



2023 SUSTAINABILITY REPORT



We Are Connected

This report provides an overview of Cross Country Healthcare Inc.'s (Cross Country, CCH, the Company, we, us, and our) operations related to social, governance and environmental topics for the calendar year ended December 31, 2023. It includes information from our operations in the United States. We are reporting in reference with the 2021 Global Reporting Initiative (GRI) Standards and Sustainability Accounting Standards Board (SASB) Standards. Certain information contained in this report relates to or is based on studies, publications, surveys and other data obtained from third-party sources and our own internal estimates and research. While we believe these third-party sources to be reliable as of the date of this report, we have not independently verified, and we make no representation as to the adequacy, fairness, accuracy or completeness of any information obtained from third-party sources. In addition, the data included in this report involves assumptions and limitations, and there can be no guarantee as to the accuracy or reliability of such assumptions. While we believe that our own

internal research is reliable, such research has not been verified by any independent source. In addition to historical information, this report contains statements relating to our future results (including certain projections and business trends) that are “forward-looking statements” within the meaning of Section 27A of the Securities Act of 1933, as amended, Section 21E of the Securities Exchange Act of 1934, as amended (the Exchange Act), and the Private Securities Litigation Reform Act of 1995, and are subject to the “safe harbor” created by those sections. Words such as “expects”, “anticipates”, “intends”, “plans”, “believes”, “estimates”, “suggests”, “appears”, “seeks”, “will”, “could”, and variations of such words and similar expressions are intended to identify forward-looking statements. These statements involve known and unknown risks, uncertainties and other factors that may cause our actual results and performance to be materially different from any future results or performance expressed or implied by these forward-looking statements. Factors that might cause such differences include, but are not

limited to, those discussed in the section titled “Item 1A - Risk Factors,” of our Annual Report on Form 10-K for the fiscal year ended December 31, 2023 and the other documents that we file from time to time with the Securities and Exchange Commission (SEC).

Although we believe that these statements are based upon reasonable assumptions, we cannot guarantee future results, and readers are cautioned not to place undue reliance on these forward-looking statements, which reflect management’s opinions only as of the date of this filing. There can be no assurance that (i) we have correctly measured or identified all of the factors affecting our business or the extent of these factors’ likely impact; (ii) the available information with respect to these factors on which such analysis is based is complete or accurate; (iii) such analysis is correct; or (iv) our strategy, which is based in part on this analysis, will be successful. Except as may be required by law, the Company undertakes no obligation to update or revise forward-looking statements.



I am delighted to present our 2023 Sustainability Report, which revolves around a theme that is deeply ingrained in the fabric of our organization:

“We are connected.” Never has this phrase held such profound significance at Cross Country as it has over the past year.

In this year’s Sustainability Report, we are proud to showcase the strides we have taken to strengthen our connections with all our stakeholders and the communities where we live, work, and play.

This report highlights not only our journey towards sustainable practices but also our commitment, which is reflected in our pursuit of innovation and diversification, to excellence in all facets of our operations.

This report comprehensively covers the **three main pillars of sustainability: environmental, social and governance (ESG)**, detailing the progress we have made in each area to align our practices with our



values and commitment to creating a sustainable future. As we advance our ESG efforts, we continue to enhance effective sustainability governance, striving to establish exemplary business standards in compliance with laws and regulations and uphold high corporate governance standards.

TODAY’S CONNECTIONS, EMPOWERING INNOVATION

Innovation is the cornerstone of Cross Country’s strategy for the future. Whether it is through groundbreaking technology solutions, pioneering service offerings, or reimagined processes, innovation fuels our journey forward. We view it not as an option but as a necessity to address the ever-changing needs of our stakeholders and a chance to challenge ourselves to think creatively, push the boundaries of what’s possible, and constantly seek new ways to enhance the value we provide to our clients, employees, professionals, and the communities we serve.

CONNECTING WITH STAKEHOLDERS

At Cross Country, we understand the immense value of our relationships with stakeholders as we recognize that these connections are the foundation of our success. In 2023, we made it a priority to engage with our stakeholders more deeply, and their insights and support have played a pivotal role in shaping our sustainability initiatives and long-term vision.

CONNECTING WITH OUR CLIENTS

Our clients are at the heart of everything we do. We continue to work on deepening our connections with them by improving the quality of the services that we provide to our clients, aiming to offer tailored solutions to our clients’ evolving needs, and delivering exceptional value. We recognize that a diversified portfolio of services and solutions not only enhances our resilience but also strengthens our connections with various stakeholders, and demonstrates our agility and commitment to adapt to the ever-changing landscape and to continue to be a leader along the full continuum of care.

The connections we have built with our clients are a testament to our commitment to providing innovative and diversified services across our divisions, including Cross Country Nurses and Allied, Cross Country Locums, Cross Country Education, and Workforce Solutions Group.

CONNECTING WITH OUR EMPLOYEES

We have worked tirelessly to ensure the culture at Cross Country is stronger than ever, focusing on implementing initiatives to help our employees connect, collaborate, and develop meaningful relationships. This sense of unity among our team members has been crucial in driving our success and is evident in the awards Cross Country earned in 2023, including Newsweek Magazines ‘Most Loved Workplaces,’ US News and World Report’s List of Top Places to Work, and finally, Top Workplaces for Diversity, Culture, and Innovation.

CONNECTING WITH OUR PROFESSIONALS

Our work profoundly impacts the lives of the professionals we staff across the healthcare, homecare, and education sectors. Our candidates’ well-being and success are deeply intertwined with our mission. We endeavor to deliver quality services while striving to make a positive impact on their lives. Additionally, we are committed to meeting our professionals where they are and adapting to the changing gig landscape, ensuring our support remains relevant and responsive to their needs.

FOUNDATIONS FOR THE FUTURE

While we celebrate our achievements, we recognize that our path of sustainability is ongoing. We are committed to being responsible stewards, implementing sustainable practices, managing our environmental impact, and contributing positively to the communities where we operate. Our ‘We are connected’ ethos extends to our global community as we venture to leave a lasting legacy of positive impacts.

Thank you for your continued trust and support. Together, we are not just navigating the future; we are shaping it.

Sincerely,

John A. Martins
Chief Executive Officer and President



CONNECTING OUR OPERATIONS TO OUR ESG COMMITMENTS

We connect to our stakeholders and our industry through leadership in innovation and sound corporate responsibility. We continue to build on our ESG endeavors as we implement new strategies to support decent work and economic growth and access to quality health and education.

1 ENSURE STRONG OVERSIGHT AND GOVERNANCE

- Conducted Enterprise Risk Assessment to identify ESG risks, aligning oversight with our Board of Directors (Board) and its Committees
- Strengthened Board's IT and cybersecurity skillset
- Held a cybersecurity tabletop exercise with an independent third party
- Provided continuous refresher Data Privacy/Cybersecurity trainings to employees
- Achieved 100% completion of Company Policies Attestation and Antitrust trainings

2 PARTNER WITH OUR CLIENTS

- Invested in new technology to source top talent and address staffing needs
- Incorporated client feedback to enhance our Vendor Management System (VMS) tool Intellify™
- Completed three acquisitions, strengthening our position in talent management
- Conducted surveys and research on national trends, sharing insights in deliveries like the 2023 Workforce Trends Report
- Maintained the Executive Sponsors program to monitor Customer Satisfaction Assurance for Managed Service Provider (MSP) programs

3 ACCELERATE EMPLOYABILITY AND ACCESS TO CAREER GROWTH

- Connected candidates to positions matching their schedules, responsibilities, and goals using Xperience™ technology
- Partnered with Florida Atlantic University for a telemetry/ progressive care up-skilling program
- Introduced the RN Graduate Residency Program to train and orient new grads, filling low-acuity needs and building experience
- Maintained a Learning Management System (LMS) to deliver learning modules for onboarding and mandatory state, HIPAA, CDC, OSHA, and NPSG requirements, while partnering with educational programs for nurses' BSN, MSN, Ph.D., or DNP
- Streamlined LMS for corporate employees with tailored courses and a virtual learning database for personalized use

4 BECOME THE PREFERRED EMPLOYER

- Earned multiple employer and engagement awards during 2023
- Offered employees a variety of flexible work options resulting in new hires being largely remote and the majority of workforce benefiting from flexible alternatives
- Expanded wellness programs, mental health support, mental health support, and leave for specific events
- Continued to support healthcare professionals' needs through a 24/7 hotline, specialized teams, and education and training tuition discount opportunities

- Successfully maintained the Company's diversity of corporate employees, with 77% self-identifying as female and more than 40% self-identifying as a member of an underrepresented minority community (as of December 31, 2023)
- Employee Resource Groups (e.g., LGBTQIA+ & Allies, Green Group, Parents & Caregivers) offered insights and support to their members and promoted meaningful advances, such as the expansion of parental leave benefits

5 DRIVE POSITIVE IMPACTS

- Provided nearly \$280,000 for non-profit partners in 2023
- Continued to sponsor the employee paid volunteer day
- Launched the Cross Country Compassion Fund to aid corporate employees suffering financial hardships

6 CONTINUED COMMITMENT TO ENVIRONMENTAL MANAGEMENT

- Lowered energy and water use in comparison to 2022
- Recycled 13,603 lbs of e-waste through a certified third-party vendor
- Recycled 3.16 US short tons of paper
- Maintained the use of DocuSign platform reducing paper waste
- Partnered with national non-profit American Rivers to support clean water and clean water access for communities



We are Connected



Advancing Corporate Governance & Oversight



Creating Better Opportunities for All



Managing Environmental Risks & Impacts



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We are Connected

At Cross Country, we are committed to creating dynamic and dependable connections. We believe that these connections will ensure employability and career growth, provide solutions to pressing labor challenges, further our delivery of high-quality services, and support sustainable growth that aligns with our commitment to being a positive impact on our communities and environment.



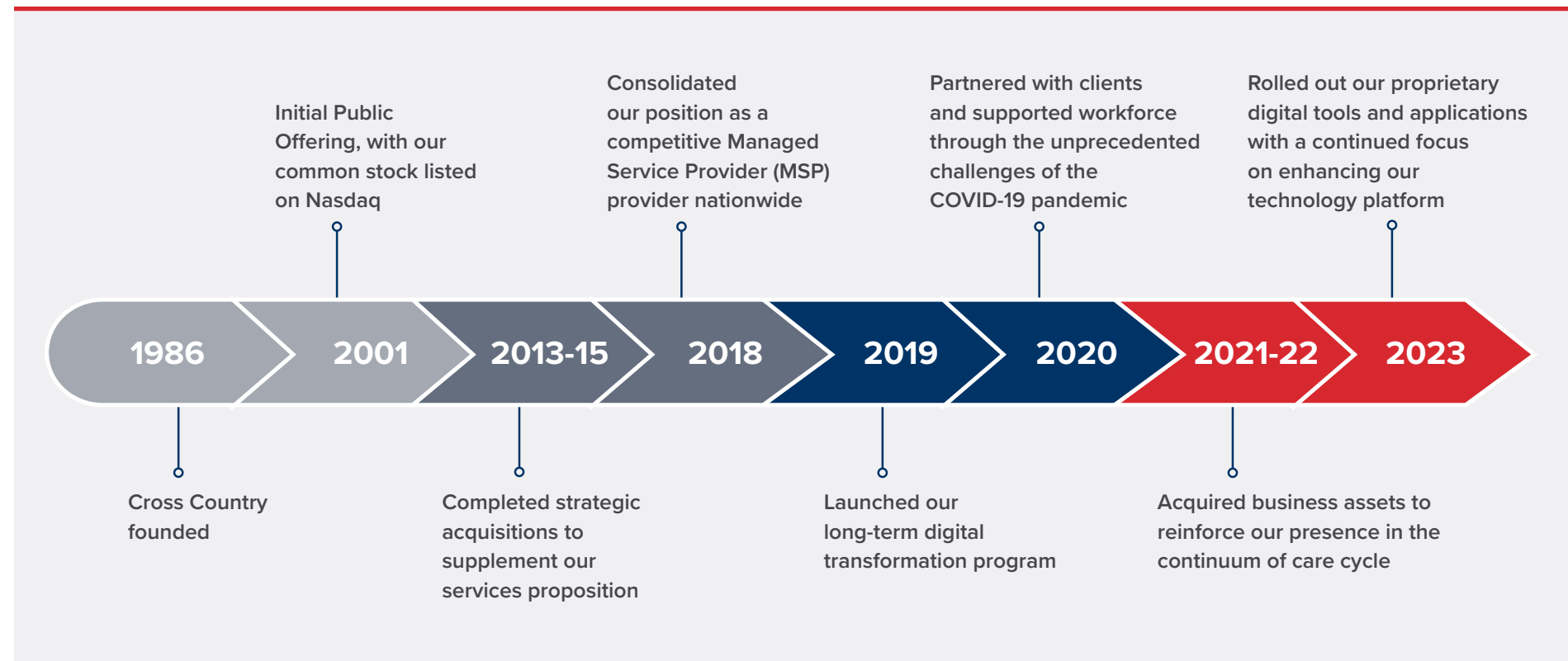
Who We Are At Cross Country

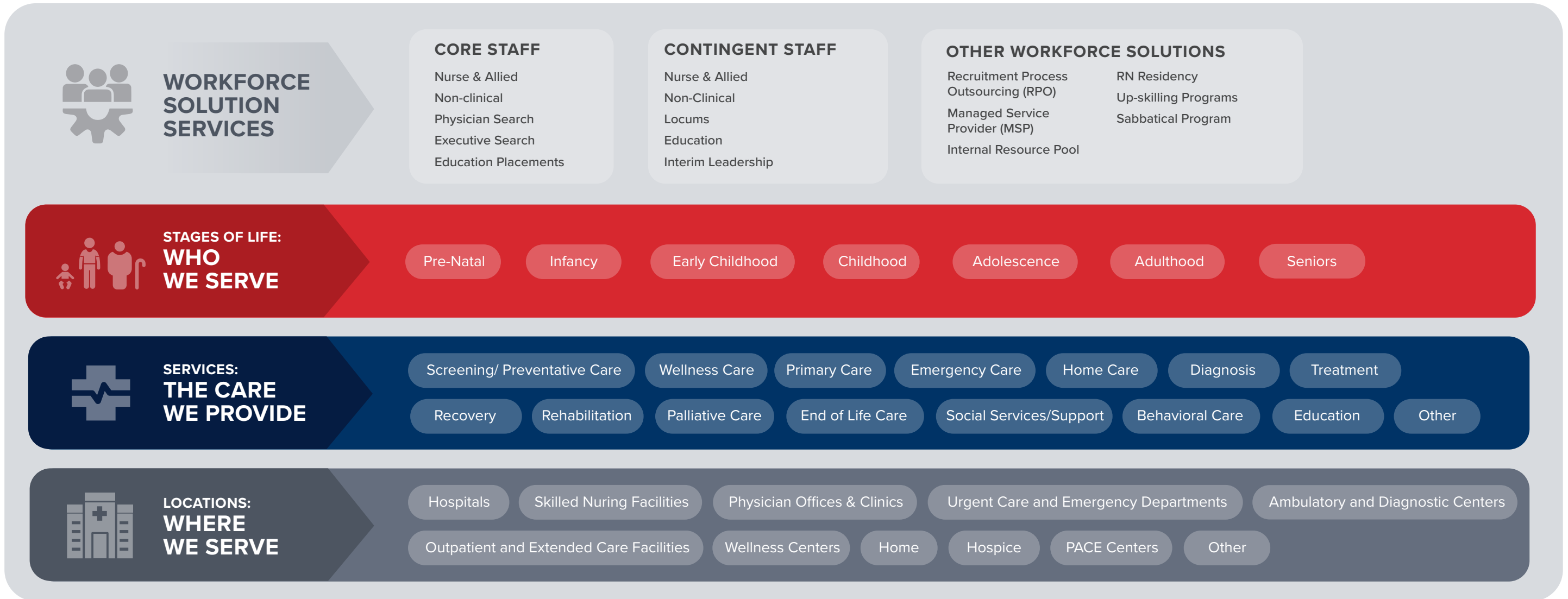
WE ARE CONNECTED TO OUR HISTORY AND TAKE GREAT PRIDE IN OUR LEGACY

Leveraging national and in-market staffing teams, we place highly qualified healthcare professionals in virtually every specialty on travel and per diem assignments, local short-term contracts, and permanent positions. We also place teachers, substitute teachers, and other education specialties at educational facilities, healthcare leaders within nursing, allied, physician, human resources at healthcare organizations, and non-healthcare providers to participants in Programs of All-Inclusive Care for the Elderly (PACE) programs and of our other healthcare clients.

Our diverse customer base includes both public and private acute care and non-acute care hospitals, outpatient clinics, ambulatory care facilities, single and multi-specialty physician practices, rehabilitation facilities, PACE programs, urgent care centers, local and national healthcare systems, managed care providers, public and charter schools, correctional facilities, government facilities, pharmacies, and many other healthcare providers, including those in underserved communities.

With over 39 years of insight and experience in the industry, we offer workforce solutions that enable customers to better address their needs, optimize their talent acquisition and management processes, strategically flex and balance their workforce, have access to quality healthcare personnel, and provide continuity of care for improved patient outcomes.





[See more details on the next page](#) ▶





MANAGED SERVICE PROGRAM (MSP)

As healthcare providers continue to adopt centralized, outsourced models for managing contingent labor for both clinical and non-clinical needs, we offer an MSP solution that enables us to manage all or a portion of the customer's staffing needs. This includes both the placement of our own healthcare professionals and the utilization of other staffing agencies. The benefits to our MSP customers include: cost optimization, increased certainty of supply, visibility into labor needs and usage, and market insight from our industry expertise on a broad range of topics.



VENDOR NEUTRAL PROGRAM

We also provide a vendor management system through our Intellify® platform, which may include the placement of our professionals or a menu of various other services. The benefits of our vendor neutral solution include: control over the staffing program and suppliers, cost optimization, and visibility into labor needs and usage.



PROJECT MANAGEMENT

Periodically, our customers have urgent needs that fall outside the scope of an MSP arrangement and require a more focused effort to place staff within a very short window. For example, as healthcare systems continue to upgrade their electronic medical records or encounter a labor disruption, we can provide comprehensive project management, deployment of a full staffing plan, and ultimately an organized volume of skilled healthcare professionals during the process so that customers may continue to deliver quality care.



EDUCATION SERVICES

Focusing our knowledge and resources on engaging with and understanding educational organizations, industry trends, and leadership challenges, we provide a wide range of services to our educational partners to meet their individual needs. Our education services include: special education providers, substitute teachers, behavioral aides, speech language pathologists, and occupational therapists, among others.



RECRUITMENT PROCESS OUTSOURCING (RPO)

Through our RPO services, we offer targeted recruitment solutions designed to increase core staff while reducing dependency on contract labor. Our RPO program provides support to replace or complement a customer's existing internal recruitment functions for permanent hiring needs and is delivered to healthcare organizations throughout the country. Our RPO program is intended to provide creative, cost and operationally efficient hiring support and labor optimization, which we believe leads to improvements in quality of care.



IN-HOME CARE SERVICES

Our Workforce Solutions Group division is a premier provider in clinical and non-clinical staffing for home health and senior care facilities, including Federally Qualified Health Centers (FQHCs), Community Health Centers (CHCs), and PACE centers, allowing aging populations to remain in their homes as long as clinically advisable. We are a full-service partner, with market expertise and a breadth of services, including contingent staffing, consulting, human capital, management solutions, recruitment process outsourcing, vendor management, and direct hiring.



EXECUTIVE AND CONTINGENT SEARCH

Similar to RPO, we seek to identify and place candidates in full-time roles, across clinical, executive, or administrative functions. These services are offered for specific roles and are contracted on a contingent basis, with a success fee once placement has occurred.

OTHER SERVICES



We also offer the following value added services:

- **Healthcare leadership recruitment for interim and permanent positions.** HireUp Leadership is a trusted partner that delivers the results, speed, savings and flexibility facilities require in every search for healthcare leadership candidates.
- **Internal Resource Pool (IRP) or float pool development.** Cross Country can partner with healthcare organizations to provide better care to their patients and increase work-life balance for their staff – all while decreasing staffing expenses. IRP or float pools provide flexibility for internal staff by allowing them to create their schedules. This can help to improve trust and satisfaction among core staff, which, in turn, can drive positive patient outcomes.
- **Up-skilling Programs.** Cross Country partnered with Florida Atlantic University to provide online telemetry/progressive care certification curriculum. Candidates complete in-person final testing and evaluation in mock clinical situations.
- **RN Residency Programs.** Cross Country trains and orients new RN graduates to fill lower acuity needs and builds real-world experience while nurturing growing supply pools.
- **Advisory Services.** Cross Country aids clients to accelerate their overall approach to talent and recruitment solutions, identifying opportunities for total labor optimization and streamlined talent acquisitions. Our team will conduct a comprehensive diagnostic assessment on what is currently driving utilization patterns and the workforce management strategies needed to address these trends.



ESG COMMITMENTS

We believe that positive impacts in our industry are stewarded by leadership in innovation, devotion to customer service and a strong sense of corporate citizenship. We trust that we can only pursue these goals and make meaningful contributions to economic prosperity and social-wellbeing if we align our operations to our ESG commitments.



PARTNER WITH OUR CLIENTS

Bringing clients the healthcare talent, technology, and advice they need to serve their patients and communities across the continuum of care



ACCELERATE EMPLOYABILITY AND ACCESS TO CAREER GROWTH

Ensuring streamlined and prompt access to decent and fair employment opportunities, training, education and advancement for healthcare, education, and homecare professionals



BECOME THE PREFERRED EMPLOYER

Offering meaningful work and career opportunities and fostering diverse, inclusive, fair, and respectful work environments and culture



DRIVE POSITIVE IMPACTS

Becoming an exemplary corporate citizen by contributing to universal access to healthcare and education, expanding workforce well-being initiatives, and leading community outreach and philanthropy efforts

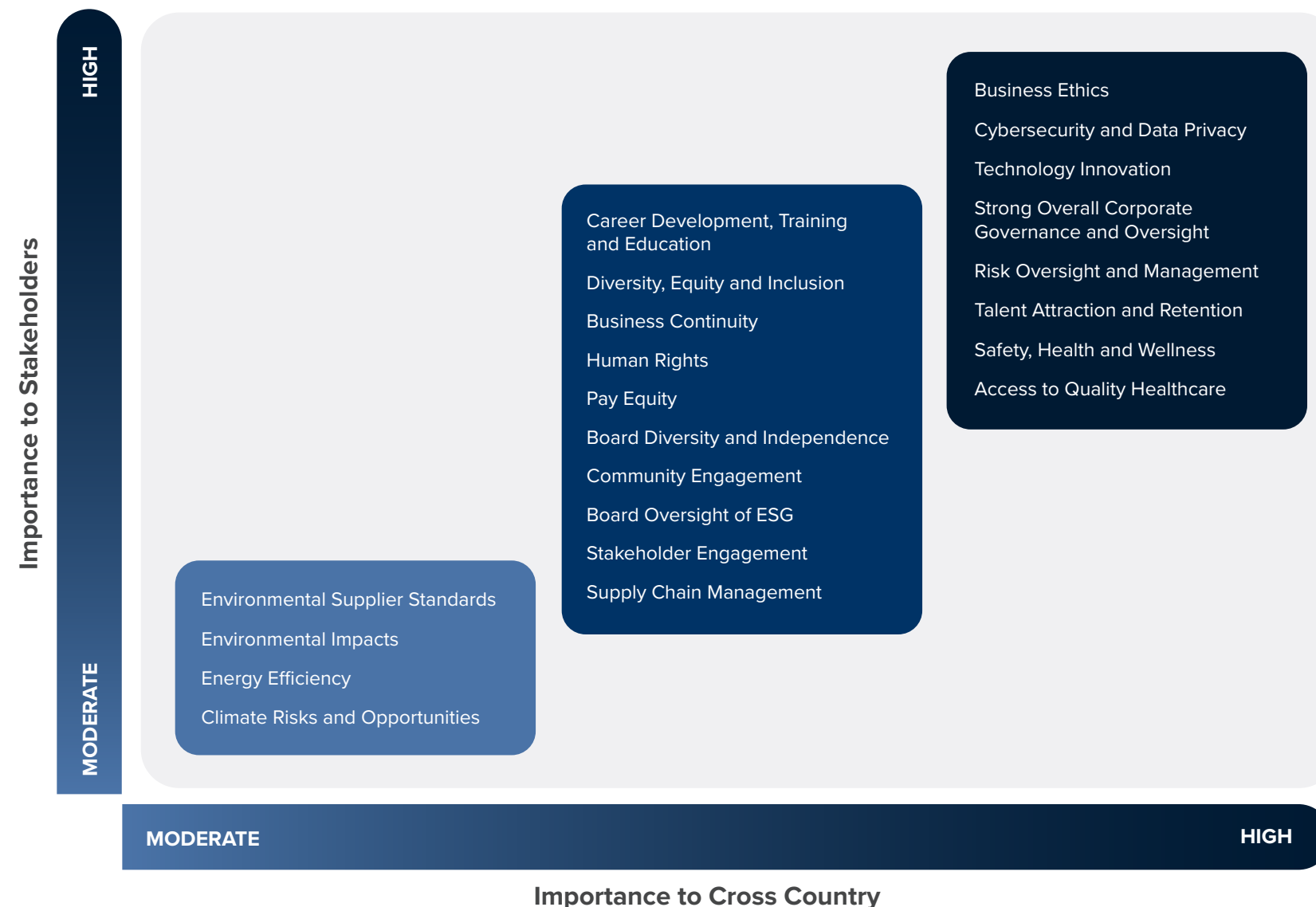


EXPAND ENVIRONMENTAL MANAGEMENT

Exploring opportunities to build environmental responsibility into our operations




MATERIALITY ASSESSMENT

In 2022, CCH conducted a materiality assessment engaged key stakeholders such as shareholders, customers, executive leadership, corporate employees and healthcare professionals, community members, and partner nonprofits, through online surveys. The surveys captured perceived levels of importance of specific ESG topics for both Cross Country leadership and other stakeholders. We continue to monitor said priority topics and ensure they are integrated in our risk management and mitigation programs.



Integration of Our ESG Critical Issues in Our Risk Management and Mitigation Programs

A comprehensive enterprise risk assessment is conducted on an annual basis to identify key risk factors, which are disclosed in our [Annual Report](#) on Form 10-K for the fiscal year ended December 31, 2023. We continue to expand our policies and programs in an effort to closely monitor these risks and guide our actions with respect to our ESG priorities and the risks related thereto. Our Board of Directors is tasked with oversight of risks related to our ESG priorities, more information on this in [page 16](#).

	ESG PRIORITY ISSUES		POLICIES	
 Governance	<ul style="list-style-type: none"> • Corporate Governance • Risk Oversight and Management • Board Oversight of ESG issues • Business Ethics 	<ul style="list-style-type: none"> • Cybersecurity and Data Privacy • Supply Chain Management • Stakeholder Engagement • Business Continuity 	<ul style="list-style-type: none"> • Governance Guidelines • Audit Committee Charter • Nominating Committee Charter • Compensation Committee Charter • Code of Conduct and Business Ethics Policy 	<ul style="list-style-type: none"> • Anti-trust Compliance Policy • Securities Compliance and Disclosure Policy • Social Media and Corporate Media Policy • Information Security Program Management • Business Continuity Plan
 Social	<ul style="list-style-type: none"> • Talent attraction and retention • Safety, Health and Wellness • Career Development, Training and Education 	<ul style="list-style-type: none"> • Diversity, Equity, Inclusion • Technology Innovation • Community Engagement 	<ul style="list-style-type: none"> • Human Rights and Labor Policy • Environmental, Health and Safety Policy • EEOC Statement 	<ul style="list-style-type: none"> • Supplier Diversity Policy • Social Media Policy • Corporate Media Policy
 Environment	<ul style="list-style-type: none"> • Environmental Impacts • Climate Risks and Opportunities 	<ul style="list-style-type: none"> • Energy Efficiency • Environmental Supplier Standards 	<ul style="list-style-type: none"> • Environmental Policy 	





SDG 3: GOOD HEALTH AND WELL-BEING

At Cross Country, we promote health and well-being for everyone at all ages.



- We not only provide our corporate and field employees with comprehensive benefits and support services to help them take care of their own health and well-being, but we also help our clients provide best healthcare possible for their patients
- We maintain comprehensive health and safety standards for our corporate and field employees
- We work with a number of communities, associations and organizations to expand access to affordable healthcare, and collaborate with them to fill needs in sometimes underserved geographies
- Our clinician management team helps clinicians by providing mental health support and addressing issues, such as burnout, to improve their quality of care and overall quality of life



SDG 4: QUALITY EDUCATION

Cross Country believes that all learners, regardless of their abilities, should have access to quality education.



- We service the education industry, focusing our expertise and resources on engaging with and understanding our educational partners to meet their individual needs, including special education and substitute services
- We offer ongoing training and professional development opportunities to education professionals including coaching, problem solving skills, classroom management techniques, and inclusive teaching strategies
- Our corporate employees have access to online learning, trainings, and education reimbursement programs



SDG 8: DECENT WORK AND ECONOMIC GROWTH

Cross Country supports inclusive and sustainable economic growth, productive employment, and decent work for all.



- We provide our corporate employees and healthcare professionals with competitive pay, healthcare and a range of benefits
- We promote career development, succession planning and mentorship programs in addition to education reimbursement and free online trainings to foster progress and upward mobility for our corporate employees
- We work with our clients to ensure that our field employees can easily find high quality placements that meet their work needs and promote their economic growth



Advancing Corporate Governance & Oversight

We believe the way we conduct business is critical to delivering value to our stakeholders and ensuring long-term, sustainable growth. Through strong leadership and accountability, we aim to earn the trust of our workforce, our business partners, our clients, and the people we serve.



Our commitment to the principles of corporate governance and oversight begins at the Board level. We believe that balanced board composition, robust board member skillset and board independence are the pillars of strong leadership for sustainable growth.

BOARD COMPOSITION

Cross Country is committed to assembling our Board with well-rounded individuals possessing diverse and complementary skills and expertise, including diversity with respect to age, gender, national origin and race, for the optimal functioning of the Board.

Board refreshment and nomination responsibilities are conducted with the dual goal of attracting candidates with specialized knowledge and competencies that meet contemporaneous organizational needs and retaining directors with institutional knowledge and understanding of the Company's history, policies, and objectives.

BOARD MEMBER SKILLS

Our directors exhibit high integrity, an appreciation for diversity of background and thought, innovative thinking, a proven record of success, and deep knowledge of corporate governance requirements and best practices. In addition, the Board is periodically trained on relevant topics, such as cybersecurity, Securities and Exchange Commission (SEC) regulations, and fiduciary duties.

BOARD INDEPENDENCE

The majority (75%) of our Board is composed of independent directors, and all members of the Board's committees are independent (in accordance with our Governance Guidelines and Nasdaq requirements). The current Board structure separates the CEO and Chairman of the Board roles to allow the CEO to focus on running the day-to-day business. Our Lead independent Director serves as an independent liaison for the Chairman of the Board, Board members and the Company's stakeholders. He monitors the CEO-Chairman of the Board relationship and supports the Chairman of the Board. Our Lead Independent Director also presides over independent director executive sessions and ensures Board agendas cover topics of interest or concerns to independent directors.

								
Attributes, Expertise & Skills	Kevin C. Clark Co-Founder and Chair Director Since 2019	W. Larry Cash^{1,2} Lead Independent Director Director Since 2001	Dwayne Allen¹ Independent Director Director Since 2023	Venkat Bhamidipati¹ Independent Director Director Since 2022	Gale Fitzgerald^{2,3} Independent Director Director Since 2007	John A. Martins President and CEO Director Since 2022	Janice E. Nevin^{1,3} Independent Director Director Since 2020	Mark Perlberg^{2,3} Independent Director Director Since 2015
Leadership Experience	✓	✓	✓	✓	✓	✓	✓	✓
Financial Literacy	✓	✓	✓	✓	✓	✓	✓	✓
IT/Digital Transformation Experience	✓	✓	✓	✓	✓	✓	✓	✓
Healthcare Expertise	✓	✓		✓		✓	✓	
Cybersecurity/AI Expertise		✓	✓	✓				
Audit Committee Financial Expert		✓		✓				
Relevant Industry Experience	✓	✓		✓	✓	✓	✓	✓
Human Capital Management Experience	✓	✓	✓	✓	✓	✓	✓	✓
Risk Management Expertise	✓	✓	✓	✓	✓	✓	✓	✓

1. Audit Committee Member; 2. Compensation Committee Member; 3. Governance and Nominating Committee Member



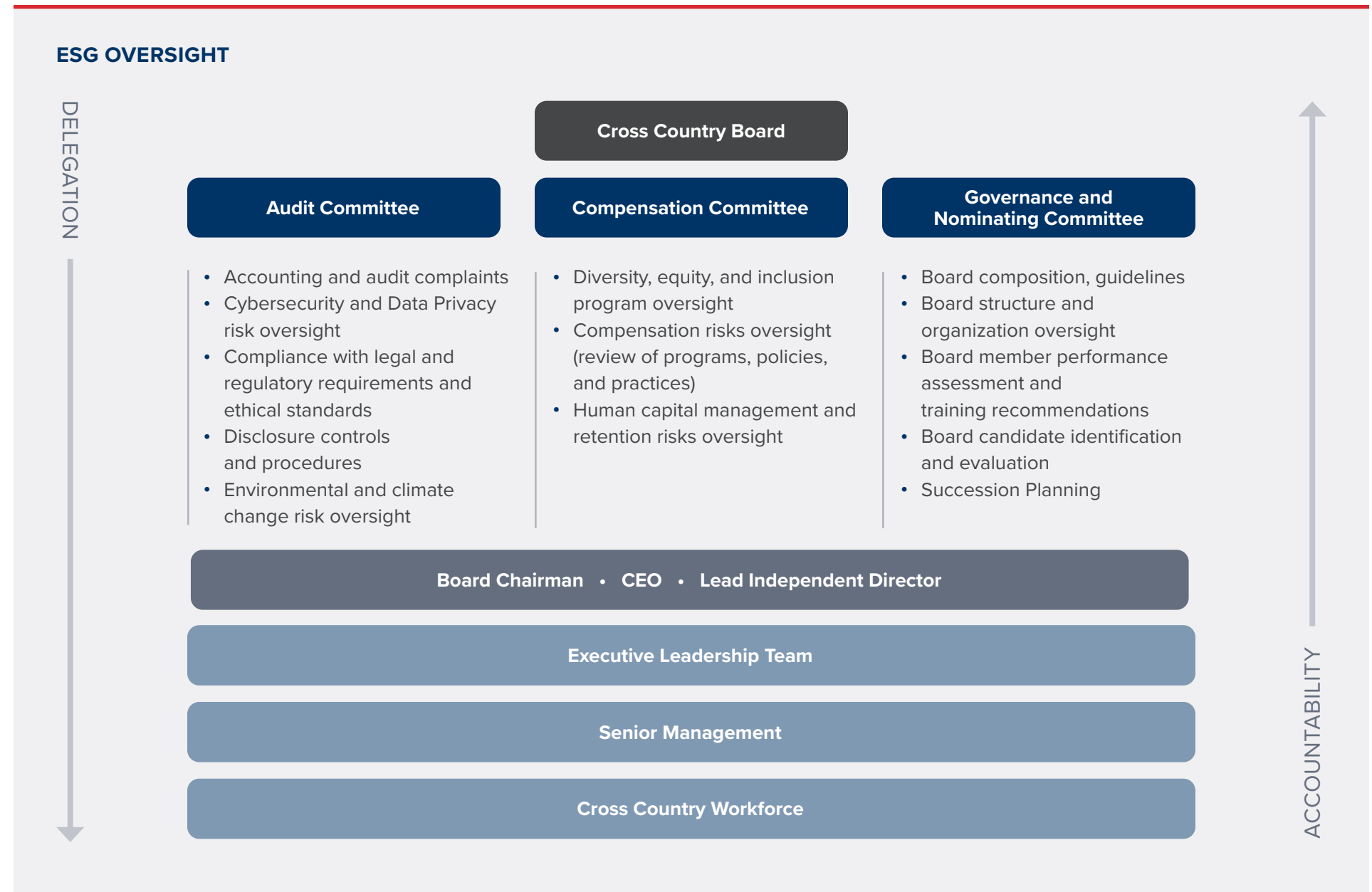
ESG OVERSIGHT

The Board is responsible for the overall supervision of our risk management activities, including with respect to ESG risks.

While the full Board has overall responsibility for risk oversight, the Board has delegated responsibility related to certain risks to its Committees.

RISK IDENTIFICATION AND MITIGATION

ESG oversight is a continuous and dynamic process that requires close interaction of our full Board; our Board Committees; our CEO and Executive Leadership; and senior management tasked with addressing critical ESG risks monitoring and mitigation.



ETHICS AND BUSINESS CONDUCT

Recognizing the intrinsic link between robust governance practices and sustainable business performance, Cross Country is committed to upholding high standards of ethical conduct, transparency, and accountability.

We strive to conduct business in compliance with all applicable government laws, rules, and regulations, and are committed to adopting best business practices across our operations. Our various policies, including our Code of Ethics and Code of Conduct & Business Ethics Policy, define Cross Country's expectations for ethical behavior for our Board, executive officers, employees, contractors, and vendors, with the Board bearing the ultimate responsibility for implementing these policies.

Every employee receives our Code of Conduct & Business Ethics Policy upon being hired and is required annually to confirm their comprehension of and compliance therewith. In 2023, 100% of corporate employees completed a 2023 Company Policies Attestation.

REPORTING CONCERNS

Information about known or suspected violations should be reported promptly to a member of management, Corporate Compliance Officer or the CCH Ethics/Fraud Hotline. All reported concerns are subject to formal investigation process and are transmitted to the Audit Committee.

HUMAN RIGHTS

At Cross Country, we are committed to protecting and upholding the rights of all individuals, including employees, business partners, suppliers, and others who may act on our behalf. Our Human Rights Policy is rooted in the International Labor Organization's Declaration of Human Rights and the United Nations' Guiding Principles on Business and Human Rights.

Our Human Rights Policy is instrumental in enabling us to foster a respectful, fair, and inclusive work environment, and to uphold the sanctity of human rights in the communities we serve. Specifically, the policy is intended to ensure robust health and safety standards, equitable compensation



practices, and fair workplace conditions, not only in our workplaces, but also throughout our supply chain.

Through this policy, we assert our strong opposition to all forms of discrimination and harassment. The policy also guarantees our employees' right to organize and underscores our commitment to the health and safety of all staff. The policy is overseen by the Board and CEO.

SUPPLY CHAIN MANAGEMENT

Our commitment to corporate responsibility extends through our value chain, and we expect all vendors and contractors to adhere to our Code of Ethics, Human Rights and Labor Policy, Environmental Policy and EEOC Statement. The Code of Conduct and Business Ethics Policy of Cross Country includes a particular section addressing the principles, practices and procedures we expect our vendors and contractors to adopt.



In 2023, Cross Country held a Founding Supplier Partner meeting to explore collaborative avenues to foster accountability and transparency by tracking participation, quality measures, compliance, and success rates.



CYBERSECURITY

We understand that cyberattacks can disable or damage Company, vendor and customer systems, and allow for unauthorized access and exposure of personal or confidential information about employees, vendors, candidates, contractors and customers. Cybersecurity threats continue to increase in frequency and sophistication, thereby increasing the difficulty to detect and defend against them.

As we acknowledge the evolving nature of cyber threats to our business and industry, our Board is tasked with oversight of processes for identifying and mitigating cybersecurity risks to help align our risk exposure with our strategic objectives.

Cross Country’s cybersecurity risk management efforts include regular assessments, which provide a holistic view of our risk posture and allow for continuous improvement of our program and security stance.

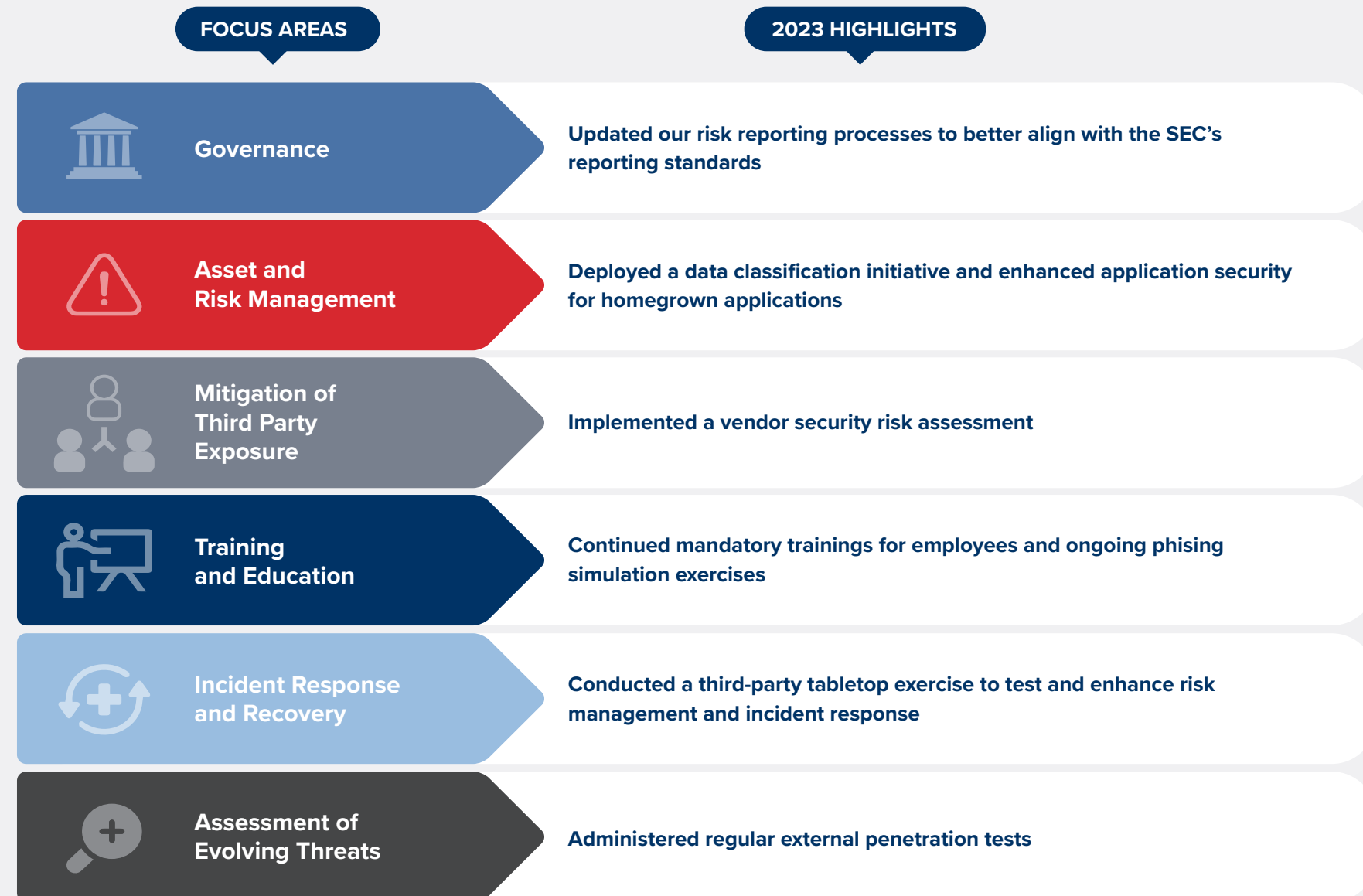
Governance

Recognizing the importance of cybersecurity, the Board maintains oversight of the cybersecurity risks and threats within the organization. Specifically, the Board has delegated authority to the Audit Committee to oversee risk management relating to cybersecurity. The Audit Committee is composed of members with risk management, technology, and finance expertise.

The Company’s information security program is managed by a dedicated Vice President of Security Compliance and Risk Management (VP of Security), whose team is responsible for leading enterprise-wide cybersecurity strategy, policy, standards, architecture, and processes, and who reports directly to the Chief Information Officer (CIO).

The Company’s Security and Privacy Steering Committee (Security Committee), which meets on a quarterly basis, also provides oversight of our security and privacy programs inclusive of defining the security strategy, reviewing risks and risk management strategies, and program performance. The Security Committee (chaired by the VP of Security) comprises a broad selection of Senior Management leaders within the organization. This facilitates enterprise-wide collaboration in aligning cybersecurity objectives with organizational goals.

COMPONENTS OF CROSS COUNTRY’S CYBERSECURITY PROGRAM



The VP of Security reports regularly to the CIO and the Security and Privacy Steering Committee. Further, the CIO provides regular reports to the Audit Committee and to the full Board. Reports include updates on our cyber risks and threats, projects to strengthen our information security systems, assessments of the information security program, and the emerging threat landscape.

Asset and Risk Management

We use our best efforts to align our cybersecurity risk management with industry best practices, including processes to prevent, identify, assess, treat, monitor, and report on organizational risks. We design and assess our program utilizing tools such as the National Institute of Standards and Technology Cybersecurity Framework. This covers Company-owned and managed systems and technologies, along with those supplied to the organization by third parties.

Mitigation of Third-Party Exposure

Given that risks associated with third parties can adversely impact an organization's overall security and risk posture, the Company implements a third-party risk management program to assess the security posture of third-party service providers. This includes security assessments prior to service engagement and ongoing monitoring.

Training and Education

Our enterprise-wide awareness and training program is utilized to mitigate risks by educating users on their role in combating security breaches, following good security practices, and maintaining awareness of security risks associated with their actions. This program includes mandatory and optional activities inclusive of online training, presentations, newsletters, blog posts, and simulation exercises.

Incident Response and Recovery

Our strategy includes a formal Incident Response Plan, designed to help the organization prepare for, respond to, and recover from confirmed or suspected cybersecurity or privacy incidents. Further, it evaluates and validates the effectiveness of our incident response capabilities and allows for improvements as needed.

Assessment of Evolving Threats

We understand that the effective management of cybersecurity risks requires continuous assessment and improvement. Security benchmarking is a critical component to the assessment of our security investments and processes as compared with internal and external standards and objectives.

The program utilizes various resources, inclusive of third-party partners, to support an awareness and understanding of evolving cybersecurity threats, allowing the organization to be actively engaged in recognizing and staying abreast of risks, and thereby supporting informed decision-making.



DATA PRIVACY OVERSIGHT

In the ordinary course of business, the Company collects, uses, and retains personal information from its customers, employees, employment candidates, and contractors. The possession and use of this data is subject

to a variety of complex and evolving laws and regulations and imposes specific operational requirements. Data privacy related risks are managed by the VP of Security Compliance and Risk Management. Board has delegated oversight of data privacy to the Audit Committee.

ARTIFICIAL INTELLIGENCE INTEGRATION

We are integrating AI to streamline processes, enhance customer experiences, and optimize decision-making. Here’s an overview of our AI initiatives:

1. AI-Powered Digital Ecosystem

Cross Country VMS: Uses proprietary AI to match healthcare and education professionals with the right opportunities through personalized recommendations.

2. Efficient Job-Matching

Xperience App: Employs AI for precise job matching, ensuring clinicians find roles that align with their skills and aspirations.

3. Real-Time Business Intelligence

VMS Dashboards: Provide actionable insights, helping healthcare organizations make data-driven decisions quickly.

4. Customizable Reporting

Proprietary Technology: Offers tailored reports and business intelligence, aiding healthcare administrators in optimizing costs and workforce management.

5. Bill Rate Transparency

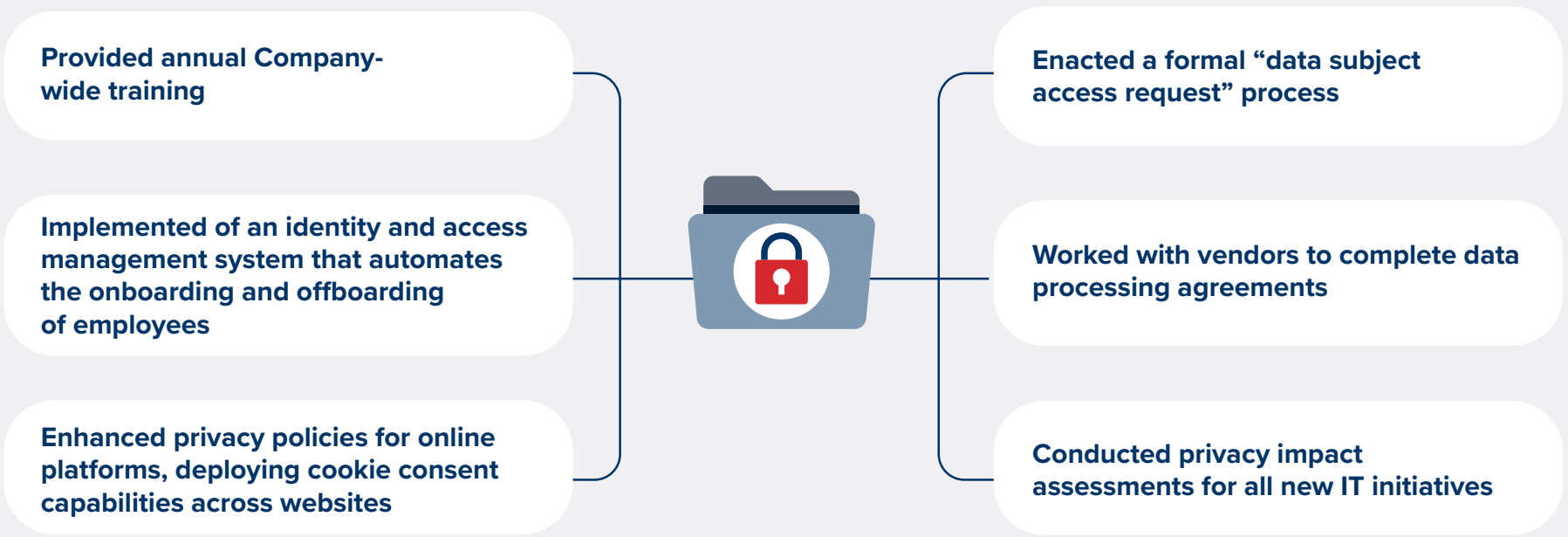
AI Algorithms: Deliver consumable data for proactive, data-driven decision-making, integrated with our VMS or as a standalone product.

Commitment to Ethical Standards

We remain vigilant to the risks of new technologies and commit to the ethical use of AI by focusing on:

- Data Security and Privacy
- User Responsibility
- Compliance with Industry Regulations
- Accuracy and Fact-Checking
- Phishing Awareness

2023 DATA PRIVACY INITIATIVES



BUSINESS CONTINUITY

Managing business continuity is crucial during disruptive events of natural or man-made origin, including hurricanes, winter storms, earthquakes, tornados, wildfires, cybersecurity breaches, active shooter, bomb and suspicious package threats, among others.

The purpose of our Business Continuity Plan is to identify and mitigate risks before they occur, respond to those disruptive events, ensure the safety of our corporate employees and field staff, collaborate with our partners so that staffing requirements are met at these critical times, recover mission-critical business and IT operations and conduct a post-event analysis of our strengths and weaknesses to improve future business continuity efforts.

Our ability to continuously support our employees and clients during disasters and unforeseen events, such as the COVID-19 pandemic, is a testament to our robust business continuity plan and crisis management procedures.

We have learned communication is a critical tool to mitigate risk and ensure the safety of our employees. In times of disruptive events our Crisis Management team meets regularly. As part of the coordinated effort, our HR team members reach out to check on the employees in affected areas and report back to Business Continuity leaders. An emergency hotline is kept updated and delivers text blasts with disruptive event status updates. We also share a wealth of educational and preparedness resources through our communication channels.

CROSS COUNTRY BUSINESS CONTINUITY TEAM

Roles of key teams in our business continuity plan include:



The Crisis Management Team

This team is in charge of deciding on actions, coordinating recovery activities, and communicating with vendors, major clients, stakeholders, and senior management.



The Information Technology Recovery Team

Their role is to restore operations, print services, security, and voice and data network infrastructure either at the disaster location or at an alternative processing site.



The Communication Team

Cross Country endeavors to keep in touch with employees affected by a disruptive event through company communication channels, calls, texts and a designated hotline.



The Facility Team

This team is responsible for conducting thorough damage assessments and advising management on necessary repairs or restoration. They also focus on damage control, salvage operations, and physical restoration of office spaces at the disaster location, including setting up alternative facilities when required.



Cross Country believes that maintaining an open dialogue with our stakeholders, and listening and learning from their feedback, allows us to be a responsive partner and, as appropriate, implement changes, programs, or policies to address their concerns. We know that effective corporate governance includes year-round engagement with our stockholders and other stakeholders. Below is a summary of the various ways we engage with our stakeholders and other interested parties.



CEO John Martins shares market trends and company insights on Morning Trade Live.



Cross Country WSG prioritizes special events to celebrate caregivers.



Our team members attend many industry conferences annually, including the ASHHRA Annual Conference and Expo.

STAKEHOLDERS AND INVESTORS

- Investor Relations Website
- Investor Relations Liaison
- Investor Relations Outreach Program
- Presentations
- Roadshows
- One-on-One Meetings
- Quarterly and Annual Earnings Calls
- Annual Stockholder Meetings
- Investor and Stockholder Communications Assigned Toll Free Number and Email

BOARD OF DIRECTORS

- Board Meetings
- Board Committee Meetings
- Annual Stockholder Meetings

CLIENTS

- Client Business Reviews
- Bidding and Presentations for Procurement Purposes
- Emails and Phone Calls
- Surveys
- Site Visits
- One-on-One Meetings
- Ambassador Programs
- Website

EXECUTIVES

- Board Meetings
- Executive Leadership Retreat
- Town Hall Meetings

MEDIA

- Thought Leadership
- Social Media
- Interviews
- Podcasts

JOINT COMMISSION

- Inquiries
- Re-certification Process

GOVERNMENT

- Licensing
- Regulatory Filings
- Audits and Surveys





Connecting with our clients and healthcare providers through regular site visits.



Cross Country teams, like this one representing Cross Country WSG, attend trade shows throughout the year.



Cross Country Education employees giving back to their community at a local food bank volunteer day.

EMPLOYEES

- In-person Meetings, ZOOM and TEAMS Meetings
- Webcasts
- Intranet
- Internal Presentations from Leaders and Colleagues
- Surveys
- Annual Evaluations
- Stay and Exit Interviews
- Employee Resource Groups (ERGs)
- Recruiter and Clinical Liaison Communications
- COVID and Health & Wellness Hotline
- HR Benefits
- Fraud Hotline
- Trainings

SUPPLIER PARTNERS

- In-person and Virtual Meetings
- Audits

CANDIDATES

- Advertising
- Communications with Recruiters
- Website
- Training and Education Opportunities
- Surveys

INDUSTRY ORGANIZATIONS

- Trade Shows
- Webinars
- Presentations

LOCAL COMMUNITIES

- Partnerships with Educational Institutions
- Volunteering
- Site Visits
- Scholarship Programs
- Thought Leadership Studies

CONSULTANTS

- In-person and Virtual Meetings

THIRD-PARTY SERVICE PROVIDERS

- In-person and Virtual Meetings
- Audits



Creating Better Opportunities for All

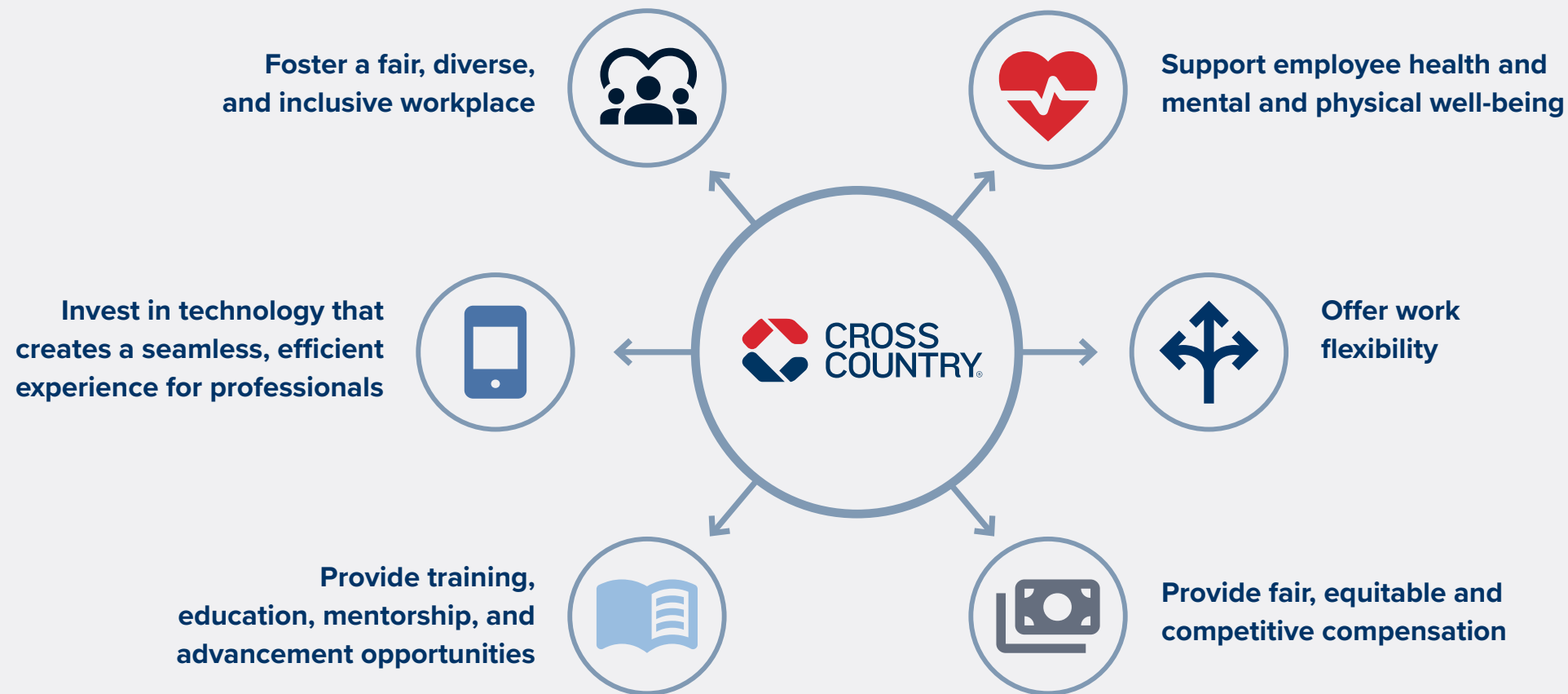
Nurturing the connections that contribute to a caring and fulfilling culture at Cross Country provides us with the opportunity to continue improving the lives of the people in our workforce and those they care for, mentor and teach. Through our commitments to inclusiveness, advancing access to better care, and giving back to our communities, we aim create the right environment for everyone to flourish.



Committed to Caring for Our Workforce

The foundation of caring for our workforce is rooted in maintaining a safe and healthy workplace environment where everyone can thrive. Employee well-being takes on many forms, from work-life balance to meaningful advancement opportunities. Most importantly, staying connected with our workforce allows us to grow as an organization through the personal and professional development of our team members.

OUR WORKFORCE COMMITMENTS



CORPORATE WORKFORCE

1,969

As of 12/31/2023

EMPLOYEE GENDER

77%

Self-identify as female

EMPLOYEE ETHNICITY

42%

Self-identity as racially or ethnically diverse

EMPLOYEES BY GENERATION

49%

Millennial

28%

Gen X

15%

Gen Z

8%

Baby Boomer



Our People Strategy: Connecting Through Opportunity

At Cross Country, we recognize that our greatest asset is our people. We are committed to fostering a diverse, inclusive, and equitable workplace where every individual has the opportunity to thrive and contribute to our mission of providing high-quality healthcare and education staffing solutions.

We are dedicated to attracting a diverse pool of talent by implementing fair and unbiased recruitment practices. Our recruitment strategy includes outreach to underrepresented communities, partnerships with diverse professional organizations, and a commitment to removing barriers that may hinder equal opportunity. We strive to ensure that our hiring processes are transparent, objective, and based on merit.

Investing in our employees' growth and development is a cornerstone of our strategy. We provide comprehensive training and development programs designed to enhance skills, foster leadership, and support career advancement. We have established a highly individualized mentorship program that pairs employees with experienced leaders who can provide guidance, support, and networking opportunities. These programs are designed to help employees navigate their career paths, develop new skills, and achieve their professional goals. Our commitment to continuous learning ensures that our team members are well-equipped to meet the evolving demands of the healthcare industry.

We also believe in creating a supportive and engaging work environment that values the contributions of all employees. Our retention strategy includes a focus on competitive salary and comprehensive benefits, career development opportunities, nurturing employee health and wellness, and maintaining an engaged and supportive work culture. We conduct regular employee engagement surveys to understand the needs and concerns of our workforce and implement initiatives that promote job satisfaction and well-being. Through these efforts, we aim to create a workplace where every employee feels valued, motivated, and empowered to succeed.



CROSS COUNTRY COMPENSATION AND BENEFITS PACKAGES

Cross Country considers a range of benefits of importance to our workforce as part of our comprehensive total rewards program. These include health related benefits, flexible work schedules, and advancement opportunities as well as financial compensation. Our overall packages are designed to attract and retain employees with competitive merit and bonus structures. Cross Country and its subsidiaries are also bound to review compensation packages across the enterprise on a regular basis to corroborate packages are fair and competitive.



Our partners at the American Heart Association visited our corporate headquarters to present an educational session on cardiac health for our teams.

We offer total benefits packages that may include:



Compensation

- Fair and market competitive pay
- Retirement savings plans



Work Flexibility

- Remote work*
- Flexible work options
- Paid time off and family leave*
- Lactation facilities and benefits**



Health and Wellness

- Healthcare benefits for employees and family
- Health screenings
- Offer SAS health and wellness platform with hundreds of trainings available to employees, family and friends



Education and Training

- Scholarships, tuition assistance, tuition discounts



Employee Assistance and Relief

- Employee assistance plan
- 24/7 COVID-19 & Health & Wellness hotline
- Additional insurance offerings
- Employee relief fund*

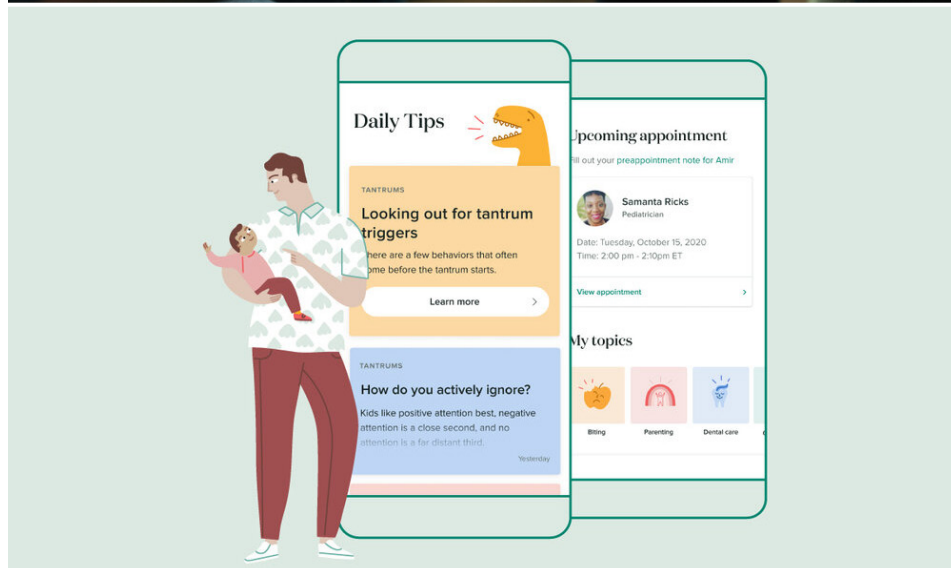
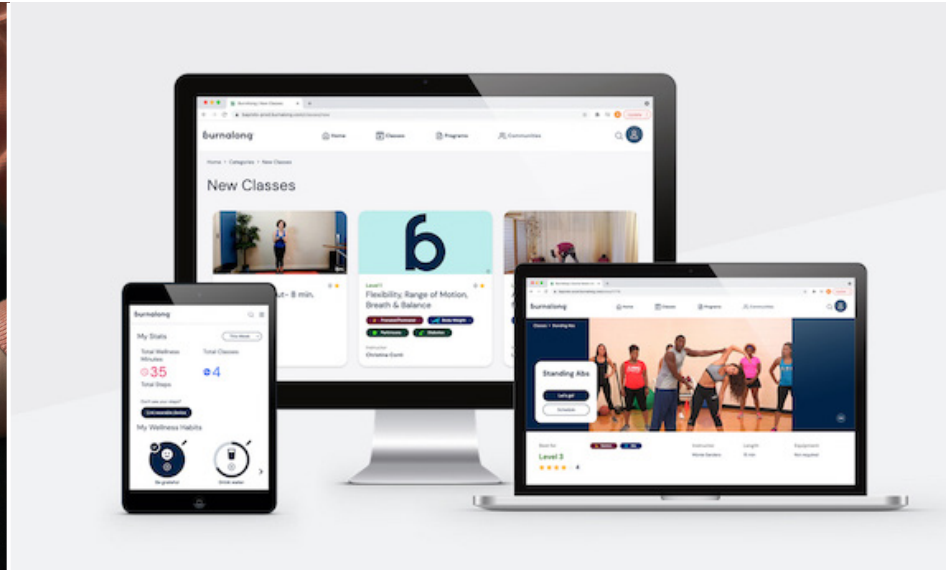
* Does not apply to our field employees

** Lactation facilities and benefits for field employees vary depending on the facility they are assigned to



Connecting our Employees with Better Health and Wellness

At Cross Country, we realize that robust employee benefits positively impact employees as well as their families, their work and their communities. Our efforts to support our employees' health and wellness journeys are based on working closely with our medical insurance provider to continually enhance our programs.



Some of these key programs include:

- We recognize the connection between mental health and overall well-being, so all of our medical benefits include mental health support as part of the plan.
- Our Employee Assistance Program (EAP) for mental health offers a complimentary monthly Stress and Relaxation Session for each employee as a way to slow down and refocus.
- All employees receive free access to Buralong, an online wellness platform that allows each employee to invite up to four friends to join them in their classes. This enhances motivation and the encouragement to stick to a workout plan.
- In 2023, Cross Country began a partnership with Maven, a program for new parents, that provides 24/7 access to video chat with doctors, nurses, and coaches to help parents adjust to caring for a newborn.
- We also offer discounts on medical premiums for employees who participate in a biometrics program.
- A free three-month membership for WeightWatchers®.



Creating a Safe and Healthy Workplace

At Cross Country, we are dedicated to complying with relevant health and safety laws while also actively working to identify and remediate risks, accidents, injuries, and other health impacts. Our goal is to create and sustain a healthy and safe workplace by eliminating hazards, minimizing health and safety issues, and increasing awareness about the health and safety risks associated with our business activities.

We provide all employees and healthcare professionals with comprehensive safety materials and Employee Handbooks. For corporate employees, the focus of the manuals is on general safety, office ergonomics, security, and our Business Continuity Plan. Field employees receive an in-depth safety policy to topics such as accident prevention, emergency preparedness, handling hazardous materials, reporting incidents, and security. Healthcare professionals must complete pre-employment training on occupational hazards and safety and achieve at least 80% on an annual safety exam.

We also offer multiple 24/7 hotlines for employees to report safety concerns, including a dedicated COVID-19 & Health & Wellness hotline. We maintain a Return to Work program that supports injured employees in their gradual return to full-time work from an off-work status. Our Return to Work program aligns employee skill sets with appropriate remote or light duty tasks to aid in the transition back to work.



Caring for the Caregivers: We are honored to celebrate our field employees, making site visits to show our appreciation for their hard work like this one for 2023 CRNA Week.

THE JOINT COMMISSION CERTIFICATE OF DISTINCTION

The staffing businesses of our brands are certified by The Joint Commission under its Health Care Staffing Services Certification Program. The Joint Commission is a recognized global leader for healthcare accreditation. Certification is a symbol of quality that reflects an organization's commitment to meeting certain performance standards. As part of our certification by The Joint Commission, our policies and procedures, including employee safety, are reviewed every two years. We are proud that we received The Joint Commission Certificate of Distinction in 2023 for over 10 years.



We work hard to sustain a strong, connected culture for all employees. Since so many of our team members are working remotely, it is imperative that we find ways to stay connected and engage our workforce in meaningful ways.

One way we accomplish this is by conducting multiple employee engagement surveys throughout the year, hosting an array virtual educational events and fun virtual events, and communicating daily through our enterprise-wide meeting platform.

TRAINING AND MENTORSHIP PROGRAMS

Training and mentorship are critical to Cross Country’s success. All employees, from field employees to those in the corporate office, receive both Company-wide and function-specific training on an annual basis. Whether it’s a classroom aide receiving mentorship in our Future Teacher Program or a caregiver being trained in elder care or a clinician being coached by an experienced colleague, Cross Country invests in our employees’ long-term success.

Cross Country Healthcare Mentorship Program

In an effort to continue to provide our employees with critical professional and leadership development support, we launched the Cross Country Healthcare Mentorship Program in early 2023. This enterprise-wide program features two tiers for participation, with the Cross Country Mentorship Network (Tier One) providing general professional development guidance for employees across the enterprise, and Cross Country Rising Stars (Tier Two) providing selected high performing leaders with mentors from senior leadership.

The program features a one-on-one mentorship relationship throughout the six-month duration. Mentees were selected based on leadership recommendations and a subsequent HR team review process.



“This program has shown me that Cross Country truly invests in their employees. It is connecting me with other leaders in the organization with whom I might never have met in my day-to-day work life. It’s also giving me an opportunity to invest in myself to help me grow and develop as a professional.”

Alissa Stutzman
Marketing Director
Mentee

“The mentorship program has given me the opportunity to get invaluable insight from an experienced leader that will help me tap into my potential. It has provided me with tools to grow professionally and build my confidence.”

Sarah Parris
Onboarding Ambassador Team Lead
Mentee

“I love it. I get insight into a different group, get to work with someone smart and driven, and get to share best processes back and forth. It’s been energizing.”

Ryan Galli
Vice President, Travel/Allied
Mentor

“It is quite rewarding helping to develop the next group of leaders. I feel confident that my mentee benefitted from our daily interactions and it was also quite rewarding for me.”

Marlon Clarke
Vice President, Security Compliance Risk Management
Mentor



Connecting Employees with Training, Development, and Growth Opportunities



Cross Country University

Launched in July 2023, Cross Country University is a program for new employees to aid in the onboarding process during their first year of employment. The goal of this online program is to give employees an opportunity to gain comprehensive and expansive knowledge about all of Cross Country's brands, divisions and offerings.

Enrolled employees are assigned a succession of short courses to be viewed at their own pace within an assigned timeframe.

Continuing Education

We provide eligible Cross Country staff with \$2,000 per year in tuition reimbursement, and we also partner with several universities to offer tuition discounts for courses.

The Cross Country Learning Council

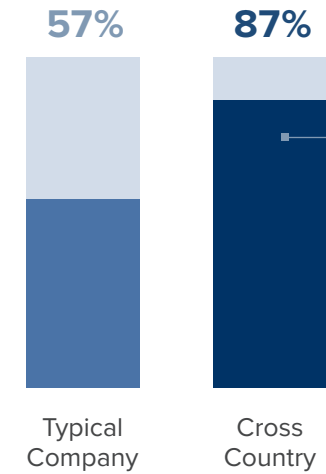
The Cross Country Learning Council started in 2023 and is a team dedicated to enhancing collaboration among trainers throughout the organization. Council members include corporate trainers from each of Cross Country's lines of business, as well as members of Cross Country's corporate Human Resources teams.

The council engages in a wide range of discussion topics, including training best practices and challenges and emerging trends. The Cross Country Learning Council also provides practical insights by demonstrating the effective use of tools aimed at optimizing adult learning experiences. This proactive approach underscores our commitment to continuous improvement and knowledge sharing within the organization.



2023 GLOBAL EMPLOYEE ENGAGEMENT SURVEY

Continually evolving and expanding our training, development, and growth opportunities contributes to the positive engagement and satisfaction scores we receive from our workforce.



What Our Employees Say

87%
of Cross Country employees say that it is a great place to work

Source: Great Place to Work 2023

2023 WORKPLACE AWARDS



SUPPORTING OUR CLINICIANS PERSONALLY AND PROFESSIONALLY

At Cross Country, we provide support to our clinicians to help ensure they have the necessary resources and assistance throughout their assignments. To facilitate this, each Cross Country clinician is assigned a clinical manager who plays a vital role in their professional journey. These clinical managers are readily available to address various concerns, including patient-related issues, employment benefits, and more.

This commitment to the well-being of our healthcare providers extends to their mental health care as well. We offer a clinical hotline, first established during the Covid-19 pandemic, for all Cross Country providers. A psychotherapist is part of the team along with resources where clinicians can get counseling or therapy or just simply talk to someone.

Cross Country fosters clinician retention through care, including providing essential tools and resources to our healthcare practitioners.

At Cross Country, we prioritize establishing strong partnerships between our clients and candidates, ensuring that we match the right healthcare provider with the specific needs of patients. We regularly reach out to healthcare facilities to monitor levels of satisfaction with our services and healthcare professional performance. We find that our dedication to providing comprehensive support for our clinicians, coupled with our commitment to facilitating successful matches, helps create lasting relationships that benefit clients, clinicians, and the patients in their care.



Cross Country team members presenting a 2023 Daisy Award to one of our healthcare providers, in recognition of excellence in care and compassion.



“With Cross Country, all clinicians in the field in all settings have a resource, and that resource provides comfort and support. Satisfied healthcare professionals give better care.”

Hank Drummond
Senior Vice President and Chief
Clinical Officer



At Cross Country, we understand the critical importance of providing not just top-tier talent but also valuable insights and intelligence that empower our clients to make informed decisions. By offering in-depth analyses and data-driven insights, we enable healthcare facilities to optimize staffing strategies, improve patient care, and stay ahead in an ever-evolving landscape. In 2023, we published several thought-leadership white papers, articles and reports available to the public, including our **Annual Nurses Survey** and our **Workforce Trends Survey**.

2023 WORKFORCE TRENDS SURVEY

In 2023, the healthcare workforce continued to experience a significant shift, with nurses quitting due to burnout, fatigue, stress, and inadequate compensation, exacerbated by the COVID-19 pandemic. Strikes and career changes were common as a result.

Our 2023 survey of 120 HR leaders and chief nursing officers revealed that while 53% believe their organization effectively improved recruitment, only 51% feel they've strengthened employee engagement and retention. Healthcare organizations, in response, showed a strong desire for improvement, with 72% wanting to enhance the hiring process and 68% aiming to bolster employee engagement and retention.

Staffing model improvements are crucial, involving workforce optimization strategies, strategic planning, and new staffing models to reduce employee stress, enhance team collaboration, and improve patient care. On 2023, 48% of health leaders reported implementing comprehensive workforce plans. Our company has been working to solve labor challenges for over 38 years, offering customizable recruitment and retention strategies and tech-enabled digital talent platforms for workforce transparency.

2023 NURSING SURVEY: ADDRESSING CRITICAL ISSUES IN THE HEALTHCARE WORKFORCE

The healthcare industry faces significant challenges in employee recruitment, retention, and development due to ongoing labor shortages. At Cross Country, we are committed to enhancing our programs to attract, develop, and retain our workforce.

To provide healthcare leaders and nurse practitioners with insights into the current landscape and set strategic priorities, we conducted our third annual nursing survey in partnership with Florida Atlantic University's Christine E. Lynn College of Nursing. Nearly 1,500 nursing professionals and students participated in this survey.

Our findings highlighted critical issues: 55% of employed nurses, 38% of nurses not currently employed, and 44% of students reported insufficient staffing to meet demand. Additionally, dissatisfaction with pay, benefits, safe working conditions, and appreciation were reported by more than one in four employed nurses.

The survey indicated the need for healthcare organizations to implement strategies and policies that retain happier and healthier staff. Key areas for improvement include compensation and staffing levels. Despite many employers offering growth and development opportunities, 31% of employed nurses were unaware of these programs, and 18% stated their employer does not offer growth opportunities.

Analysis of the survey data revealed these five key areas to address to revitalize the nursing profession:

- Create New Opportunities for Education
- Offer Flexibility and Awareness of Growth Opportunities
- Invest in Retention Strategies and Well-Being Initiatives That Matter
- Drive Technological Innovation
- Explore Innovative Staffing Models

By addressing these areas, we aim to strengthen the healthcare workforce and support sustainable and rewarding careers for nursing professionals.

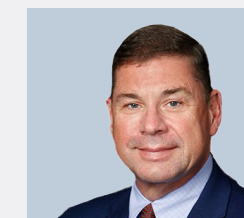
CROSS COUNTRY CLINICAL ADVISORY COUNCIL

Cross Country's safety standards are upheld by our Clinical Advisory Council, which was established 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 sets the standards for safety and excellence in care across the entire organization and is made up of executive members who oversee clinical managers. Those managers directly oversee field clinicians, providing guidance throughout the organization.

The council works to ensure clinical excellence and positive patient outcomes by leveraging best practices, intuitive technologies and innovative solutions to connect healthcare professionals and clients, allowing both to achieve their goals. Specifically, the council is charged with gathering credible data and interpreting results from a clinical perspective, as well as providing feedback to ensure we are creating solutions to address relevant issues for our clients. The council also drives our offerings to healthcare professionals to help them enhance their career growth and development, along with supporting the wellness of our corporate employees.



Liz Cantwell
Chief Nursing Officer



Hank Drummond
Chief Clinical Officer



OUR COMMITMENT TO DEI HIRING AND RETENTION

Cross Country is committed to fostering a diverse, equitable, and inclusive (DEI) workforce, reflecting our belief that varied perspectives and backgrounds drive innovation and success. Our hiring practices are rooted in fairness and inclusivity, striving to ensure that all candidates, regardless of race, gender, age, disability, or socio-economic status, have equal opportunities for employment and growth at Cross Country.

We continuously evaluate and enhance our DEI strategy, which includes targeted outreach to underrepresented groups to ensure equitable access to opportunities; partnerships with diverse professional organizations; and a commitment to transparency in our hiring metrics. By prioritizing a culture of belonging, we aim to not only attract but also retain top talent from all backgrounds, ensuring a dynamic and inclusive environment that reflects the communities we serve.

PROVIDING OPPORTUNITIES FOR ALL

Hire by Gender*



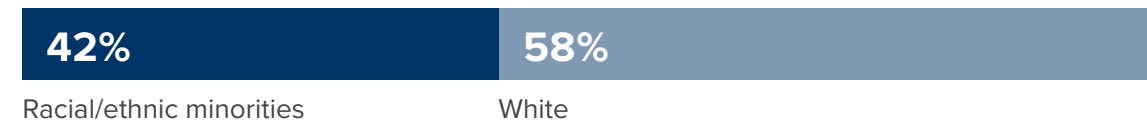
Hire by Race/Ethnicity*



Promotion by Gender*



Promotion by Race/Ethnicity*



* Data contained in this section is based on corporate employee self-identification information as of December 31, 2023.



“Cross Country remains committed to cultivating a diverse workforce of top talent in the industry. It’s a fundamental commitment that enriches our culture, drives innovation, and prioritizes fairness and equity for all.”

Colin McDonald
Chief Human Resources Officer



At Cross Country, while our commitment to DEI is championed by senior and executive leaders, we look to the voices of our employees to truly drive our approach and initiatives. This helps ensure that we are meeting the needs and priorities of our Cross Country team members.

We strive to maintain a workforce and work environment that reflects and respects diversity and inclusion in age, race, gender, sexual orientation, veteran or military status and physical abilities. This includes establishing a workplace that is free from violence, harassment, intimidation, and other unsafe or disruptive conditions due to internal and external threats.

Cross Country values and seeks diversity in its employees, respects their differences and encourages and recognizes contributions of individuals to be the best versions of themselves. Employees are required to comply with all laws concerning discrimination and equal opportunity. Our organization does not tolerate discrimination in the workplace or against employees, consultants, contractors or agents.

DEI SURVEYS & TRAINING

To ensure that we remain in touch with our employees as it relates to DEI initiatives, we conduct an annual anonymous survey of employees, to gauge perceptions of our DEI commitment and solicit comments and suggestions. This helps us understand the DEI priorities of our workforce and ensure that we are meeting the needs of our employees. We also hold annual required DEI training for all employees, including leadership, to further these commitments.

DEI SURVEY RESULTS

(Corporate Workforce)

91%

of employees agree that Cross Country is committed to diversity and inclusion.

90%

of employees agree that Cross Country respects individuals and values their differences.

80%

of employees believe Cross Country promotes a culture of inclusivity and belonging.

86%

of employees believe Cross Country has done a good job of providing educational programs promoting DEI in the workplace.

CONNECTING OUR EMPLOYEES WITH A MORE INCLUSIVE WORK EXPERIENCE

Cross Country Impact (CCI), our employee-led DEI council, is comprised of employees only, with no senior or executive leaders. The council acts primarily as an advisory and accountability body, ensuring that employees have the opportunity to provide direct input into our DEI commitments and initiatives, as well as provide feedback on programs and strategy. CCI members meet quarterly with Human Resources leadership and other leaders as appropriate, to review any existing and planned DEI programs/initiatives, including:

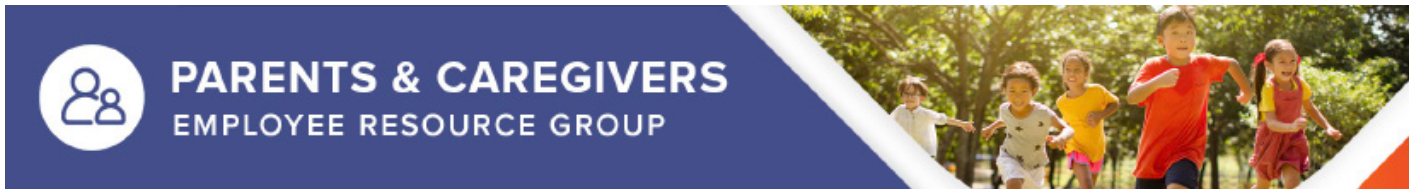
- Employee Resource Groups
- DEI-related education programs
- DEI-related corporate partnerships
- Internal DEI celebrations/acknowledgements
- Recruiting and retention related DEI information

Council members also discuss current workplace DEI topics and trends, as well as share feedback, suggestions, and other input.



Employee Resource Groups

Connecting with employees through Employee Resource Groups (ERGs) helps establish a culture of inclusiveness throughout the organization. These employee-led groups build a sense of community among and across departments and locations – including with respect to our remote employees. Cross Country currently supports several groups and is continuing to explore opportunities for additional groups to further connect employees with shared ideas and interests or common identities, as well as promote education.



CROSS COUNTRY PARENTS & CAREGIVERS EMPLOYEE RESOURCE GROUP

MISSION: To empower all parents and caregivers to thrive throughout all stages of the caregiving journey. The group is a community of support, as well as a way for members to obtain resources to address parenting and caretaking responsibilities.

Initiatives of our Parents & Caregivers ERG have included:

- Increasing our employee parental leave benefits
- Creating a “RoadMap to Parental Leave” guide for employees
- Sponsoring health and wellness challenges through our free Bernalong app



CROSS COUNTRY GREEN EMPLOYEE RESOURCE GROUP

MISSION: To create an action-oriented employee community focused on environmental concerns, green initiatives and sustainability, with an eye on advocacy, education and volunteerism.

Cross Country Green Initiatives have included:

- Working with Cross Country internal teams to promote and enhance sustainability practices

- Sponsoring an Earth Month-focused Volunteer Month, with related Cross Country merch sold and a portion of the proceeds to benefit a national environmental non-profit organization
- Representing Cross Country in our partnership with the national non-profit organization, American Rivers, including a virtual and in-person beach cleanup held in October 2023



CROSS COUNTRY TRUE COLORS EMPLOYEE RESOURCE GROUP

MISSION: To further the pursuit of understanding and equity for LGBTQIA+ individuals and allies through group discussions, corporate collaboration, networking and community outreach to ensure Cross Country remains a safe space for members of the LGBTQIA+ community and allies.

Initiatives of the True Colors ERG have included:

- Representing Cross Country in our corporate partnership with the national workforce equity non-profit, Out & Equal
- Spearheading the optional inclusion of pronouns in employee email signatures
- Creating Cross Country Pride merch, with a portion of proceeds to benefit True Colors United
- Providing educational opportunities and recognitions during Pride Month

“The Parents & Caregivers ERG has provided an incredible space for community, support, and connection, and has given us an opportunity amplify our voices to make a real difference at Cross Country.”

Jaan Alejandra DiVito
Account Manager Coverage/Development
ERG Co-Leader



Community Engagement and Partnerships

At Cross Country, we understand that our commitment to fostering a positive and inclusive culture extends beyond our own employees to their families and the communities in which they live and work. We value a sense of community that nurtures engagement, as well as philanthropy initiatives that support those in need.

CHARITABLE GIVING: CROSS COUNTRY CARES

As a way to create a better future for our communities through local and national non-profit organizations, Cross Country CARES (Community, Aid, Relief, Education, Services) was founded in 2022. Consisting of select leaders and employees, the CARES Committee was established to review current and potential charity offerings, discuss appropriate spend, and determine budgets based on previous year disbursements and future projects. Cross Country CARES meets at least twice annually.

OUR STRATEGIC PARTNERSHIPS

Beyond our own volunteer and philanthropic endeavors, we also support our clients and partners in their efforts to give back in a variety of ways. Our major strategic partnerships in 2023 included:



ALZHEIMER'S ASSOCIATION
Cross Country served as the Premier Sponsor for the 2023 Walk to End Alzheimer's in Boca Raton, Florida, and also provided sponsorship for the San Diego Walk to End Alzheimer's, as well as employee fund-raising efforts.



AMERICAN FOUNDATION FOR SUICIDE PREVENTION
The American Foundation for Suicide Prevention (AFSP) is a voluntary health organization that gives those affected by suicide a nationwide community empowered by research, education and advocacy to take action against this leading cause of death. Cross Country became a corporate sponsor of the AFSP in 2023, and partnered to provide education programs and training opportunities for our employees.



AMERICAN HEART ASSOCIATION
The American Heart Association is the nation's oldest and largest voluntary organization dedicated to fighting heart disease and stroke. Our annual corporate partnership included our sponsorship of and participation in the 2023 Go Red for Women Luncheon, as well as an educational in-person and virtual Lunch & Learn session.




AMERICAN MEDICAL WOMEN'S ASSOCIATION
Cross Country Healthcare is an American Medical Women's Association (AMWA) associate partner and the Founding Corporate Sponsor for the AMWA ELEVATE women physician leadership training program. AMWA's mission is to advance women in medicine, advocate for equity, and ensure excellence in healthcare.




AMERICAN RED CROSS
Cross Country is proud to be an American Red Cross Ready 365 Corporate Partner, and in 2023, we also supported the Red Cross in emergency relief for the Maui wildfires.



AMERICAN RIVERS
Cross Country provided financial sponsorship to support American Rivers' vision of a nation of clean, healthy rivers that sustain and connect us. In 2023, we also partnered with American Rivers for a virtual Lunch & Learn program for employees, as well as a beach clean-up event with the local organization, Boca Save Our Beaches.



BREAST CANCER RESEARCH FOUNDATION
Cross Country supported the mission of the Breast Cancer Research Foundation with corporate sponsorship and employee fund-raising.



FLORIDA ATLANTIC UNIVERSITY NURSING SCHOLARSHIP
The Cross Country Healthcare Scholarship Fund provides annual scholarships and helps to fund educational and research opportunities for students attending the Christine E. Lynn College of Nursing.



TOTAL CHARITABLE GIVING IN 2023

\$286,000





LEUKEMIA & LYMPHOMA SOCIETY

Leukemia & Lymphoma Society (LLS) is the largest nonprofit funder of blood cancer research, investing nearly \$1.3 billion since 1949 in the most pioneering science worldwide, supporting their mission to cure leukemia, lymphoma, Hodgkin's disease and myeloma, and improve the quality of life of patients and their families. Cross Country sponsored the annual Light the Night fundraising event.



NATIONAL BLACK NURSES ASSOCIATION

Established the annual Cross Country Healthcare NBNA Nursing Scholarship. NBNA's mission is to provide a forum for collective action by African American nurses to represent and provide a forum for black nurses to advocate for and implement strategies to ensure access to the highest quality of healthcare for persons of color.



MISSION 22

Mission 22 provides support to veterans and their families through a comprehensive approach of outreach, events, and programs. Cross Country engaged in this new sponsorship in 2023, and partnered with Mission 22 to provide a virtual education program on veterans needs to our employees.



OUT & EQUAL

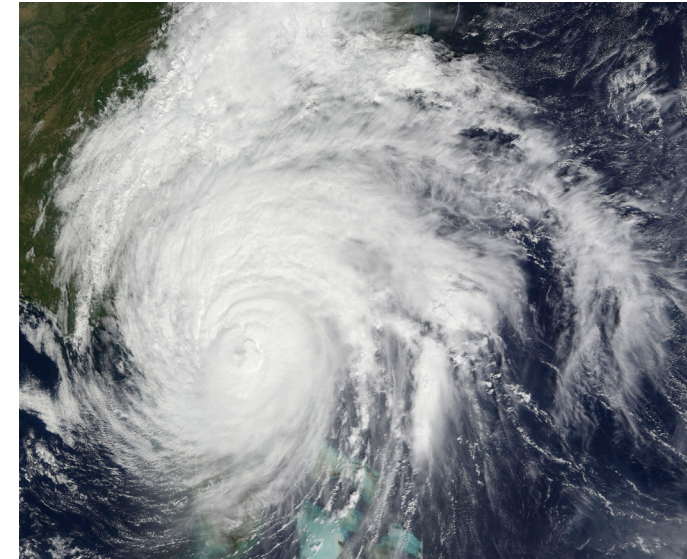
In 2023, Cross Country became a corporate partner of Out & Equal, the premier global nonprofit organization working exclusively on LGBTQ+ workplace equality.



Cross Country is proud of our community-minded teams, who gather throughout the year to support our valued non-profit partners and give back to the communities where we live and work.



EMPLOYEE VOLUNTEERISM AND CHARITABLE GIVING



BOCA HELPING HANDS

In 2023, we continued our partnership with *Boca Helping Hands* (a non-profit organization focused on improving lives and building strong communities through promoting education, health and financial stability) to provide scheduled group volunteer events to pack bags and boxes for their food pantry.

CLEANING UP THE ENVIRONMENT

Cross Country employees also worked with our national non-profit partner *American Rivers* to offer environmentally-focused cleanup activities for our employees. We also assisted a Florida organization, *Boca Save Our Beaches*, as part of a beach clean-up event.

ASSISTING WHEN DISASTER STRIKES

While we have an annual non-profit giving and partnership program that we maintain with more than 30 organizations, we also provide support in disaster and crisis situations. For example, in 2023, we worked through our long-term partner, the *American Red Cross*, to create a fundraising effort to support the recovery for those affected by the wildfires in Maui.

SUPPORTING OUR VETERANS

In November, in honor of Veteran's Day, we held a Company-wide virtual Lunch and Learn program with our partners at veteran support organization, *Mission 22*, and featured a Cross Country team member who serves as an ambassador for the organization. This event was extremely well-attended and a number of employees signed up that day to volunteer for *Mission 22* in their own community.



Investing in Innovation to Stay Better Connected

We leverage cutting-edge technology innovations to enhance our connections with clients and streamline work opportunities for our field employees.

Our advanced digital platforms facilitate seamless communication and collaboration between healthcare providers and our staffing professionals. By utilizing AI-driven matching systems, we ensure that the right talent is paired with the right opportunities, optimizing efficiency and satisfaction for both clients and employees.

Additionally, our mobile applications and online portals provide real-time updates, easy access to job listings, and streamlined processes for scheduling and documentation. These technological advancements not only improve our operational efficiency but also enhance the overall experience for our clients and workforce, reinforcing our commitment to excellence in healthcare staffing solutions.



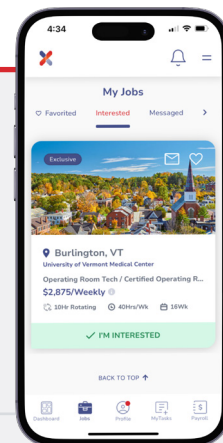
In 2023, our teams attended a wide range of industry events (including TravCon, pictured here) as part of our launch of our Intelliify VMS platform.



In 2023, Cross Country launched several new technology initiatives to empower our clients. These platforms better unite our customers with their workforce, anytime and anywhere.

In 2023, Cross Country launched the Xperience app, to assist in optimizing healthcare candidate experience and streamlining our delivery models. Innovative features of the Xperience app include:

- ▶ **One-stop-shop for healthcare professionals around the entire job application and onboarding process**
- ▶ **Easy to track profile completion**
- ▶ **Upload references, certifications/licenses and other onboarding documents directly**
- ▶ **Easy access to paystubs and timesheets**



INTELLIFY TALENT SOLUTIONS

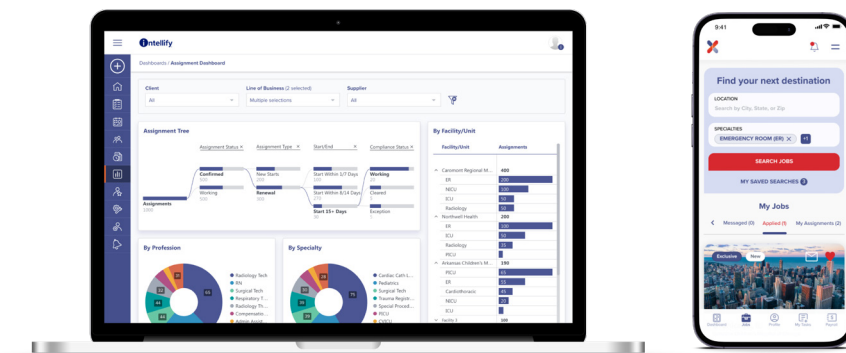
Cross Country’s Intellify Talent Solutions addresses the critical understaffing issues in hospitals and healthcare systems. These institutions often face rapidly changing staffing demands, requiring swift and precise decision-making to ensure patient safety and operational efficiency. To address these challenges, healthcare facilities need innovative workforce models. A digital talent management platform can automate the processes of finding, scheduling, and managing healthcare staff. This centralization of staffing control streamlines workflows and conserves time and resources through valuable data insights.



A national study that we conducted in 2023 among senior healthcare leaders examined the state of digital platforms in healthcare. The findings highlight the impact and necessity of adopting such technology. Forty percent of respondents already use a digital platform, demonstrating a significant move towards modernizing staffing processes. However, 31% were unsure about these platforms, and 29% did not use one, indicating room for growth and education in this area.

Key analytics needs identified by the study include performance indicators, spend tracking, and supplier scorecards. Addressing these needs through digital platforms not only provides transparency but also enhances decision-making capabilities. However, the study also revealed challenges, such as learning the technology, finding a suitable platform, and integrating it with existing systems. Additionally, convincing leadership of the platform’s necessity remains a hurdle for 25% of respondents.

In periods of disruption and competition, retaining staff and optimizing resources are essential. Digital platforms provide the agility to meet changing market demands, improve cost management, and streamline processes. These tools enable healthcare facilities to adapt quickly, ensuring efficient and effective staffing to maintain high standards of patient care.



Connecting Communities with Vital Services

Cross Country is dedicated to bridging the gap in underserved communities by providing essential educational staff support and home care options.

Cross Country is dedicated to bridging the gap in underserved communities by providing essential educational staff support and home care options.

Recognizing the unique challenges faced by these communities, our Cross Country Education division prioritizes the recruitment and deployment of highly skilled educators and support staff. This commitment ensures that students in these areas receive quality education and the training they need to thrive. By partnering with local schools and educational institutions, Cross Country helps to address staffing shortages, thereby fostering an environment conducive to learning and growth.

Through Cross Country Workforce Solutions Group, our teams connect members of a wide range of communities with compassionate and comprehensive home care options. Understanding that access to healthcare can be limited in underserved areas, the organization offers a range of home care services

designed to support the well-being of individuals and families. These services include skilled nursing, personal care, and therapy services, all tailored to meet the specific needs of each client and community. Through these efforts, Cross Country aims to enhance the quality of life for residents, ensuring they receive the necessary care and support within the comfort of their own homes.

By serving in underserved communities, we strive to make an impact on critical social issues, such as educational inequity and healthcare accessibility. Our commitment to providing quality education staff support and home care options are rooted in our dedication to social responsibility and community well-being. Additionally, these efforts contribute to sustainable development goals by fostering inclusive, equitable access to essential services, thereby promoting long-term social and economic stability in the communities they serve.



Cross Country Education and Cross Country Workforce Solutions Group teams prioritize making an impact on the communities they serve.



Cross Country Workforce Solutions Group

Cross Country Workforce Solutions Group (CCWSG) is a human resources, consulting and talent acquisition division focused on supporting PACE (Programs of All-Inclusive Care for the Elderly), FQHCs (Federally Qualified Health Centers), CHC (Community Health Centers), and other state healthcare plans throughout the U.S., servicing also veteran hospitals, assisted living facilities and rehab centers.



Our mission is to provide community directed, culturally and linguistically competent, and patient-centered care to vulnerable populations. CCWSG partners with organizations providing healthcare and personal care services to the elderly, helping them age and thrive in their homes and close to their families and loved ones.

A history of cooperation with PACE, FQHC and CHC programs translates into a holistic and tailored approach to service delivery. CCWSG is heavily invested in every step of the process, devoted to

positive participant outcomes and ensuring compliance with complex regulations and guidelines. From recruiting and matching professionals and caregivers to meet their participants' ever-changing needs, all through assessing and communicating those needs, conducting compliance audits, scheduling and training staff, and reporting on visits and services in real-time.

CCWSG was founded more than twenty years ago as Workforce Solutions Group by current President Pamela Jung and acquired by Cross Country in 2021.

She was motivated to create CCWSG by her own concerns around the quality of care her own aging family members were receiving and determined that there was a better way to deliver the equitable access to healthcare this population deserves.

CCWSG not only caters to underserved geographical locations but also provides services in multiple languages including Arabic, Mandarin, Portuguese, French Creole and Spanish. Representing diverse backgrounds, with many fluent in multiple languages,

our team of professionals and caregivers provide solutions to guarantee participants receive the coordinated care they require, at ease, in their mother tongue.

In turn, CCWSG creates flexible job opportunities, allowing access to decent and fair employment opportunities, training, and education. In 2023, CCWSG offered scholarships to caregivers looking to further their education and enhance their job prospects by training to be CNAs and PCAs.



“We believe that everyone should have access to quality healthcare, and we are focused on bridging the gap between underserved communities and quality staff. The word ‘Connection’ is inherent in our mission because our whole reason for what we do is to keep people in their communities where they thrive. We believe in our mission.”

Pamela Jung
Founder



Cross Country Education (CCE)

Cross Country Education partners with schools and educational organizations with a critical goal: student success. The division identifies highly qualified educational and healthcare professionals to meet needs for substitute teachers, instructional assistants, special education providers and consultants, virtual education services providers, and school-based healthcare staff.

CCE has built its expertise by partnering with a broad clientele and student base, collaborating with school districts, local education agencies (LEAs), county offices of education, charter management organizations, single charters, non-public schools, private schools, and juvenile centers with needs from pre-kindergarten through 12th grade, as well as transition-aged youth.

CCE understands that the struggles of education facilities are unique to them. Rather than tender generic solutions, it is keen to partner with its clients to offer targeted consultative services. This allows for the development of a tailored plan to facilitate candidate sourcing and vetting, orientation, and annual training, managing leave of absence requests, payroll, insurance, benefits, worker's compensation and verification of employment.

Distinctive to this team is the fact it is led by educators for educators, and well aware of the priorities of the profession and the complex burdens of education leaders and administrators.

Our mission doesn't end at addressing fundamental staffing needs. The CCE team is heavily invested in researching, creating awareness and offering meaningful tools and alternatives to address challenges in the education arena, such as: teacher shortage; teacher engagement; retention and development; student absenteeism; special education framework and compliance; and responding to student health concerns.

Solutions to target teacher shortage include travel positions, permanent placements and a 'future teacher program' that nurtures the next generation of teachers, helping individuals progress from aides to teachers. In addition, the Selected offering is an affordable and accessible proprietary online teacher hiring platform that enables institutions to access a pool of over 40,000 pre-screened candidates, post jobs and reach out to candidates at ease.

CCE is passionate about extending advancement opportunities to teachers and special education providers. The team provides coaching and training on a variety of areas including Special Education and Development Offerings, positive behavioral supports for all students, strategies to support struggling students, culturally responsive teaching, identifying emergencies concerning anaphylaxis, asthma, diabetes, and seizures.



“We are educator-led. We not only serve the schools, but we also serve students, and by serving students, we are serving families and communities.”

Kelly Hourigan,
Vice President, Education



Managing Environmental Risks & Impacts

Positively impacting the lives of others begins with being a good steward of the environment. At Cross Country, we believe that a safe and sustainable environment is vital to achieving our goals inspiring us to continue to work toward managing our resources for the benefit of our employees, our Company, and the world.



Climate risks are having tangible impacts across the globe, including negative impacts on public health. We take this threat seriously and intend to do our part to mitigate it for the health of our business, our planet and our communities.

The full Board has oversight of our critical ESG issues and has delegated environmental and climate risk oversight to the Audit Committee.

Currently, we focus on energy management in our facilities and resilience strategies in our operations through business continuity plans.

We evaluate and manage the evolving physical and transition risks from climate risk as part of our enterprise risk management process and business continuity plans.

WASTE, WATER, AND ENERGY EFFICIENCY

In 2023, Cross Country:

- Reduced both water and electric usage year over year from 2022 to 2023
- Recycled an estimated 13,603 lbs of electronic waste through a certified third-party vendor
- Reduced unnecessary printing by utilizing digital document signing platform

- Purchased 100% recycled printing paper and cartons
- Recycled and donated furnishings to the extent feasible
- Achieved shredded paper metrics of 3.16 US Short Tons according to data provided by our third-party vendor

ENVIRONMENTAL PROGRAM GOALS

Our environmental sustainability program has the following objectives:



Monitor salient risks that our business activities and partnerships pose to the environment



Anticipate and mitigate climate and natural disaster impact on our physical assets and operations to ensure business continuity including setting up alternative facilities when required



Explore opportunities to build environmental responsibility into our operations



Instill a culture of environmental respect across our organization, raising awareness of opportunities to reduce environmental impacts within and beyond the workplace

PARTNERING FOR A CLEANER ENVIRONMENT

In 2023, Cross Country partnered with American Rivers to combat river pollution and promote clean water for our communities. Alongside financial contributions, we collaborated with American Rivers and another non-profit local to our corporate office, Boca Save Our Beaches, to organize an employee beach clean-up event. Additionally, we hosted a Company-wide virtual education program with American Rivers, providing crucial insights on their mission and ways our employees contribute in their own communities nationwide.



Appendices



Statement of use Cross Country Healthcare has reported the information cited in this GRI content index for the period January 1 through December 31, 2023, with reference to the 2021 GRI Standards.

GRI STANDARD	DISCLOSURE	LOCATION
GRI 2: GENERAL DISCLOSURES 2021	2-1 Organizational details	<p>Name of the organization: Cross Country Healthcare, Inc. (Cross Country), the Company, we, us, and our</p> <p>Ownership and legal form: Cross Country was incorporated in 1986</p> <p>Location of headquarters: Boca Raton, Florida, USA</p> <p>Location of operations: United States of America</p>
	2-2 Entities included in the organization’s sustainability reporting	<u>Annual Report on Form 10-K for fiscal year ended December 31, 2023 (2023 Form 10-K)</u>
	2-3 Reporting period, frequency and contact point	<p>Reporting period: January 1 to December 31, 2023</p> <p>Reporting cycle: Annually</p> <p>Sustainability reporting and financial reporting align.</p> <p>Publication date of report: September 2024</p> <p>Contact point for questions regarding the report: csr@crosscountryhealthcare.com</p>
	2-4 Restatements of information	None
	2-5 External assurance	None



GRI STANDARD	DISCLOSURE	LOCATION
GRI 2: GENERAL DISCLOSURES 2021 CONT'D	2-6 Activities, value chain and other business relationships	<p><i>2023 Sustainability Report: Who We Are at Cross Country, page 7</i></p> <p><i>2023 Form 10-K: Item 1. Business — Overview of Our Company, pages 1-3; Our Business Model, pages 3-5; Services, pages 5-6; Our Industry, page 6; Our Geographic Markets and Customer Base, page 6</i></p> <p><i>Supplier Diversity Policy: 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.</i></p>
	2-7 Employees	<p>Data is compiled through our secure human capital management platform. Figures are reported based on head count as of December 31, 2023, the end of the reporting period.</p> <p>Cross Country’s workforce is comprised of both corporate employees as well as field employees (including healthcare professionals, educators and home health care aides).</p> <p><i>2023 Sustainability Report: Who We Are at Cross Country, page 7; Committed to Caring for Our Workforce, page 24</i></p> <p><i>2023 Form 10-K: Human Capital Management, pages 9-10</i></p>
	2-8 Workers who are not employees	<p>N/A</p>
	2-9 Governance structure and composition	<p><i>2023 Sustainability Report: Leadership for Sustainable Growth, page 14 Advancing Corporate Governance & Oversight, page 13</i></p> <p><i>2023 Definitive Proxy Statement on Schedule 14A (2023 Proxy Statement): Who we are, page 2; Our Skills, experiences and attributes, page 9; How we are selected, elected and serve, page 13; How we govern and are governed, pages 15-21</i></p> <p><i>Committee Charters</i></p> <p><i>Governance Guidelines: 1. Role of the Board of Directors and Management, page 1; 9. Other Boards and Committees, pages 2-3; 10. Director Independence, page 3</i></p>



GRI STANDARD	DISCLOSURE	LOCATION
GRI 2: GENERAL DISCLOSURES 2021 CONT'D	2-10 Nomination and selection of the highest governance body	<i>2023 Proxy Statement: Our skills, experiences and attributes page 9; How we are selected, elected, and serve page 13</i> <i>Governance Guidelines: 3. Selection of Board Members, page 1; 4. Board Membership Criteria and Diversity, pages 1-2</i>
	2-11 Chair of the highest governance body	Kevin C. Clark has served as non-executive Chairman of the Board since April 2023. Prior to that, he served as the Company’s President, Chief Executive Officer, and a director of the Company’s Board from January 2019. <i>2023 Proxy Statement: Our Board of directors page 2; How we govern and are governed, page 15</i>
	2-12 Role of the highest governance body in overseeing the management of impacts	<i>2023 Sustainability Report: Advancing Corporate Governance & Oversight, page 13</i>
	2-13 Delegation of responsibility for managing impacts	<i>2023 Form 10-K: Corporate Social Responsibility, pages 8-9</i> <i>2023 Sustainability Report: Advancing Corporate Governance & Oversight, page 13</i>
	2-14 Role of the highest governance body in sustainability reporting	<i>2023 Sustainability Report: Our ESG Commitments and Priority Topics, page 10; Advancing Corporate Governance & Oversight, page 13</i>
	2-15 Conflicts of interest	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 Securities and Exchange Commission. 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. <i>2023 Form 10-K: Notes to Consolidated Financial Statements — Note 16. Related Party Transactions, pages F-42-F-43</i> <i>2023 Proxy Statement: Related Party Transactions, page 33</i> <i>Code of Ethics</i> <i>Code of Conduct and Business Ethics Policy</i>



GRI STANDARD	DISCLOSURE	LOCATION
GRI 2: GENERAL DISCLOSURES 2021 CONT'D	2-16 Communication of critical concerns	<p>No critical concerns.</p> <p>The Company has a formal stockholder 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 crosscountryhealthcare.com. 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.</p> <p><i>2023 Sustainability Report: Advancing Corporate Governance & Oversight, page 13</i></p>
	2-17 Collective knowledge of the highest governance body	<p>Consultants, auditors and lawyers present to the Board of Directors to keep them informed of sustainable development.</p> <p><i>Governance Guideline: 22. Director Orientation and Continuing Education, page 6</i></p>
	2-18 Evaluation of the performance of the highest governance body	<p>Self-evaluations are conducted annually.</p> <p>Board refreshment to update skillset and knowledge was conducted in 2021-2023.</p> <p><i>Governance Guidelines: 18, page 4 - The Governance and Nominating Committee is responsible for conducting an annual evaluation of the performance of the Board and each of its members. Evaluation results are reported to the Board.</i></p>
	2-19 Remuneration policies	<p>Certain senior executives have objectives in relation to the management of the organization’s impacts on the economy, environment and people. Their performance on said objectives has an impact on their remuneration.</p> <p><i>2023 Proxy Statement: 2023 Director Compensation Table, page 24; Compensation Discussion and Analysis, page 39</i></p> <p><i>Governance Guidelines: 16. Annual Compensation Review of CEO and Senior Management, page 5</i></p>
	2-20 Process to determine remuneration	<p>Independent directors of Cross Country 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.</p> <p>Each year, the Company conducts “say-on-pay” vote, such that stockholders vote to approve, on non-binding, advisory basis, the compensation of the Company’s named executive officers. The say-on-pay vote conducted at the Company’s 2024 Annual Meeting of Stockholders, was approved by 94.7% of all shares then entitled to vote.</p> <p><i>2023 Proxy Statement: How you can communicate with us, page 21; 2023 Director Compensation Table, page 24; Compensation Philosophy and Objectives, page 40; Compensation Discussion and Analysis, page 40; Determination of Compensation, page 43; Consideration of Stockholder Advisory Vote, page 43</i></p>
	2-21 Annual total compensation ratio	<p><i>2023 Proxy Statement: CEO Pay Ratio, page 65</i></p>



GRI STANDARD	DISCLOSURE	LOCATION
GRI 2: GENERAL DISCLOSURES 2021 CONT'D	2-22 Statement on sustainable development strategy	<i>2023 Sustainability Report: A Letter from Our CEO, page 3</i>
	2-23 Policy commitments	<p>Cross Country has adopted a Code of Conduct and Business Ethics Policy, and Code of Ethics which provide guidance to employees, independent contractors, and vendors. This framework is aligned with Cross Country’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.</p> <p>Cross Country adopted a Human Rights and Labor Rights Policy, which is guided by the International Labour Organization Declaration on Fundamental Principles.</p> <p>The Code of Conduct and Business Ethics Policy was approved by the Board of Directors, other policies are approved by senior management.</p> <p><i>2023 Sustainability Report: Advancing Corporate Governance & Oversight, page 13; Cybersecurity, page 17; Business Continuity, page 20</i></p> <p><i>2023 Proxy Statement: How we govern and are governed page 15</i></p> <p><i>Governance Guidelines: 19. Ethics and Conflict of Interest, page 5</i></p> <p><i>Code of Ethics</i></p> <p><i>Code of Conduct and Business Ethics Policy</i></p> <p><i>Antitrust Compliance Policy</i></p> <p><i>Securities Compliance Policy</i></p> <p><i>Information Security Program</i></p> <p><i>Equal Employment Opportunity Statement</i></p>



GRI STANDARD	DISCLOSURE	LOCATION
GRI 2: GENERAL DISCLOSURES 2021 CONT'D		<p>Cross Country’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 semiannually 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 has established an emergency alert hotline to keep employees updated as to the status of business during a crisis situation. The Company undergoes a comprehensive risk assessment annually and, as necessary, throughout the year. Risk factors are disclosed in the Cross Country 2023 Form 10-K.</p>
	2-24 Embedding policy commitments	<p><i>2023 Sustainability Report: Risk Identification and Mitigation, page 15; Advancing Corporate Governance & Oversight, page 13; Cybersecurity, page 17; Human Rights, page 16</i></p> <p><i>Code of Ethics</i></p> <p><i>Code of Conduct and Business Ethics Policy</i></p> <p><i>Antitrust Compliance Policy</i></p> <p><i>Securities Compliance Policy</i></p> <p><i>Information Security Program</i></p> <p><i>Equal Employment Opportunity Statement</i></p> <p><i>Human Rights and Labor Rights Policy</i></p> <p><i>Supplier Diversity Policy</i></p>



GRI STANDARD	DISCLOSURE	LOCATION
GRI 2: GENERAL DISCLOSURES 2021 CONT'D	2-25 Processes to remediate negative impacts	<p>2023 Sustainability Report: Advancing Corporate Governance & Oversight, page 13</p> <p><i>Code of Ethics</i></p> <p><i>Code of Conduct and Business Ethics Policy</i></p> <p><i>Antitrust Compliance Policy</i></p> <p><i>Securities Compliance Policy</i></p> <p><i>Equal Employment Opportunity Statement</i></p> <p><i>Human Rights and Labor Rights Policy</i></p>
	2-26 Mechanisms for seeking advice and raising concerns	<p>Cross Country’s Code of Conduct and Business Ethics Policy outlines reporting procedures regarding concerns about ethics and other matters. Cross Country 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> <p>2023 Sustainability Report: Advancing Corporate Governance & Oversight, page 13</p> <p><i>Code of Ethics</i></p> <p><i>Code of Conduct and Business Ethics Policy</i></p> <p><i>Antitrust Compliance Policy</i></p> <p><i>Securities Compliance Policy</i></p> <p><i>Equal Employment Opportunity Statement</i></p> <p><i>Human Rights and Labor Rights Policy</i></p>
	2-27 Compliance with laws and regulations	<p>There were no significant instances of non-compliance with laws and regulations within the reported period.</p>



GRI STANDARD	DISCLOSURE	LOCATION
GRI 2: GENERAL DISCLOSURES 2021 CONT'D	2-28 Membership associations	Alzheimer’s Association American Heart Association American Medical Women’s Association American Red Cross American Rivers Breast Cancer Research Foundation Caridad Center Conservation Florida Florida Diversity Council Florida Hospital Association Leukemia & Lymphoma Society Mission 22 National Black Nurses Association
	2-29 Approach to stakeholder engagement	Stockholders (including institutional investors and analysts): Investor relations website, Investor Relations Liaison, Investor Relations Outreach Program, Stockholder’s presentations, roadshows, one-on-one meetings. External auditors: regular communications and auditors attend quarterly Audit Committee meetings. Employees: surveys, annual evaluations, stay and exit interviews, employee resource groups. Employees on assignments: Recruiter and Clinical liaison communications, COVID & Health & Wellness hotline, surveys. <i>2023 Sustainability Report: Our ESG Commitments and Priority Topics, page 10</i> <i>2023 Proxy Statement: How you can communicate with us, page 21</i>
	2-30 Collective bargaining agreements	There are no collective bargaining agreements.



GRI STANDARD	DISCLOSURE	LOCATION
GRI 3: MATERIAL TOPICS 2021	3-1 Process to determine material topics	<i>2023 Sustainability Report: Our ESG Commitments and Priority Topics, page 10; Risk Identification and Mitigation, page 15</i>
	3-2 List of material topics	<i>2023 Sustainability Report: Our ESG Commitments and Priority Topics, page 10; Risk Identification and Mitigation, page 15</i>
	3-3 Management of material topics	<i>2023 Sustainability Report: Risk Identification and Mitigation, page 15; Advancing Corporate Governance & Oversight, page 13; Creating Better Opportunities for All, page 23; Managing Environmental Risks & Impacts, page 44 2023 Form 10-K: Corporate Social Responsibility, pages 8-9; Human Capital Management, pages 9-10 2023 Proxy Statement: How we govern and are governed, page 15, Risk Oversight, pages 19-20 Code of Ethics Code of Conduct and Business Ethics Policy Antitrust Compliance Policy Securities Compliance Policy Information Security Program Equal Employment Opportunity Statement Human Rights and Labor Rights Policy Supplier Diversity Policy</i>



GRI STANDARD	DISCLOSURE	LOCATION
GRI 201: ECONOMIC PERFORMANCE 2016		<p>2023 Sustainability Report: Who We Are at Cross Country, page 7; Connecting Across a Lifetime of Care, page 8</p> <p>2023 Form 10-K: Item 1A. Risk Factors, page 11-21</p>
GRI 202: MARKET PRESENCE 2016		<p>Cross Country and its subsidiaries review compensation packages across the enterprise on a regular basis to make sure they are competitive and fair. Cross Country strives to comply with minimum wage rules applicable to its corporate and field workforce.</p>
GRI 203: INDIRECT ECONOMIC IMPACTS 2016		<p>In 2023, the Company continued to enhance its digital ecosystem by delivering key technology drivers designed to create a frictionless experience within its tech-enabled platform, which will help accelerate growth in both revenue and profitability. The Company launched its first proprietary Vendor Management System (VMS), Intellify™. This best-in-class, cloud-based talent management platform automates the processes to find, schedule, and manage healthcare staff. Intellify™ provides users with valuable and meaningful data to make informed hiring decisions, allowing control of staffing via one centralized platform. Work processes are streamlined, and efficiencies are gained, saving time and resources, and ultimately, eliminating our reliance on third party systems to manage valued MSP clients.</p> <p>Further enhancements to the user experience, including improved features and functionality, were made to Marketplace, a proprietary mobile on-demand staffing platform and Xperience, a web-based candidate portal, both of which allow our healthcare professionals to start, search and manage their careers and an enhanced Cross Country website was launched.</p> <p>As a leading provider of total talent management services throughout the United States, Cross Country placed providers (e.g., nurses, allied professionals, and educators) 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.</p>
GRI 205: ANTI-CORRUPTION 2016	205-1 Operations assessed for risks related to corruption	<p>Cross Country 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.</p> <p>The Board of Directors in full receives business ethics training.</p> <p>Cross Country communicates its Code of Conduct and Business Ethics Policy to its corporate and field employees. Cross Country’s Code of Conduct and Business Ethics Policy contains provisions applicable to its vendors and business partners. Cross Country strives to communicate the policies to all vendors and business partners.</p> <p>Cross Country has had no confirmed incidents of anti-corruption or actions taken in 2023.</p>



GRI STANDARD	DISCLOSURE	LOCATION
GRI 206: ANTI-COMPETITIVE BEHAVIOR 2016		2023 Sustainability Report: Advancing Corporate Governance & Oversight, page 13
GRI 302: ENERGY 2016		Cross Country’s energy consumption at its Florida headquarters is in the form of electricity only, a non-renewable resource. Cross Country does not sell electricity, heating, cooling, or steam. Based on data provided by its property manager, in 2023 Cross Country consumed approximately 659,520 kWh of energy (electricity only) at its Florida headquarters, a reduction of 149,520 kWh from 2022.
GRI 302: WATER AND EFFLUENTS 2018		In 2023, Cross Country consumed approximately 72,700 gallons of water in its headquarters in Florida, based on information provided by its property manager. 2023 Sustainability Report: Managing Environmental Risks & Impacts, page 44 ; Waste, Water and Energy Efficiency, page 45
GRI 306: WASTE 2020		According to our third-party paper recycling vendor, approximately 3.16 US short tons of paper were shredded and recycled in 2023. Reporting from our third party provider advised that our K-cup coffee pod recycling program diverted 1,400 pods from landfill, with 42 pounds of material converted to compost and 14 pounds of material converted to recycled products.
GRI 401: EMPLOYMENT 2016		Based on self-identification data, new hires in 2023 consisted of 70% female, 30% male and 55% ethnically/racially diverse individuals. All full-time corporate employees are entitled to parental leave after 90 days of employment. A total of 62 employees took parental leave in 2023, including 53 females and 9 males. At the end of 2023, 22 employees were still on leave, 32 females and 8 male returned to work. The remaining 12 females and 1 male terminated their employment. For 2023, total return to work retention rate was 81%. 2023 Sustainability Report: 2023 Environmental, Social, and Governance (ESG) Highlights, page 4 , Committed to Caring for Our Workforce, page 24 ; Connecting Employees with Training, Development, and Growth Opportunities, page 29 2023 Sustainability Report: Committed to Caring for Our Workforce, page 24 ; Caring for Employees Through Benefits, page 26 ; Connecting Our Employees with Better Health and Wellness, page 27 2023 Form 10-K : Human Capital Management, pages 9-10; Notes to Consolidated Financial Statements — Note 11. Employee Benefit Plans, page F-32



GRI STANDARD	DISCLOSURE	LOCATION
<p>GRI 403: OCCUPATIONAL HEALTH AND SAFETY 2018</p>		<p>Workers on assignment at a third party location are provided with a Clinical Manager or other representative who act as liaisons between the worker and the workplace, and to whom they report any conditions they believe could cause injury or ill health. The Clinical Manager works with the workplace (client) to address and resolve any issues reported.</p> <p>Cross Country strives to provide a safe and healthy work environment. Vendors and contractors working on Cross Country 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 endeavors to abide 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. In addition, healthcare workers are required to complete pre-employment training on occupational hazards and safety.</p> <p>An Employment Terms & Conditions Booklet is delivered to field employees at the start of employment or at the beginning of each assignment. Details about Workers’ Compensation are enclosed. A risk management/workers’ compensation pamphlet is also sent to each field employees advising how to proceed in the event of an injury to themselves or one of their patients. This information is also available on our Cross Country brand websites. In 2023, field instruction pamphlets for a specific business line were translated to Spanish and Chinese to ensure they were accessible to candidates and field employees not speaking English as a first language.</p> <p>The Company shares safety materials and Employee Handbooks for both corporate and field employees. Each program targets key exposures related to work activities. Employee safety is detailed in these documents along with policies and procedures to assist with a smooth employee transition in various worksites. Hotlines and the Company’s various brand websites communicate Risk Management process relative to work injuries to assist employees with 24/7 contacts. Online worker’s compensation and risk training is also available to all employees.</p> <p>Return to work programs help reassimilate injured workers into light duty positions both offsite and for remote work to ease the transition back into the workforce. A dedicated Risk Management team with licensed claim adjusters help align Company safety goals with worker’s compensation insurers and support communication goals to employees about worker’s compensation benefits. This team also tracks loss data to identify trends to mitigate risks. An EAP (employee assistance program) is free and available to all employees to provide direct psychological support. The Company also has a Business Continuity Plan covering physical locations and healthcare staff. Alerts are sent across the state for any pending emergency situation (i.e. fires, hurricanes, floods, etc.).</p>



GRI STANDARD	DISCLOSURE	LOCATION
<p>GRI 403: OCCUPATIONAL HEALTH AND SAFETY 2018 cont'd</p>		<p>In 2023, Cross Country recorded 0 work-related injury fatalities and 497 total work injuries. The main types of work-related injuries are needlestick, exposure, contusion, sprain, strain.</p> <p><i>2023 Sustainability Report:</i> Committed to Caring for Our Workforce, page 24; Connecting Our Employees with Better Health and Wellness, page 27; Creating a Safe and Healthy Workplace, page 28</p> <p><i>2023 Form 10-K:</i> Human Capital Management, pages 9-10</p>
<p>GRI 404: TRAINING AND EDUCATION 2016</p>		<p>Cross Country utilized a learning management 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 an estimated 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> <p>Cross Country 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 2023, as Cross Country continued our Career Pathing Program launched to encourage upward mobility, employee development, top talent retention, and higher levels of employee engagement. All Cross Country corporate employees completed an annual performance review in 2023.</p> <p><i>2023 Sustainability Report:</i> Committed to Caring for Our Workforce, page 24; Corporate Workforce Hiring and Promotions, page 33</p> <p><i>2023 Form 10-K:</i> Human Capital Management, pages 9-10</p>
<p>GRI 405: DIVERSITY AND EQUAL OPPORTUNITY 2016</p>		<p>Cross Country tracks employee age metrics by generational group. As of December 31, 2023, our employee generational makeup was as follows:</p> <ul style="list-style-type: none"> Gen Z (1995-2012): 15% Millennials (1980-1994): 49% Gen X (1965-1979): 28% Baby Boomer (1946-1964): 8% <p><i>2023 Sustainability Report:</i> ESG Oversight, page 15 ; Board Composition, page 14; Committed to Caring for Our Workforce, page 24</p> <p><i>2023 Form 10-K:</i> Corporate Social Responsibility, pages 8-9; Human Capital Management, pages 9-10; Business Overview, pages 26-27</p> <p><i>2023 Proxy Statement:</i> Who we are, page 2; Board skills, tenure, and diversity page 10-12</p>



GRI STANDARD	DISCLOSURE	LOCATION
GRI 406: NON-DISCRIMINATION 2016		Cross Country had zero reports of systemic workforce discrimination in 2023.
GRI 408: CHILD LABOR 2016		Cross Country does not hire employees under the age of 18.
GRI 409: FORCED OR COMPULSORY LABOR 2016		Cross Country adopted a <i>Human Rights and Labor Rights Policy</i> , which has a zero tolerance policy for forced labor or human trafficking for the Company as well as its vendors.
GRI 413: LOCAL COMMUNITIES 2016		<i>2023 Sustainability Report: Community Engagement and Partnerships</i> , page 36
GRI 415: PUBLIC POLICY 2016		In 2023, Cross Country did not make political contributions or provide things of value to any political candidate, political party, party official, or campaign. Cross Country does not contribute to any Political Action Committees.



GRI STANDARD	DISCLOSURE	LOCATION
<p>GRI 416: CUSTOMER HEALTH AND SAFETY 2016</p>		<p>Cross Country’s mission is to deliver quality patient care to healthcare and other 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, Cross Country adheres to any specific employment and credentialing requirement mandated by its clients.</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 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>GRI 418: CUSTOMER PRIVACY 2016</p>		<p>In 2023, Cross Country registered no data or privacy breaches that triggered disclosure under federal law and no substantiated complaints regarding breaches of customer privacy or data.</p>



INDUSTRY: PROFESSIONAL & COMMERCIAL SERVICES

TABLE 1. SUSTAINABILITY DISCLOSURE TOPICS & ACCOUNTING METRICS

TOPIC	ACCOUNTING METRIC	CATEGORY	UNIT OF MEASURE	CODE	RESPONSE OR LOCATION
DATA SECURITY	Description of approach to identifying and addressing data security risks	Discussion and Analysis	n/a	SV-PS-230a.1	<i>2023 Sustainability Report: Cybersecurity, page 17</i>
	Description of policies and practices relating to collection, usage, and retention of customer information	Discussion and Analysis	n/a	SV-PS-230a.2	<i>2023 Sustainability Report: Cybersecurity, page 17</i>
	(1) Number of data breaches, (2) percentage involving customers' confidential business information (CBI) or personally identifiable information (PII), (3) number of customers affected	Quantitative	Number, Percentage (%)	SV-PS-230a.3	In 2023, Cross Country registered no cybersecurity or data privacy breaches that triggered disclosure under federal law and no substantiated complaints regarding breaches of customer privacy or data.
WORKFORCE DIVERSITY & ENGAGEMENT	Percentage of gender and racial/ethnic group representation for (1) executive management and (2) all other employees	Quantitative	Percentage (%)	SV-PS-330a.1	<i>2023 Sustainability Report: Committed to Caring for Our Workforce, page 24</i> <i>2023 Proxy Statement: Board skills, tenure, and diversity pages 10-12</i>
	(1) Voluntary and (2) involuntary turnover rate for employees	Quantitative	Rate	SV-PS-330a.2	Cross Country turnover (attrition) rate for 2023 was 23.7%, 55.6% of terminations were involuntary, while 44.4% were voluntary.
	Employee engagement as a percentage	Quantitative	Percentage (%)	SV-PS-330a.3	<i>2023 Sustainability Report: Connecting Employees with Training, Development, and Growth Opportunities, page 29</i>



TOPIC	ACCOUNTING METRIC	CATEGORY	UNIT OF MEASURE	CODE	RESPONSE OR LOCATION
PROFESSIONAL INTEGRITY	Description of approach to ensuring professional integrity	Discussion and Analysis	n/a	SV-PS-510a.1	<p>Cross Country has adopted a Code of Conduct and Business Ethics Policy, and Code of Ethics which provide guidance to corporate and field employees, independent contractors, and vendors. This framework is aligned with Cross Country’s core values, to strive 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.</p> <p><i>2023 Sustainability Report: Ethics and Business Conduct, Human Rights and Supply Chain Management, page 16; Cybersecurity, page 17</i></p> <p><i>2023 Proxy Statement</i></p> <p><i>Governance Guidelines</i></p> <p><i>Code of Ethics</i></p> <p><i>Code of Conduct and Business Ethics Policy</i></p> <p><i>Audit Committee Charter</i></p> <p><i>Governance and Nominating Committee Charter</i></p> <p><i>Compensation Committee</i></p> <p><i>Charter Antitrust Compliance</i></p> <p><i>Policy Securities Compliance Policy</i></p> <p><i>Information Security Program</i></p> <p><i>Management Equal Employment Opportunity Statement</i></p> <p><i>Human Rights and Labor Rights Policy</i></p>



TOPIC	ACCOUNTING METRIC	CATEGORY	UNIT OF MEASURE	CODE	RESPONSE OR LOCATION
PPROFESSIONAL INTEGRITY cont'd					<i>Environmental, Health and Safety Policy</i> <i>Supplier Diversity Policy</i> <i>Social Media Policy</i> <i>Corporate Media Policy</i>
PROFESSIONAL INTEGRITY cont'd	Total amount of monetary losses as a result of legal proceedings associated with professional integrity	Quantitative	Reporting currency	SV-PS-510a.2	Cross Country has had no confirmed incidents of anti-corruption in 2023

TABLE 2. ACTIVITY METRICS

ACTIVITY METRIC	CATEGORY	UNIT OF MEASURE	CODE	RESPONSE OR LOCATION
Number of employees by: (1) full-time and part-time, (2) temporary, and (3) contract	Quantitative	Number	SV-PS-000.A	Committed to Caring for Our Workforce, page 24
Employee hours worked, percentage billable	Quantitative	Hours, Percentage (%)	SV-PS-000.B	Cross Country does not report on this metric.





CROSS COUNTRY HEALTHCARE

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