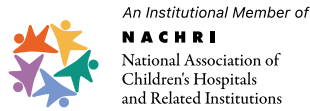


## CORPORATE PARTNERSHIPS

Our strategic channel partnerships helped us expand and enhance our product offerings throughout 2021, allowing Cross Country Healthcare to increase the value add to our hospital clients.







The National Association of  
Locum Tenens Organizations









# CARING WITH PURPOSE FOR OUR ENVIRONMENT



“I love being part of The Green Committee, which highlights the joy and good health conferred by our connection to nature, while also drawing attention to sustainable practices to ensure long-lasting benefits for all.”

Operations specialist, Cross Country Education

## E-WASTE

By engaging a certified recycling e-waste vendor, Cross Country Healthcare, Inc. disposed of and recycled an estimated 2001 pounds of e-waste in 2021.

## ISS ESG RATINGS

We continue to have the highest rated score of “1” for governance and have worked diligently to improve our social and environmental scores to “1” and “2”, respectively.

## PAPER SHREDDING AND RECYCLING

In accordance with the provider, in 2021, shredding resulted in approximately 43 thousand pounds of CO2 emissions avoided, 743 pounds of solid waste avoided, 177 thousand gallons of water saved, and 27.5 thousand kWh spared.

## LED LIGHTING

In 2021, we installed LED lighting throughout our buildings to reduce energy consumption.

## ONE TREE PLANTED PARTNERSHIP

In honor of its 35th anniversary, Cross Country Healthcare partnered with One Tree Planted to plant 350 trees across Florida on World Ozone Day in 2021. One Tree Planted is a nonprofit organization focused on global reforestation.

## CONSERVATION FLORIDA AGREEMENT

Cross Country Healthcare understands the importance of protecting Earth’s natural resources, which has led to a partnership agreement with Conservation Florida’s This Brand Saves Land campaign in 2022.

# 43K

POUNDS OF CO<sub>2</sub>  
EMISSIONS AVOIDED

# 17K+

GALLONS OF  
WATER SAVED





# GRI CONTENT INDEX

Cross Country Healthcare reports on all components of our Corporate Social Responsibility program through our Global Reporting Initiative (GRI) Index. Ongoing updates on our work can be found at [crosscountryhealthcare.com/corporate-social-responsibility](https://crosscountryhealthcare.com/corporate-social-responsibility).

This report has been prepared in accordance with GRI standards. GRI is a universally applicable, comparable framework that facilitates transparency and accuracy.

## ORGANIZATIONAL PROFILE

GRI CODE	BRIEF REQUIREMENT	GENERAL DISCLOSURES: REFERENCE/SHORT ANSWERS
102-1	<b>Name of the organization</b>	Cross Country Healthcare, Inc. (Cross Country Healthcare).
102-2	<b>Activities, brands, products, and services</b>	Total talent management, including strategic workforce solutions, contingent staffing, permanent placement, and other consultative services for healthcare clients.
102-3	<b>Location of headquarters</b>	Boca Raton, Florida, USA.
102-4	<b>Location of operations</b>	United States of America.
102-5	<b>Ownership and legal form</b>	Cross Country Healthcare was incorporated in 1986.

## ORGANIZATIONAL PROFILE cont'd

GRI CODE	BRIEF REQUIREMENT	GENERAL DISCLOSURES: REFERENCE/SHORT ANSWERS
102-6	<b>Markets served</b>	Cross Country Healthcare 2021 Annual Report available at <a href="https://ir.crosscountryhealthcare.com/static-files/251be600-1b14-4948-9a09-6ca24913d738">https://ir.crosscountryhealthcare.com/static-files/251be600-1b14-4948-9a09-6ca24913d738</a> .
102-7	<b>Scale of the organization</b>	Cross Country Healthcare holds three different operations with assets valued in USD 732,809,005. Debt is recorded at USD 180,542,083 and equity at USD 297,528,128. By December 31, 2021, 300,493 healthcare professionals were presented with 603,375+ assignments serving 5,246 different facilities. Net sales rose to USD 1,676,651,919 and costs were logged for USD 217,794,802. Information on beneficial ownership for Cross Country Healthcare 2021 Annual Report is available at <a href="https://ir.crosscountryhealthcare.com/static-files/251be600-1b14-4948-9a09-6ca24913d738">https://ir.crosscountryhealthcare.com/static-files/251be600-1b14-4948-9a09-6ca24913d738</a> .
102-8	<b>Information on employees and other workers</b>	<p>As one of the leading suppliers of travel healthcare professionals and a Best of Staffing® Talent Award winner, Cross Country Healthcare offers thousands of opportunities for healthcare professionals across the country through its various affiliates.</p> <p>1,913 corporate employees</p> <p>18,547 unique healthcare professionals placed on travel nurse and allied assignments in 2021</p> <p>11,584 unique healthcare professionals placed on local shifts in 2021</p> <p>1,842 unique healthcare professionals placed on education shifts in 2021</p> <p>38% of our Board Members represent diverse classifications</p> <p>76% of all employees are women</p> <p>98% of the corporate employees work full time</p> <p>Our total corporate workforce is 65% white and 35% minority. As of December 31, 2021, our diverse team includes 43% Millennials, 38% GenX, 15% Baby Boomers, and 4% GenZ.</p>



**ORGANIZATIONAL PROFILE** cont'd

GRI CODE	BRIEF REQUIREMENT	GENERAL DISCLOSURES: REFERENCE/SHORT ANSWERS
102-9	<b>Supply chain</b>	<p>We believe our responsibility to provide a diverse environment extends to our affiliate vendors, consultants, and other suppliers. We endeavor to partner with diverse affiliate vendors, consultants, and other suppliers when possible, such as minority and woman owned affiliate vendors. An inclusive procurement strategy widens the pool of potential suppliers. By providing an increased amount of sourcing options, inclusiveness may render supply chains more resilient and agile. This sort of flexibility has proven fundamental during the COVID-19 pandemic. More information in Cross Country Healthcare 2021 Annual Report available at <a href="https://ir.crosscountryhealthcare.com/static-files/251be600-1b14-4948-9a09-6ca24913d738">https://ir.crosscountryhealthcare.com/static-files/251be600-1b14-4948-9a09-6ca24913d738</a>.</p>
102-10	<b>Significant changes to the organization and its supply chain</b>	<p>The COVID-19 pandemic continued to drive unprecedented volatility in demand throughout 2021 with rising needs for critical responders in the hardest hit states, followed by declines in orders. Many hospitals encountered lower census, worker furloughs, and mandatory deferrals for elective procedures. Heavier reliance for tele-services for allied specialties was detected, in particular for education clients, as schools closed. Regrettably, certain healthcare professionals were exposed, diagnosed, or quarantined as a result of the virus. As part of Cross Country Healthcare’s response to COVID-19, a cross-functional team was summoned to ensure swift reaction to customers’ needs and changes in the supply chain. More information in Cross Country Healthcare 2021 Annual Report available at <a href="https://ir.crosscountryhealthcare.com/static-files/251be600-1b14-4948-9a09-6ca24913d738">https://ir.crosscountryhealthcare.com/static-files/251be600-1b14-4948-9a09-6ca24913d738</a>.</p>

**ORGANIZATIONAL PROFILE** cont'd

GRI CODE	BRIEF REQUIREMENT	GENERAL DISCLOSURES: REFERENCE/SHORT ANSWERS
102-11	<b>Precautionary principle or approach</b>	<p>Cross Country Healthcare’s Business Continuity Plan (BCP) provides a program to recover the organization’s vital business functions in the event of a disruption of the organization’s operations. The goal of this plan is to set out the mitigation, preparation, warning, response, and business continuity arrangements for the core processes and system production environment impacted by the loss of a facility or data center. The BCP is reviewed annually and during hurricane season. The company’s Crisis Management Team meets semi-annually to review procedures. All Crisis Management Team members are responsible for ensuring their department’s information and core elements of the BCP are reviewed and updated as necessary. The core elements of the BCP include: business impact analysis, recovery strategies, contacts, facilities information, logistics, and acquired resources. Cross Country Healthcare has established an emergency alert hotline to keep employees updated as to the status of business during a crisis situation. During the pandemic, Cross Country Healthcare developed a COVID-19 Prevention Program (CPP) to reduce the impact of COVID-19 outbreak conditions within office workplaces. CPP focused on workplace practice controls, including implementing new technology for symptom and contact tracing, personal protective equipment (PPE), communication, reporting, and training. The company undergoes a comprehensive risk assessment annually and, as necessary, throughout the year. Risk factors are disclosed in the Cross Country Healthcare 2021 Annual Report available at <a href="https://ir.crosscountryhealthcare.com/static-files/251be600-1b14-4948-9a09-6ca24913d738">https://ir.crosscountryhealthcare.com/static-files/251be600-1b14-4948-9a09-6ca24913d738</a>.</p>
102-12	<b>External initiatives</b>	<p>Cross Country Healthcare adopted a Human Rights and Labor Rights Policy, which is guided by the International Labour Organization Declaration on Fundamental Principles.</p>



**ORGANIZATIONAL PROFILE** cont'd

GRI CODE	BRIEF REQUIREMENT	GENERAL DISCLOSURES: REFERENCE/SHORT ANSWERS
102-13	<p><b>Membership in associations</b></p>	<p><b>AACN:</b> Critical Care Nurses Association is the world’s largest specialty nursing organization of acute and critical care nurses.</p> <p><b>ACHE:</b> American College of Healthcare Executives is a professional society for healthcare leaders committed to improving health.</p> <p><b>AHA:</b> American Hospital Association is the national organization that represents and serves hospitals, healthcare networks, their patients, and communities.</p> <p><b>AMGA:</b> American Medical Group Association is a trade association dedicated to dramatically improving population health and delivering care at lower costs.</p> <p><b>ANA:</b> American Nurses Association represents the interests of four million US registered nurses.</p> <p><b>ANCC:</b> American Nurse Credentialing Center recognizes healthcare organizations that promote nursing excellence and quality patient outcomes while providing safe, positive work environments.</p> <p><b>ANCC Pathway to Excellence</b> recognizes a healthcare organization’s commitment to creating a positive practice environment.</p> <p><b>AONL:</b> American Organization of Nursing Leaders is the voice of nursing leadership.</p> <p><b>ENA:</b> Emergency Nurses Association is dedicated to defining the future of emergency nursing.</p> <p><b>FAONA:</b> Florida Association of Nursing Administrators is the premier organization for the advancement of nursing executives and leaders.</p> <p><b>FAU:</b> Florida Atlantic University is a student-centered public research university committed to empowering students who wish to make a difference.</p> <p><b>Florida Hospital Association</b> represents Florida’s hospitals and health systems.</p> <p>Continued on the following page</p>

**ORGANIZATIONAL PROFILE** cont'd

GRI CODE	BRIEF REQUIREMENT	GENERAL DISCLOSURES: REFERENCE/SHORT ANSWERS
<p><b>102-13</b> cont'd</p>	<p><b>Membership in associations</b></p>	<p><b>Joint Commission</b> is a global driver of quality improvement and patient safety in healthcare.</p> <p><b>MGMA:</b> Medical Group Management Association empowers healthcare practices and providers with data insights, networking events, and a wealth of resources.</p> <p><b>NACHRI:</b> National Association of Children’s Hospitals and Related Institutions advances child health through innovation in quality, cost, and delivery of care with children’s hospitals.</p> <p><b>National Council of State Boards of Nursing</b> is an independent, not-for-profit organization through which nursing regulatory bodies counsel together on matters of public health, safety, and welfare.</p> <p><b>NATHO:</b> National Association of Travel Healthcare Organizations is a nonprofit association of travel healthcare organizations to promote ethical business practices in the travel healthcare industry.</p> <p><b>National Diversity Council/Florida Diversity Council</b> is a non-partisan 501-c3 organization dedicated to being both a resource and an advocate for the value of diversity and inclusion.</p> <p><b>Nursing Consortium of South Florida</b> is a not-for-profit corporation strengthening relationships between nurses in practice and academic settings.</p> <p><b>Nursing Now</b> aims to raise the status and profile of nursing and to empower nurses to take their place at the heart of tackling 21st Century health challenges.</p> <p><b>Texas Hospital Association</b> represents Texas hospitals and health systems.</p>
<p><b>102-14</b></p>	<p><b>Statement from the most senior decision-maker of the organization</b></p>	<p>Cross Country Healthcare 2021 CSR Report CEO Letter.</p>
<p><b>102-15</b></p>	<p><b>Key impacts, risks, and opportunities</b></p>	<p>Cross Country Healthcare 2021 Annual Report available at <a href="https://ir.crosscountryhealthcare.com/static-files/251be600-1b14-4948-9a09-6ca24913d738">https://ir.crosscountryhealthcare.com/static-files/251be600-1b14-4948-9a09-6ca24913d738</a>.</p>

# ETHICS AND INTEGRITY

GRI CODE	BRIEF REQUIREMENT	GENERAL DISCLOSURES: REFERENCE/SHORT ANSWERS
102-16	<p><b>Values, principles, standards, and norms of behavior</b></p>	<p>Cross Country Healthcare has adopted a Business Ethics Policy, Code of Conduct, and Code of Ethics which provide guidance to employees, independent contractors, and vendors. This framework is aligned with Cross Country Healthcare’s core values, to operate with the highest level of integrity and respect; remaining connected to employees, communities, and vendors; being compassionate and nurturing relationships with those served; delivering proven quality service and excellence; and fostering creativity that encourages innovation. Throughout the pandemic, Cross Country Healthcare adhered to its core values and beliefs by always striving to do right by its clients, healthcare professionals, communities, and shareholders. Taking a collaborative approach to problem-solving, Cross Country Healthcare consulted with clients fairly and ethically to ensure they made informed talent management decisions. Cross Country Healthcare professionals have exemplified compassion and dedication while continuing to care for COVID-19 patients on the front lines, oftentimes at personal risk.</p>
102-17	<p><b>Mechanisms for advice and concerns about ethics</b></p>	<p>Cross Country Healthcare’s Business Ethics Policy outlines reporting procedures regarding concerns about ethics and other matters. Cross Country Healthcare maintains an Ethics/Fraud hotline established so that employees may confidentially and anonymously report concerns regarding questionable accounting or auditing matters, suspected violations of the company’s Code of Ethics, and other compliance matters. All complaints are to be reported directly to the CEO and Chairman of the Audit Committee.</p>



# GOVERNANCE

GRI CODE	BRIEF REQUIREMENT	GENERAL DISCLOSURES: REFERENCE/SHORT ANSWERS
102-18	<b>Governance structure</b>	Annually, Cross Country Healthcare’s Governance and Nominating Committee reviews and updates its charter and guidelines. The charter may be found at <a href="https://www.crosscountryhealthcare.com/governance">https://www.crosscountryhealthcare.com/governance</a> .
102-19	<b>Delegating authority</b>	One of the most important roles of Cross Country Healthcare’s Board of Directors is to ensure the management team is accountable for fostering a culture that fully embodies the company’s core values, vision, ethics, and social responsibility in order to promote a sustainable future. On a quarterly basis, during shareholders’ public earnings calls, the CEO reports on the importance of the company’s culture and its evolution.
102-20	<b>Executive-level responsibility for economic, environmental, and social topics</b>	One of the functions of Cross Country Healthcare’s Board of Directors and its CEO is to foster a culture that reflects and furthers the company’s core values and principles, including social responsibility, in order to sustain the company’s value and promote its strategy. Additional information can be found at <a href="https://ir.crosscountryhealthcare.com/static-files/251be600-1b14-4948-9a09-6ca24913d738">https://ir.crosscountryhealthcare.com/static-files/251be600-1b14-4948-9a09-6ca24913d738</a> .

**GOVERNANCE** cont'd

GRI CODE	BRIEF REQUIREMENT	GENERAL DISCLOSURES: REFERENCE/SHORT ANSWERS
102-21	<p><b>Consulting stakeholders on economic, environmental, and social topics</b></p>	<p>Relationships and forms of communication vary with the different categories of stakeholders (investors, shareholders, employees, communities, and the government). Cross Country Healthcare has a robust outreach program to obtain feedback on corporate social responsibility issues and other topics from stakeholders. Through dialogue with our stakeholders, Cross Country Healthcare is able to listen, learn from, and consider their recommendations. Additional information can be found at <a href="https://ir.crosscountryhealthcare.com/static-files/251be600-1b14-4948-9a09-6ca24913d738">https://ir.crosscountryhealthcare.com/static-files/251be600-1b14-4948-9a09-6ca24913d738</a>. Cross Country Healthcare believes the voices of its talented employees serve the organization by identifying, generating, and offering solutions to real or perceived obstacles, as well as serve an important role as advisors to the organization’s overall diversity and inclusion initiatives. In 2021, Cross Country Healthcare expanded its employee-led Diversity, Equity, and Inclusion council, Cross Country Impact. The council encourages employees from a wide variety of backgrounds and of diversity to come together, connect, build relationships, and have their voices heard.</p> <p>Cross Country Impact’s goals are centered on workforce diversity: to promote recruitment from a diverse, qualified group of candidates with the goal of increasing diversity of thinking and perspective; workforce inclusion: to foster a culture that encourages collaboration, flexibility and fairness to enable all employees to contribute to their potential and increase retention; and sustainability and accountability: to identify and break down systemic barriers to full inclusion by embedding diversity and inclusion in policies and practices and equipping leaders with the ability to manage diversity and be accountable for the results.</p> <p>Throughout 2021, Cross Country Impact highlighted diversity recognition days/months with awareness outreach to employees through internal communications channels, often with a focus on health equity among marginalized populations. Cross Country Impact also hosted diversity-focused free virtual “Lunch &amp; Learn” programs for employees and laid the groundwork for two inaugural Employee Resource Groups — Cross Country Parents and Cross Country LGBTQ+ &amp; Allies, which we anticipate launching in 2022. These Employee Resource Groups will provide inclusive community settings for Cross Country employees and are geared toward providing a format for our employees to advance their ideas and interests to the company.</p>

## GOVERNANCE cont'd

GRI CODE	BRIEF REQUIREMENT	GENERAL DISCLOSURES: REFERENCE/SHORT ANSWERS
102-22	<b>Composition of the highest governance body and its committees</b>	The composition of the board and its committees and their responsibilities are detailed in the Cross Country Healthcare 2021 Proxy available at <a href="https://ir.crosscountryhealthcare.com/static-files/251be600-1b14-4948-9a09-6ca24913d738">https://ir.crosscountryhealthcare.com/static-files/251be600-1b14-4948-9a09-6ca24913d738</a> .
102-23	<b>Chair of highest governance body</b>	Thomas C. Dircks serves as an independent director and has served as Chairman of the Board of Directors since August 2, 2013. Mr. Dircks is a Managing Director of Charterhouse Strategic Partners.
102-24	<b>Nominating and selecting the highest governance body</b>	Cross Country Healthcare recognizes the importance of maintaining a diverse board. Based on those qualifications and to further a culture of diversity and inclusion, the Board seeks members from various professional backgrounds who represent a broad level of experience and have a reputation for the utmost integrity in order to fulfill the Board's needs for specific expertise and other criteria based on then current circumstances.
102-25	<b>Conflicts of interest</b>	Under established principles of law and the company's Business Ethics Policy, every director, officer, and employee of the company and its subsidiaries has a duty of undivided loyalty to the company and, if confronted with a choice between the interests of the company and personal economic interests or obligations or duties to others, must act in the interests of the company. In addition, the company also expects its vendors and contractors to comply with both the letter and spirit of the company's Business Ethics Policy and to avoid even the appearance of impropriety. On a quarterly basis, the company's internal audit team solicits information from directors and executive officers in order to monitor potential conflicts of interest and to comply with "related party disclosure" requirements in documents filed with the SEC. Any potential conflicts of interest or suspected fraud are required to be promptly reported to the company's General Counsel. The company's Board of Directors reviews the Business Ethics Policy at least once annually. Executives and employees are required to affirm the company's Business Ethics Policy and to reaffirm it annually thereafter.



## GOVERNANCE cont'd

GRI CODE	BRIEF REQUIREMENT	GENERAL DISCLOSURES: REFERENCE/SHORT ANSWERS
102-26	<b>Role of highest governance body in setting purpose, values, and strategy</b>	Cross Country Healthcare's Board of Directors demonstrates and promotes the company's core values and is responsible for setting the tone at the top of the organization for ethical leadership. The company's leadership team is responsible for observing the highest standards of ethical conduct; protecting shareholder value through fair dealings, complete honesty, and full disclosure; and fostering a culture of sustainable business growth through promoting social responsibility programs that further the company's strategy.
102-27	<b>Collective knowledge of highest governance body</b>	The company's Audit Committee oversees the company's shareholder engagement program and collaborates with the Governance and Nominating Committee related to feedback on corporate governance and corporate social responsibility issues.
102-28	<b>Evaluating the highest governance body's performance</b>	The company's Audit Committee oversees the company's shareholder engagement program and collaborates with the Governance and Nominating Committee related to feedback on corporate governance and corporate social responsibility issues, and they evaluate performance through annual Board Committee evaluations.
102-29	<b>Identifying and managing economic, environmental, and social impacts</b>	The company's Audit Committee oversees the company's shareholder engagement program and collaborates with the Governance and Nominating Committee related to feedback on corporate governance and corporate social responsibility issues.
102-30	<b>Effectiveness of risk management process</b>	The company's Audit Committee oversees the company's shareholder engagement program and collaborates with the Governance and Nominating Committee related to feedback on corporate governance and risk management issues.
102-31	<b>Review of economic, environmental, and social topics</b>	In collaboration with the Audit Committee and the Governance and Nominating Committee, the Board of Directors reviews the company's business strategy and related economic, environmental, and social issues to identify relevant risk and opportunities.

## GOVERNANCE cont'd

GRI CODE	BRIEF REQUIREMENT	GENERAL DISCLOSURES: REFERENCE/SHORT ANSWERS
102-32	<b>Highest governance body's role in sustainability reporting</b>	The Governance and Nominating Committee of the company's Board of Directors oversees the company's corporate social responsibility strategy to ensure the company is monitoring and mitigating material risks.
102-33	<b>Communicating critical concerns</b>	The company has a formal shareholder outreach program that allows management to solicit feedback from stakeholders and share it with the company's Board of Directors through a CEO Report to the Board of Directors. Information concerning our corporate governance practices, including our Code of Conduct, Code of Ethics, Committee Charters, and Certification of Financial Statements, is available on our corporate website at <a href="http://crosscountryhealthcare.com">crosscountryhealthcare.com</a> . We also have established a toll-free phone number and an email address for stockholders to communicate with our Board of Directors. All such communications will be forwarded directly to the appropriate party, as applicable.
102-34	<b>Nature and total number of critical concerns</b>	There are no critical concerns at the time of this report.
102-35	<b>Remuneration policies</b>	Compensation analysis and director and executive compensation information can be found in the Cross Country Healthcare 2021 Proxy Statement available at <a href="https://ir.crosscountryhealthcare.com/static-files/251be600-1b14-4948-9a09-6ca24913d738">https://ir.crosscountryhealthcare.com/static-files/251be600-1b14-4948-9a09-6ca24913d738</a> .
102-36	<b>Process for determining remuneration</b>	Independent directors of Cross Country Healthcare receive compensation in the form of cash and equity. All compensation is evaluated by the Compensation Committee with the advice of an independent expert compensation advisor on an annual basis. Details on the process, policies and composition of the company's Compensation Committee can be found in the Cross Country Healthcare 2021 Proxy Statement available at <a href="https://ir.crosscountryhealthcare.com/static-files/251be600-1b14-4948-9a09-6ca24913d738">https://ir.crosscountryhealthcare.com/static-files/251be600-1b14-4948-9a09-6ca24913d738</a> .

## GOVERNANCE cont'd

GRI CODE	BRIEF REQUIREMENT	GENERAL DISCLOSURES: REFERENCE/SHORT ANSWERS
102-37	<b>Stakeholders' involvement in remuneration</b>	Each year, the company requests a "say-on-pay" vote from its shareholders. The proposal to approve the compensation of Cross Country Healthcare executive officers, as described in the 2021 Proxy Statement, was approved by 97.5% of all shares then entitled to vote.
102-38	<b>Annual total compensation ratio</b>	Detailed information on Cross Country Healthcare named executive officer compensation can be found in the company's 2021 Proxy Statement available at <a href="https://ir.crosscountryhealthcare.com/static-files/251be600-1b14-4948-9a09-6ca24913d738">https://ir.crosscountryhealthcare.com/static-files/251be600-1b14-4948-9a09-6ca24913d738</a> .
102-39	<b>Percentage increase in annual total compensation ratio</b>	A complete discussion and analysis of Cross Country Healthcare's compensation program can be found in its 2021 Proxy Statement available at <a href="https://ir.crosscountryhealthcare.com/static-files/251be600-1b14-4948-9a09-6ca24913d738">https://ir.crosscountryhealthcare.com/static-files/251be600-1b14-4948-9a09-6ca24913d738</a> .
102-40	<b>List of stakeholder groups</b>	Cross Country Healthcare identifies important stakeholders as its shareholders, Board of Directors, employees, healthcare professionals, clients, communities that it serves, local and federal governments, The Joint Commission, and the media, as well as any other third party who directly influences the day-to-day activities of the company or who impacts its ability to effectively execute its strategy to drive sustainable growth.
102-41	<b>Collective bargaining agreements</b>	There are no collective bargaining agreements.



**GOVERNANCE** cont'd

GRI CODE	BRIEF REQUIREMENT	GENERAL DISCLOSURES: REFERENCE/SHORT ANSWERS
102-42	<p><b>Identifying and selecting stakeholders</b></p>	<p>Cross Country Healthcare engages its stakeholders in various ways according to the audience:</p> <p><b>Shareholders:</b> Cross Country Healthcare conducts quarterly and annual earnings calls, presentations, one-on-one meetings, conferences, and road shows; attends the annual shareholders meeting; and proactively engages shareholders through its outreach program.</p> <p><b>Board of Directors:</b> Six meetings annually and as otherwise required.</p> <p><b>Employees:</b> In-person meetings, Zoom meetings, webcasts, intranet, internal presentations from leaders and colleagues, TEAM meetings and TEAM channels, various topic-specific dedicated hotlines, and surveys.</p> <p><b>Healthcare Professionals:</b> Email, surveys, social media, telephone, texting, in-person meetings, videos, and topic-specific dedicated hotlines.</p> <p><b>Clients:</b> Client business reviews, presentations for procurement purposes, emails, and phone calls.</p> <p><b>Local and Federal Government:</b> Interactions with local, state, and federal government on healthcare, employment, regulatory, and legal matters.</p> <p><b>The Joint Commission:</b> Interactions with The Joint Commission via certification process, on regulatory matters, and in response to inquiries regarding the industry.</p>

**GOVERNANCE** cont'd

GRI CODE	BRIEF REQUIREMENT	GENERAL DISCLOSURES: REFERENCE/SHORT ANSWERS
102-43	<p><b>Approach to stakeholder engagement</b></p>	<p>Cross Country Healthcare believes that creating an open dialogue with all our stakeholders and listening and learning from their recommendations will allow Cross Country to be a receptive partner and develop programs and activities in response to that feedback.</p> <p>Our approach to storytelling is strategically executed to engage local, regional, and national media to position Cross Country as a voice to spread awareness, build brand identity, and ultimately engage audiences to take action in their organizations and communities.</p> <p>Our Corporate Social Responsibility program is designed to solicit engagement with, and involvement of, our key stakeholders — employees and stockholders (including face-to-face meetings and discussions with investors). Our Corporate Social Responsibility program’s priority areas are informed by these engagements, reports from ESG rating agencies, and the practices of our industry peers.</p> <p>During 2021, Cross Country Healthcare continued to manage and grow two particular outreach programs targeting employee needs and feedback. Our 24-7 clinical hotline continued to address any and all questions related to COVID-19 from non-clinical staff, healthcare professionals, and clients.</p> <p>Our employee-led corporate diversity, equity, and inclusion council, Cross Country Impact, continued to expand and provide additional opportunities for employees to advance their understanding of what diversity, equity, and inclusion means in our society and workplace. Cross Country Impact regularly communicates DEI information to employees via internal communication channels and holds internal events within the organization to strengthen internal relationships and promote positive and productive conversations around sustaining a truly inclusive environment. In 2021, the council also laid the groundwork for the 2022 launch of two inaugural Employee Resource Groups, Cross Country Parents and Cross Country LGBTQ+ &amp; Allies.</p>

## GOVERNANCE cont'd

GRI CODE	BRIEF REQUIREMENT	GENERAL DISCLOSURES: REFERENCE/SHORT ANSWERS
102-44	<b>Key topics and concerns raised</b>	Key questions raised by shareholders and investors typically center around financial issues, including, but not limited to, profitability, liquidity, market outlook, capital allocation, strategy, investments, and cash flow. In addition, certain stakeholders seek information regarding technology advancements, regulatory compliance, data privacy and security, compensation, and diversity. A main concern raised during the pandemic and consequent public health crisis was market volatility led by spiked and sporadic demands of certain healthcare professionals versus significant and lingering cancellation of contracts for others, decrease in demand and pricing by clients, and increased focus on cost containment.
102-45	<b>Entities included in the consolidated financial statements</b>	This report covers our headquarters in Boca Raton, FL; however, memberships, employee/workforce data, governance, and other financial details are provided with respect to the enterprise.
102-46	<b>Defining report content and topic boundaries</b>	Information can be found in the Cross Country Healthcare 2021 Proxy Statement available at <a href="https://ir.crosscountryhealthcare.com/static-files/251be600-1b14-4948-9a09-6ca24913d738">https://ir.crosscountryhealthcare.com/static-files/251be600-1b14-4948-9a09-6ca24913d738</a> .
102-47	<b>List of material topics</b>	Information can be found in the Cross Country Healthcare 2021 Proxy Statement available at <a href="https://ir.crosscountryhealthcare.com/static-files/251be600-1b14-4948-9a09-6ca24913d738">https://ir.crosscountryhealthcare.com/static-files/251be600-1b14-4948-9a09-6ca24913d738</a> .
102-48	<b>Restatements of information</b>	None.
102-49	<b>Changes in reporting</b>	N/A
102-50	<b>Reporting Period</b>	Calendar Year 2021.



**GOVERNANCE** cont'd

GRI CODE	BRIEF REQUIREMENT	GENERAL DISCLOSURES: REFERENCE/SHORT ANSWERS
102-51	<b>Date of most recent report</b>	2020.
102-52	<b>Reporting cycle</b>	Annual.
102-53	<b>Contact point for questions regarding the report</b>	<a href="mailto:csr@crosscountryhealthcare.com">csr@crosscountryhealthcare.com</a> .
102-54	<b>Claims of reporting in accordance with the GRI Standards</b>	This report is self-declared to be in accordance with the core GRI reporting framework and standards.
102-55	<b>GRI content index</b>	GRI Content Index.
102-56	<b>External assurance</b>	Deloitte & Touche, LLP is the company’s independent external auditor responsible for performing an independent audit of the company’s consolidated financial statements and expressing an opinion on those statements based on generally accepted accounting principles in the United States of America, as well as expressing an opinion on the effectiveness of internal control over financial reporting. More information is available in the Cross Country Healthcare 2021 Annual Report at <a href="https://ir.crosscountryhealthcare.com/static-files/251be600-1b14-4948-9a09-6ca24913d738">https://ir.crosscountryhealthcare.com/static-files/251be600-1b14-4948-9a09-6ca24913d738</a> .

# MANAGEMENT APPROACH

GRI CODE	BRIEF REQUIREMENT	GENERAL DISCLOSURES: REFERENCE/SHORT ANSWERS
103-1	<b>Explanation of the material topic and its boundaries</b>	Cross Country Healthcare 2021 Annual Report available at <a href="https://ir.crosscountryhealthcare.com/static-files/251be600-1b14-4948-9a09-6ca24913d738">https://ir.crosscountryhealthcare.com/static-files/251be600-1b14-4948-9a09-6ca24913d738</a> .
103-2	<b>The management approach and its components</b>	Cross Country Healthcare 2021 Annual Report available at <a href="https://ir.crosscountryhealthcare.com/static-files/251be600-1b14-4948-9a09-6ca24913d738">https://ir.crosscountryhealthcare.com/static-files/251be600-1b14-4948-9a09-6ca24913d738</a> .
103-3	<b>Evaluation of approach</b>	Cross Country Healthcare 2021 Annual Report available at <a href="https://ir.crosscountryhealthcare.com/static-files/251be600-1b14-4948-9a09-6ca24913d738">https://ir.crosscountryhealthcare.com/static-files/251be600-1b14-4948-9a09-6ca24913d738</a> .

## ECONOMIC PERFORMANCE

GRI CODE	BRIEF REQUIREMENT	GENERAL DISCLOSURES: REFERENCE/SHORT ANSWERS
201-1	<b>Direct economic value generated and distributed</b>	Cross Country Healthcare 2021 Annual Report available at <a href="https://ir.crosscountryhealthcare.com/static-files/251be600-1b14-4948-9a09-6ca24913d738">https://ir.crosscountryhealthcare.com/static-files/251be600-1b14-4948-9a09-6ca24913d738</a> .
201-2	<b>Financial implications and other risks and opportunities due to climate change</b>	<p>Cross Country Healthcare understands the importance of mitigating risks relating to climate change and recognizing opportunities associated therewith as well. In particular, Cross Country Healthcare does not take the threat of short-term climate-related risks such as hurricanes and wildfires lightly. These types of events have the potential to impact our ability to place healthcare professionals effectively in healthcare facilities who serve their communities throughout the United States, to negatively impact our corporate employees, thus negatively impacting the business. Given Cross Country Healthcare has largely conducted its business remotely since March 2020 when COVID emerged, employees are more widely dispersed geographically, and the financial risk of specific weather events is partially mitigated. To effectively address these types of short-term risks, we keep our Business Continuity and Disaster Recover Management Program up to date to manage the details and processes for responding to weather events or natural disasters, including frequent meetings when named storms and events occur, preparing communications to employees, updating contingent business plans and implementing recovery plans. Once our plan is initiated, we provide guidance and communications to team members and we work with our crisis management team to plan a response to each climate-related crisis.</p> <p>We also recognize that climate-related opportunities require a different approach to address the impact on customer expectations, employee expectations and retention, and reputational risks that could affect brand value.</p>
201-3	<b>Defined benefit plan obligations and other retirement plans</b>	Details regarding the company's benefit plan obligations and other retirement benefits can be found in the company's 2021 Proxy Statement available at <a href="https://ir.crosscountryhealthcare.com/static-files/251be600-1b14-4948-9a09-6ca24913d738">https://ir.crosscountryhealthcare.com/static-files/251be600-1b14-4948-9a09-6ca24913d738</a> .
201-4	<b>Financial assistance received from the government</b>	Cross Country Healthcare was not awarded financial assistance in 2021.



# MARKET PRESENCE

GRI CODE	BRIEF REQUIREMENT	GENERAL DISCLOSURES: REFERENCE/SHORT ANSWERS
202-1	<p><b>Ratios of standard entry-level wage by gender compared to local minimum wage</b></p>	<p>Cross Country Healthcare and its subsidiaries review compensation packages across the enterprise on a regular basis to make sure they are competitive and fair based on geography, gender, and ethnicity. With respect to employees paid on an hourly basis, Cross Country Healthcare pays its corporate employees more than twice the federal minimum wage on average and more than twice the state minimum wage in many of the states where it operates. Cross Country Healthcare regularly audits pay equity for its employees both to ensure legal compliance and to ensure that all employees are paid fairly. To the extent that any pay gaps are found in that regular review process, those gaps are addressed.</p>

# INDIRECT ECONOMIC IMPACTS

GRI CODE	BRIEF REQUIREMENT	GENERAL DISCLOSURES: REFERENCE/SHORT ANSWERS
203-1	<p><b>Infrastructure investments and services supported</b></p>	<p>Cross Country Healthcare provides total talent solutions centered on clinical specialties, primarily for healthcare customers in both acute and non-acute care settings. As such, the business is not capital intensive and does not routinely engage in large-scale infrastructure investments. Cross Country Healthcare’s primary infrastructure investments relate to technology investments and leasehold improvements in office space that is rented.</p> <p>As part of its growth strategy, Cross Country Healthcare continues to optimize technologies by upgrading and integrating its middle- and back-office platforms, and bringing its IT infrastructure and business processes onto a single cohesive platform. These initiatives are expected to drive growth through better operational execution, enhanced productivity, and a world-class client and candidate experience.</p> <p>In 2021, the company successfully enhanced its applicant tracking system (ATS) for the travel business and upgraded Cross Country Marketplace, its proprietary on-demand staffing platform, which is a one-stop, self-service portal for healthcare professionals that has greatly improved the candidate experience and lead generation. The ATS has continued to improve the efficiency and candidate conversion ratios and is just one component of the larger technology ecosystem that will drive greater productivity as well as growth in both revenue and profitability. In December 2021, the company acquired the assets of Selected, Inc., its first subscription model, which allows educators to review candidate profiles and self-select candidates for permanent job opportunities, offering a model that may be applied across the enterprise to offer clients another way to hire permanent staff.</p>
203-2	<p><b>Examples of significant identified indirect economic impacts of the organization, including positive and negative impacts</b></p>	<p>As a leading provider of total talent management services throughout the United States, Cross Country Healthcare placed approximately 300,493 healthcare professionals (e.g., nurses, doctors, allied professionals, and educators) on 603,375+ assignments in virtually every specialty and area of expertise in thousands of acute care hospitals, physician practice groups, outpatient and ambulatory-care centers, nursing facilities, both public schools and charter schools, rehabilitation and sports medicine clinics, government facilities, and homecare facilities. During the pandemic, Cross Country Healthcare was in continuous communications with health authorities and boards of nurses in order to provide its clients and its healthcare professionals with the most updated information and expedite licensing for clinicians to address surge capacity needs. More detail is available in the Cross Country Healthcare 2021 Annual Report at <a href="https://ir.crosscountryhealthcare.com/static-files/251be600-1b14-4948-9a09-6ca24913d738">https://ir.crosscountryhealthcare.com/static-files/251be600-1b14-4948-9a09-6ca24913d738</a>.</p>

## ANTI-CORRUPTION

GRI CODE	BRIEF REQUIREMENT	GENERAL DISCLOSURES: REFERENCE/SHORT ANSWERS
205-1	<b>Operations assessed for risks related to corruption</b>	Cross Country Healthcare has adopted an anti-corruption policy and requires affirmation of the policy upon hire and reaffirmation annually thereafter. The company regularly assesses operations for instances of corruption.
205-2	<b>Communication and training about anti-corruption policies and procedures</b>	Cross Country provides anti-corruption training to all employees annually. All new employees are required to read, sign, and adhere to our anti-corruption policy prior to joining Cross Country Healthcare. The company maintains a copy of its anti-corruption policy and video on its intranet for on-demand access.
205-3	<b>Confirmed incidents of corruption and actions taken</b>	None.

## ANTI-COMPETITIVE BEHAVIOR

GRI CODE	BRIEF REQUIREMENT	GENERAL DISCLOSURES: REFERENCE/SHORT ANSWERS
206-1	<b>Legal actions for anti-competitive behavior, anti-trust, and monopoly practices</b>	In 2021 there were no legal actions for anti-competitive behavior, anti-trust, and monopoly practices in regard to Cross Country Healthcare.



## ENERGY

GRI CODE	BRIEF REQUIREMENT	GENERAL DISCLOSURES: REFERENCE/SHORT ANSWERS
302-1	<b>Energy consumption within the organization</b>	Based on data provided by its property manager, in 2021 Cross Country Healthcare consumed approximately 835,200 kWh of energy at its operational headquarters at 6551 Park of Commerce Blvd., Boca Raton, Florida.

## WATER

GRI CODE	BRIEF REQUIREMENT	GENERAL DISCLOSURES: REFERENCE/SHORT ANSWERS
303-1	<b>Water withdrawal by source</b>	In 2021, Cross Country Healthcare consumed approximately 53,300 gallons of water in its headquarters at 6551 Park of Commerce Blvd., Boca Raton, Florida, based on information provided by its property manager.

# EMISSIONS

GRI CODE	BRIEF REQUIREMENT	GENERAL DISCLOSURES: REFERENCE/SHORT ANSWERS
305-1	<b>Direct (Scope 1)</b>	Cross Country Healthcare does not track this information.
305-2	<b>Energy indirect (Scope 2)</b>	Based on the EPA Power Profiler CO2 emission calculator, energy purchased from local utilities in 2021 for the functioning of Cross Country Healthcare’s operational headquarters at 6551 Park of Commerce Blvd., Boca Raton, Florida resulted in 1,093,215 pounds of CO2.
305-3	<b>Other indirect (Scope 3 GHG emissions)</b>	N/A
305-4	<b>GHG emissions intensity</b>	In 2021, Cross Country Healthcare estimated GHG Emissions Intensity for 2020 (calculated over square feet of office space) was approximately 15.53.
305-5	<b>Reduction of GHG</b>	In 2021, Cross Country Healthcare worked to reduce GHG Emissions by undertaking the replacement of all existing lighting with LED lighting and installing solar blinds for the dual purpose of reducing energy consumption and employee well-being. This project was completed with assessment of full GHG Emission reduction to take place at the one-year mark of the completion of the project.
306-2	<b>Waste by type and disposal method</b>	Cross Country Healthcare’s headquarters participates in a recycling program for glass, metals, and most forms of plastic. Reduction of plastic use was aided by the elimination of plastic trash liners and the replacement of desk trash bins with area trash and recycle bins. Cross Country Healthcare requires paper shredding at its locations and has a contract with a vendor to ensure the shredding is in compliance with regulations and privacy laws. Cross Country Healthcare continues to monitor and target the reduction of paper waste by incentivizing the use of electronic agreement management platforms.

## ENVIRONMENTAL COMPLIANCE

GRI CODE	BRIEF REQUIREMENT	GENERAL DISCLOSURES: REFERENCE/SHORT ANSWERS
307-1	<b>Non-compliance with environmental laws and regulations</b>	Cross Country was compliant with environmental regulations in 2021.

## EMPLOYMENT

GRI CODE	BRIEF REQUIREMENT	GENERAL DISCLOSURES: REFERENCE/SHORT ANSWERS
401-1	<b>New employee hires and employee turnover</b>	In 2021 Cross Country Healthcare hired 1,127 new corporate employees. It promoted 160 corporate employees and had a turnover rate of 21%; 73% of promotions were females and 44% represented minorities; and 26% of promotions consisted of supervisor/manager roles.



**EMPLOYMENT** cont'd

GRI CODE	BRIEF REQUIREMENT	GENERAL DISCLOSURES: REFERENCE/SHORT ANSWERS
401-2	<p><b>Benefits provided to full-time employees that are not provided to temporary or part-time employees</b></p>	<p>At Cross Country Healthcare, nothing is more important than its employees' overall sense of well-being. Its comprehensive suite of benefits supports every aspect of employees' health and wellness, and it urges all employees to take advantage of the broad range of available offerings. The Cross Country Healthcare leadership team believes that benefits should be competitive and cost effective for employees, both corporate and health care professionals. The Benefits Department performs annual benchmark studies and comparisons to ensure that Cross Country Healthcare remains an employer of choice. In 2021, the benefits package included: Medical, Vision, Dental, Life Insurance — basic and supplemental; Disability Insurance — short term and long term; 401(k) — with company match; Executive Deferred Compensation Plan; Tuition Assistance; Vacation; Sick Time; Personal Time; and Leadership and Professional Development.</p> <p>2021 was a challenging year due to COVID-19; concerned by the strains the pandemic had on Cross Country Healthcare employees, a number of surveys were launched to keep in touch with them, identify their needs and concerns, and ensure they received the support they required to cope with their personal and family obligations while continuing to work remotely.</p>
401-3	<p><b>Parental leave</b></p>	<p>Cross Country Healthcare abides by all federal leave, paid and unpaid, and all state and federal regulations regarding parental leave.</p>

# OCCUPATIONAL HEALTH & SAFETY

GRI CODE	BRIEF REQUIREMENT	GENERAL DISCLOSURES: REFERENCE/SHORT ANSWERS
403-2	<b>Hazard identification, risk assessment, and incident investigation</b>	Cross Country Healthcare corporate employees reported 0 injury claims in 2021, resulting in 0 lost days and no fatalities.
403-5	<b>Worker training on occupational health and safety</b>	Cross Country Healthcare strives to provide a safe and healthy work environment. Vendors and contractors working on Cross Country Healthcare property have the responsibility for maintaining a safe and healthy workplace by following safety and health rules and practices and reporting accidents, injuries, and unsafe equipment, practices, or conditions to the Human Resource Department. Cross Country Healthcare abides by the Occupational Safety and Health Act, which mandates that employers must provide and maintain a safe and healthful workplace for employees and, to that end, is required to develop and maintain a written, effective Injury and Illness Prevention Program that includes, among other things, instruction on safe workplace practices. Workers have the right to file a complaint about workplace safety and health hazards. The name of any person who submits a complaint to OSHA must be kept confidential by law unless the person requests otherwise. All employees are required to attend safety trainings. In addition, healthcare workers are required to complete pre-employment training on occupational hazards and safety.

**OCCUPATIONAL HEALTH & SAFETY** cont'd

GRI CODE	BRIEF REQUIREMENT	GENERAL DISCLOSURES: REFERENCE/SHORT ANSWERS
403-6	<p><b>Promotion of worker health</b></p>	<p>Cross Country Healthcare is committed to the physical and mental health and well-being of its employees. Physical health campaigns feature free biometric screenings, flu shots, weight loss competitions, and educational sessions to provide guidance and motivation and help employees reach and maintain their health and wellness goals. Cross Country Healthcare marks one or more health observances every month, including heart health, high blood pressure, men’s health, and children’s dental health, and delivers resources for employees to educate themselves and their families. Our focus in 2021 was around employees with pre-diabetes. We offered a voluntary program through Omada Health, a third-party vendor. Omada offers a personalized program designed to support employees in reaching their health goals. Participants were given a dedicated health coach and the latest technology to support lasting changes to fit their individual lifestyles. Mental health endeavors include a 24-7 hotline which offers confidential support and the means to balance the needs of work, family, and personal responsibilities. It covers a wide variety of concerns related to stress and anxiety, grief, legal and financial concerns, depression, personal improvement, child and elderly care, difficulties in relationships, and alcohol and drug abuse. In addition to the hotline, Cross Country Healthcare provides regular sessions with a trained and credentialed healthcare professional and licensed social worker on well-being for both corporate employees and healthcare professionals.</p> <p>In response to the COVID-19 pandemic, Cross Country Healthcare monitored the progression of the virus and its impact on the welfare of its employees, delivering continuous updates and advice on how to keep them, their families, and their communities safe. Cross Country Healthcare continued to provide resources for its corporate employees to maintain flexible, remote working. Healthcare professionals and corporate employees were waived co-pays for COVID-19 testing, as well as cost shares for deductibles and co-insurance associated with COVID-19 treatment.</p> <p>Cross Country Healthcare closely monitored the needs of its healthcare professionals. A 24-7 hotline was established to address concerns related to COVID-19 from non-clinical staff, healthcare professionals, and clients. As of the end of 2021, the hotline has received approximately 18,000 calls.</p> <p>Continued on the following page</p>



## OCCUPATIONAL HEALTH & SAFETY cont'd

GRI CODE	BRIEF REQUIREMENT	GENERAL DISCLOSURES: REFERENCE/SHORT ANSWERS
<p><b>403-6</b> cont'd</p>	<p><b>Promotion of worker health</b></p>	<p>In conjunction with Florida Atlantic University's (FAU) Christine E. Lynn College of Nursing, Cross Country conducted a national survey of nurses and nursing students that revealed 37% of those surveyed identify as being burned out and overworked. The survey also identified root causes of the current stressors among healthcare professionals, and the company is focused on implementing programs to improve nursing satisfaction, career outlook, and mental well-being.</p> <p>During 2021, Cross Country Healthcare continued to provide a 24-7 hotline for our healthcare professionals, having responded to more than 13,000 calls since its setup.</p>

## TRAINING AND EDUCATION

GRI CODE	BRIEF REQUIREMENT	GENERAL DISCLOSURES: REFERENCE/SHORT ANSWERS
<p><b>404-1</b></p>	<p><b>Average hours of training per year per employee</b></p>	<p>During 2021, Cross Country Healthcare transitioned its training resources to the Dayforce LMS platform, allowing for delivery automation, course and education programs tailored to employee needs, and accurate tracking and reporting of their progress. New employees engage in a maximum of 5 hours of assigned training during the year, and established employees engage in an estimated 2.5 hours of assigned training during the year.</p>

**TRAINING AND EDUCATION** cont'd

GRI CODE	BRIEF REQUIREMENT	GENERAL DISCLOSURES: REFERENCE/SHORT ANSWERS
<p><b>404-2</b></p>	<p><b>Programs for upgrading employee skills and transition assistance programs</b></p>	<p>Cross Country Healthcare’s mission regarding talent management and development is to support organizational results and success by employing strategies to attract, engage, develop, and retain employees and to partner with its leaders to nurture and grow leadership talent. Cross Country utilizes a powerful human resources tool called Dayforce, which allows employees to manage their HR information anytime, anywhere, on a desktop or mobile device. The ability to check schedules, review timesheets, access pay statements, request time off, and more can be accomplished with just a few taps. Additionally, Dayforce features a fully interactive learning management system (LMS), where employees can access professional development resources such as skills training courses at their convenience. LMS is an innovative platform that has transformed the ability of the company to assist in growing the careers of our internal employees. The new content for the LMS focuses on learning how to better communicate with your supervisor and colleagues, working in a remote environment, successful interviewing, and developing and achieving your annual goals (SMART). This platform allows the company to track its employees’ competencies and evaluate the need for supplemental training, and enables Human Resources to measure the growth of its employees, which will ultimately lead to internal promotion and decreased attrition. Cross Country Healthcare partners with Capella University and Strayer University to provide employees access to flexible degree programs at discounted costs. Both universities offer modern, online education that fits working adults’ schedules, allowing them to pursue associate, bachelor’s, master’s, or doctoral programs.</p>
<p><b>404-3</b></p>	<p><b>Percentage of employees receiving regular performance and career development reviews</b></p>	<p>Cross Country Healthcare supports career success and growth of its employees through an annual review process. Career development was a crucial component of the total talent management strategy in 2021 as Cross Country developed a Career Pathing Program launched to encourage upward mobility, employee development, top talent retention, and higher levels of employee engagement. In 2021, internal promotions increased 202% YOY.</p>

# DIVERSITY AND EQUAL OPPORTUNITY

GRI CODE	BRIEF REQUIREMENT	GENERAL DISCLOSURES: REFERENCE/SHORT ANSWERS
405-1	<p><b>Diversity of governance bodies and employees</b></p>	<p>Our goal is to foster and maintain a diverse team and cross-cultural understanding. Its mission continues to be to connect all people to jobs and provide excellent clinical care to all patients, no matter their age, demographics, or financial status. Including people of different backgrounds, life experiences, and perspectives enables creativity and promotes innovation and leadership in the industry. In order to foster and maintain a diverse culture, Cross Country Healthcare Board is working toward linking diversity initiatives to its company succession planning process and continually increasing the percentage of minority leaders. Our board is comprised of a total of 9 directors and is 25% female and 25% minorities based on race.</p> <p>As of December 31, 2021, our corporate workforce was comprised of 76% women and 24% men. Our total corporate workforce is 65% white and 35% minority. Our employee population overall comprised 77% female and 23% male, and 39% minority. Generationally, our employee population was 48% Gen Y/Millennial, 32% Gen X, 11 % Baby Boomer, and 9% Gen Z. In 2021, 117 of our 160 corporate promotions were awarded to women.</p> <p>In 2021, Cross Country Healthcare grew its employee-led diversity, equity, and inclusion council, Cross Country Impact. The council encourages employees from a wide variety of backgrounds and of diversity to come together, connect, build relationships, and have their voices heard. Cross Country Impact goals are centered on workforce diversity: to ensure recruitment from a diverse, qualified group of candidates to increase diversity of thinking and perspective; workforce inclusion: to foster a culture that encourages collaboration, flexibility, and fairness to enable all employees to contribute to their potential and increase retention; and sustainability and accountability: to identify and break down systemic barriers to full inclusion by embedding diversity and inclusion in policies and practices and equipping leaders with the ability to manage diversity and be accountable for the results.</p> <p>The council organized numerous activities and events through 2021 to highlight and celebrate the diversity of the company’s employees, including campaigns centered around diversity awareness days/ months and free virtual “Lunch &amp; Learn” programs. Cross Country Healthcare also diligently laid the groundwork for the 2022 kick-off of its inaugural Employee Resource Groups: LGBTQ+ &amp; Allies and Cross Country Parents.</p>



**DIVERSITY AND EQUAL OPPORTUNITY** cont'd

GRI CODE	BRIEF REQUIREMENT	GENERAL DISCLOSURES: REFERENCE/SHORT ANSWERS
405-2	<b>Ratio of basic salary and remuneration of women to men</b>	<p>Women represent 53% of Cross Country's top 10% compensated employees. Additionally, women comprise 64% of the top pay quartile, 73% of the middle pay quartile, 84% of the lower middle pay quartile, and 85% of the lower pay quartile. These figures relate to corporate employees only.</p> <p>As part of our commitment to transparency and to advance equity, Cross Country Healthcare participates in the Bloomberg Gender-Equity Index.</p>

**NON-DISCRIMINATION**

GRI CODE	BRIEF REQUIREMENT	GENERAL DISCLOSURES: REFERENCE/SHORT ANSWERS
406-1	<b>Incidents of discrimination and corrective actions taken</b>	<p>Cross Country Healthcare had zero reports of systemic workforce discrimination in 2021.</p>

## CHILD LABOR

GRI CODE	BRIEF REQUIREMENT	GENERAL DISCLOSURES: REFERENCE/SHORT ANSWERS
408-1	<b>Operations and suppliers at significant risk for incidents of child labor</b>	Cross Country Healthcare does not hire employees under the age of 18.
409-1	<b>Operations and suppliers at significant risk for incidents of forced or compulsory labor</b>	Cross Country Healthcare adopted a Human Rights and Labor Rights policy, which has a zero tolerance policy for forced labor or human trafficking for the company as well as its vendors.

## SECURITY PRACTICES

GRI CODE	BRIEF REQUIREMENT	GENERAL DISCLOSURES: REFERENCE/SHORT ANSWERS
410-1	<b>Security personnel trained in human rights policies or procedures</b>	All employees throughout our organization are trained in adhering to our Human Rights and Labor Rights policy.

# RIGHTS OF INDIGENOUS PEOPLES

GRI CODE	BRIEF REQUIREMENT	GENERAL DISCLOSURES: REFERENCE/SHORT ANSWERS
411-1	<b>Incidents of violations involving rights of indigenous peoples</b>	There were no incidents of violations involving rights of indigenous people in 2021 or in the history of the company.
412-1	<b>Operations that have been subject to human rights reviews or impact assessments</b>	In 2021, Cross Country Healthcare was not a subject of any human rights reviews or impact assessments.
412-2	<b>Employee training on human rights policies or procedures</b>	All Cross Country Healthcare leaders are required to complete sexual harassment prevention training annually. The company has a zero tolerance policy for workplace harassment and values respect of each individual. Employees are required to contact the company's Human Resources Department to report any suspected misconduct or policy violations.

# LOCAL COMMUNITIES

GRI CODE	BRIEF REQUIREMENT	GENERAL DISCLOSURES: REFERENCE/SHORT ANSWERS
413-1	<p><b>Operations with local community engagement, impact assessments, and development programs</b></p>	<p>Cross Country Healthcare has a rich history of local community engagement. The remote work setting has not deterred the organization from developing creative ways to continue to support the charities and groups that count on its support year after year. <b>Valentine’s Day Candygrams collections</b> donated over \$7,000 to Random Acts of Flowers, an organization which delivers recycled flowers to individuals in healthcare facilities across America, giving them a sense of encouragement, kindness, and an overall improvement of emotional health. <b>Back to School Drive Palm Beach Foundation</b> contributions from employees totaled nearly \$1,000 to provide under-resourced teachers and students in the local community with supplies they need to thrive in the classroom and beyond. <b>Spirit of Giving Holiday Gift Drive, in conjunction with the Junior League of Boca Raton</b>, coordinated a large-scale holiday gift drive supporting more than 50 local agencies to provide presents to disadvantaged children in Southern Palm Beach County. Employees in our corporate office were able to sponsor a child by fulfilling a gift wish. <b>October Breast Cancer Awareness Month</b> raised contributions to the Breast Cancer Research Foundation, an annual campaign to increase awareness of the disease through education and to promote the importance of early detection and treatment, for a total of \$20,000 (\$10,000 from employees and a \$10,000 company match). Our <b>Light the Night</b> Cross Country Healthcare campaign raised \$100,000 in support of the Leukemia &amp; Lymphoma Society, delivering hope and life-saving research and support for cancer patients and their families. Cross Country Healthcare’s voluntary charity payroll deduction platform affords employees the opportunity to easily contribute to their charity of choice through a dedicated website accessible all year round.</p> <p>In 2021, Cross Country Healthcare entered year two of a four-year engagement with Florida Atlantic University’s Christine E. Lynn College of Nursing to provide annual scholarships and help fund educational and research opportunities. Another critical objective of the partnership is the promotion of unique thought leadership aimed at advancing and prioritizing the nursing profession, including educational and support materials for nurses.</p> <p>Also in 2021, Cross Country Healthcare announced a new Volunteer Time Off benefit to employees, allowing all employees to spend up to one paid eight-hour workday per year volunteering for the organization of their choice.</p>



**LOCAL COMMUNITIES** cont'd

GRI CODE	BRIEF REQUIREMENT	GENERAL DISCLOSURES: REFERENCE/SHORT ANSWERS
414-1	<p><b>New suppliers that were screened using social criteria</b></p>	<p>Cross Country Healthcare understands the importance of and strives to provide economic opportunities and encouraging the use of diverse businesses that are minority-owned, women-owned, veteran-owned, historically underutilized businesses, LGBT-owned, service-disabled, veteran-owned, and Small Business Administration–defined small business concerns, as suppliers.</p> <p>Cross Country Healthcare’s policy is to notify all recruitment sources, employment agencies, and contingency vendors of equal employment opportunity/affirmative action policies, and encourage them to assist the organization in achieving its affirmative action objectives by actively recruiting and referring women, minorities, and people with disabilities. The statement “Equal Opportunity Employer” or “Affirmative Action Employer” is included on advertisements recruiting employees on employment applications and the company’s website. The Cross Country Healthcare Affirmative Action Plan includes sourcing and recruitment tools designed to enhance the diversity of applicant pools and recruit consistently and equitably. For both internal positions as well as to build our pool of workers, the organization’s recruitment reaches a diverse, broad spectrum of potential applicants, including a variety of geographic regions, academic sources, and professional disciplines. Also, because of its leading national position, the organization can provide geographic and scheduling flexibility as well as alternative hiring solutions that are conducive to maintaining a diverse workforce.</p> <p>Cross Country Healthcare vendors and suppliers are bound by the company’s Code of Ethics.</p>

## PUBLIC POLICY

GRI CODE	BRIEF REQUIREMENT	GENERAL DISCLOSURES: REFERENCE/SHORT ANSWERS
415-1	<b>Political contributions</b>	In 2021, the company did not make political contributions or provide things of value to any political candidate, political party, party official, or campaign. Cross Country Healthcare does not contribute to any Political Action Committees.

## CUSTOMER HEALTH AND SAFETY

GRI CODE	BRIEF REQUIREMENT	GENERAL DISCLOSURES: REFERENCE/SHORT ANSWERS
416-1	<b>Assessment of the health and safety impacts of product and service categories</b>	<p>Cross Country Healthcare’s mission is to deliver quality patient care to healthcare facilities in all the markets it serves by providing highly skilled supplemental staff. The success of such undertaking strongly relies on rigorous and continuing credentialing, background vetting, health and drug screening, competency testing, training and assessments based on facility performance appraisals, assignment feedback, and annual performance evaluations setting developmental goals.</p> <p>Professionals applying to join the company are required to disclose complete work history; provide references, employment verification, documentation of education, and state license registration; fulfill skills checklists and competency testing relevant to their specialty; submit to criminal background screening and OIG/SAM/sex offender checks; and provide evidence of annual mandatory education.</p> <p>In addition, CCH adheres to any specific employment and credentialing requirement mandated by its clients.</p> <p>Cross Country Healthcare maintains a drug screening program to create a drug- and alcohol-free workplace, ensure reliable test results, and protect the dignity and privacy of its employees. The company does not permit any drug use that risks the health and well-being of others.</p>

**CUSTOMER HEALTH AND SAFETY** *cont'd*

GRI CODE	BRIEF REQUIREMENT	GENERAL DISCLOSURES: REFERENCE/SHORT ANSWERS
416-2	<p><b>Incidents of non-compliance concerning the health and safety impacts of products and services</b></p>	<p>Founded in 1951, The Joint Commission seeks to continuously improve healthcare for the public by evaluating healthcare organizations and inspiring them to excel in providing safe and effective care of the highest quality and value. It accredits and certifies more than 21,000 healthcare organizations and programs in the United States.</p> <p>In 2006, Cross Country Staffing became the first public company to receive Joint Commission certification through its Healthcare Staffing Services Certification Program and underwent a rigorous onsite review in 2017. Joint Commission experts evaluated compliance with national standards that assess how healthcare staffing firms determine the qualifications and competency of staff, placement of staff, and performance monitoring. To receive the certification with distinction in 2017, Cross Country Staffing had to receive 100% on all evaluations and receive no recommendations for improvement.</p> <p>In 2021, Cross Country Healthcare established a Clinical Advisory Council to provide expert insight and guidance on national professional standards, best practices, public policy, and recent trends to ensure continued clinical excellence in the organization.</p> <p>Cross Country Healthcare had no incidents of non-compliance concerning the health and safety impacts of products and services to report in 2021.</p>

## MARKETING AND LABELING

GRI CODE	BRIEF REQUIREMENT	GENERAL DISCLOSURES: REFERENCE/SHORT ANSWERS
417-2	<b>Information and labeling</b>	Cross Country Healthcare received no incidents of non-compliance concerning product and service information and labeling in 2021.
417-3	<b>Incidents of non-compliance concerning marketing communications</b>	In 2021, Cross Country received no incidents of non-compliance concerning marketing communications.

## CUSTOMER PRIVACY

GRI CODE	BRIEF REQUIREMENT	GENERAL DISCLOSURES: REFERENCE/SHORT ANSWERS
418-1	<b>Substantiated complaints concerning breaches of customer privacy and losses of customer data</b>	In 2021, Cross Country Healthcare registered no data or privacy breaches that triggered disclosure under state or federal law and no substantiated complaints regarding breaches of customer privacy or data.





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**WE ASPIRE TO BE A  
MODEL EMPLOYER BY  
LEVERAGING DIVERSITY  
AND INCLUSION TO  
EMPOWER OUR PEOPLE,  
DELIVER THE BEST  
PARTNERSHIP TO OUR  
CUSTOMERS AND  
THEIR CLIENTS, AND  
MAKE A MEANINGFUL  
DIFFERENCE ACROSS  
THE HEALTHCARE  
INDUSTRY.”**

**KEVIN C. CLARK, CO-FOUNDER AND CEO**

For more information, visit us at  
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