

DIVERSITY, EQUITY, INCLUSION & BELONGING



Quest Behavioral Healthcare

GLOBAL POLICY

Quest Behavioral Healthcare excels when colleagues can be themselves at work, develop their skills, and contribute, regardless of who they are, their background, where they work, or their team.

Our Diversity and Inclusion Policy is built on a foundation of equality and anti-discrimination laws. It outlines our commitment to following legal requirements and our goal to demonstrate the best practices in this regard.



KEY PRINCIPLES

Each member of Quest Behavioral Healthcare is tasked with nurturing a culture of equality, dignity, inclusiveness, and respect.

- ✓ All colleagues are expected to adhere to our Diversity and Inclusion policy.
- ✓ Extend support to fellow colleagues, regardless of characteristics such as race, age, gender, disability, etc.
- ✓ Grasp and assist in fulfilling legal obligations while actively preventing discrimination, bullying, or harassment.
- ✓ Report any instances of discrimination promptly to HR or supervisors, whether witnessed or experienced.
- ✓ Implement industry-leading recruitment and employment practices to access a diverse pool of talent.
- ✓ Ensure that clients and stakeholders are well-informed about this policy and their legal responsibilities.



POLICY STATEMENT

At Quest Behavioral Healthcare, we acknowledge the essential role that every Colleague plays in shaping and advancing our healthcare services. This includes our dedicated network of healthcare providers, which comprises Nurse Practitioners, Psychiatrists, Addictionologists, and Physician Assistants experienced in managing psychotropic medications. We are committed to providing high-quality care to individuals facing mental illness and co-occurring disorders, empowering them to attain and sustain optimal mental health.

In line with our mission, Quest Behavioral Healthcare is devoted to:

Cultivating a workplace environment that is both welcoming and stimulating, offering enjoyment and rewards. We aim to strike a balance between personal freedom and opportunities for active participation, idea sharing, and collaboration.

Attracting and retaining a diverse range of talent. We deeply appreciate the value that diverse skills and experiences bring to our organization. This diversity is not only essential for our business success but also the right way to operate.

Upholding our guiding principles, which emphasize the synergy of skills and talents, collaboration across all fronts, and the open embrace of ideas from various sources. This approach broadens perspectives, fuels innovation, and ensures our thinking remains current.

These principles should guide every aspect of Quest Behavioral Healthcare's operations, encompassing colleague recruitment, development, promotion, and retention. Additionally, they underpin our commitment to the ongoing integration of our medical model, which addresses both physical and mental health in our client treatment approach, reflecting our dedication to comprehensive care.

CONTEXT

Our Diversity and Inclusion Policy and the associated procedures aim to establish a fully inclusive work environment where unfair and unlawful discrimination, which hinders equality, diversity, and inclusion, is eliminated.

Diversity refers to any factor that distinguishes one individual from another. It encompasses various dimensions that make people unique.

Inclusion involves actively engaging all colleagues by embracing their ideas, knowledge, perspectives, approaches, and styles. This approach enhances Quest Behavioral Healthcare's ability to provide high-quality client care. It means considering diverse viewpoints and opinions in important decisions and fostering a culture that appreciates our differences.

It's essential for colleagues to understand that bullying and harassment may not always be evident to others. They can be subtle, ongoing, or isolated incidents. Regardless of the form they take, Quest Behavioral Healthcare strongly condemns such behavior and maintains a zero-tolerance policy for it.

IMPLEMENTATION OF THE POLICY

Colleagues and potential colleagues should have confidence that their career-related decisions and interactions are solely based on relevant qualifications and abilities. This applies regardless of characteristics such as race/ethnicity, age, disability, gender, gender reassignment, gender identity or expression, marital status, sexual orientation, religion/belief, pregnancy/maternity, or any other characteristics protected by law.

These principles extend to all aspects of employment policies and practices, including but not limited to:

- ✓ Recruitment and hiring
- ✓ Employment terms and conditions
- ✓ Workplace environment
- ✓ Training and professional development
- ✓ Advancement and career growth
- ✓ Flexible work arrangements
- ✓ Disciplinary matters and grievance procedures
- ✓ Performance management

RESPONSIBILITY

Every colleague carries the duty of putting this policy into action. Each of us must contribute to creating a comfortable workplace, one that is free from discrimination, harassment, and bullying. In this environment, every colleague is treated with dignity and respect.

It is our responsibility to think about how our behavior affects others and to consider the consequences of our actions. We should always show consideration and professionalism towards each other and be mindful of how our words and actions can impact our colleagues.

Each colleague must actively promote practices that are fair and do not discriminate, and they should speak up against any behavior that goes against this policy.

Managers and Management Teams are responsible for:

- ✓ Ensuring that all colleagues are fully informed about the diversity and inclusion policy.
- ✓ Making sure that all procedures are applied consistently and fairly to all colleagues.
- ✓ Recognizing diversity and inclusion as integral components of Quest Behavioral Healthcare processes.

There is also an obligation to ensure that clients and stakeholders are aware of this Policy and adhere to it as applicable.

REPORT AND RECORD

Any colleague who believes they have experienced or observed discrimination, bullying, or harassment should promptly contact their reporting manager, HR, or confidentially report the incident to the company's President.

Quest Behavioral Healthcare is dedicated to creating an environment where colleagues feel secure when raising concerns or seeking assistance.

If any of us notices or suspects something that seems improper, unethical, or inappropriate, it is our collective responsibility to voice those concerns. Initially, please discuss your concerns with:

- Your reporting manager
- The HR

If you feel more comfortable speaking to someone else, you have the option to confidentially report your concerns to the company's President, Karl Rajani.

ZERO RETALIATION

Quest Behavioral Healthcare, we firmly prohibit any kind of retaliation against individuals who voice concerns or report what they sincerely believe to be improper, unethical, or inappropriate conduct. We are dedicated to handling all reports with the highest level of confidentiality to the extent feasible.

POLICY GOVERNANCE



Policy Owner: HR/ Karl Rajani

Applicable: This policy is mandatory for all colleagues, stakeholders and those with access to Quest Behavioral Healthcare systems

Classification: Internal Policy

Last updated: September 2023