



# Corporate Social Responsibility Report 2017 Update

The Innovator in Healthcare Workforce  
Solutions and Staffing Services



## A LETTER TO OUR STAKEHOLDERS



### Dear Stakeholders,

At AMN Healthcare, we believe that the way that we do business is critical to our success. We have a true commitment to making a positive impact for our clients, team members, healthcare professionals, and the communities where we live and work. We are pleased to provide our stakeholders with an update on our 2017 corporate social responsibility (CSR) performance. This CSR report highlights our community investments, diversity and inclusion programs, and corporate governance. We continue to receive high ratings for leadership in areas of corporate governance such as transparency and ethics.

We are proud that the market recognizes our accomplishments as well. In 2017, AMN Healthcare was named to the national Best and Brightest Companies to Work For® list, was ranked as #11 on the *Fortune 100* Fastest-Growing Companies list, and was recognized by *Becker's Hospital Review* as one of the 150 Top Places to Work in Healthcare. AMN Healthcare was also acknowledged for our work on diversity; we were listed as a Women's Forum of New York 2017 Corporate Champion for gender representation on a corporate board. These achievements speak to the true character of AMN Healthcare team members and our shared commitment to create a culture that delivers value to all of our stakeholders.

While this report looks back at our efforts for 2017, it is really a map to the future of AMN Healthcare. We know that our success relies upon our people, our core values, and the commitment each of us brings to our community.

We are excited to highlight some of our core CSR initiatives here, including:

- Our expanded commitment to diversity and inclusion programs, which we see as vital to making AMN Healthcare not only a great place to work, but also a market leader and innovator. We are committed to fostering and maintaining a diverse team that respects all voices and capitalizes on our

differing backgrounds, experiences, and perspectives. Our commitment extends to our supplier diversity program that includes a vendor base that reflects the communities and patients we serve.

- Our continued engagement of our valued team members. We recognize that it is important to our team members and us that we demonstrate social responsibility through community involvement, financial sponsorships, and volunteer programs. We are offering them additional avenues to make a difference in our communities through a new corporate gift-matching program and a new volunteer platform.

We are proud of what we have accomplished to date, and we look forward to setting and attaining new standards for community engagement and responsible corporate governance. Our companywide commitment to social responsibility will enable AMN Healthcare to build and develop the talented team we need to continue to lead and innovate for all of our stakeholders.

Warm Regards,

A handwritten signature in black ink that reads "Susan R. Salka". The signature is fluid and cursive.

**Susan R. Salka**  
President & Chief Executive Officer

## WORKFORCE DEMOGRAPHICS

Number of Employees

# 2,787



Women Empowerment



Led by a female CEO  
**57%** of Middle Managers  
**50%** of named Executive Officers  
**41%** of Director-level  
**25%** of Board of Directors

Ethnic Diversity

**33%** of workforce includes diverse team members as self-reported



## ETHICS & INTEGRITY

AMN team members are driven by six principles that guide decisions and behaviors in all of our relationships:

CUSTOMER  
**FOCUS**

**INNOVATION**

Continuous  
*Improvement*

**TRUST**

**PASSION**

Respect

## AWARDS



- Fastest Growing Companies (#11 of Fortune 100)
- Largest Healthcare Staffing Firm in the U.S. (Staffing Industry Analysts)
- 2017 Corporate Champion for gender representation on corporate board (Women's Forum of New York)

## GOVERNANCE

Strong and effective corporate governance is essential to our success.

Sound  
**FINANCIAL  
AND LEGAL  
COMPLIANCE**

Strong  
**ETHICAL  
CULTURE**

Commitment to  
**SOCIAL  
RESPONSIBILITY**



Ongoing  
**SHAREHOLDER  
ENGAGEMENT**  
Program

Comprehensive  
**ENTERPRISE RISK  
MANAGEMENT**  
Program

## COMMUNITY



**6,876**  
hours of paid volunteerism

**95**  
nonprofit  
organizations  
supported

**2,534**



people helped during our  
Guatemala Volunteer Medical  
& Community Mission in 2017

## EMPLOYEE BENEFITS



### Health Insurance

Medical, Prescription, Health and Flexible Savings Accounts, Dependent Care, Health & Wellness Initiatives, Dental, Vision, and Long and Short-Term Disability



### Retirement Programs

401k and Executive Deferred Compensation



### Tuition Reimbursement

\$73,000



### Leadership/Professional Development



### Paid Time Off

including Volunteer Time Off



### Adoption Assistance



### Life Insurance



### Training & Development

## TRAINING & EDUCATION

AMN Healthcare builds a culture of professional development



### Healthcare:

Leadership training at AMN Healthcare

### LEAD@

AMN Healthcare Leadership Development Program

### IGNITE!

Mentoring Program

## KEY TALENT



### Performance Success Plans and Individual Development Plans

are provided at least once a year to 100% of our team members

# Global Reporting Initiative (GRI)

## Content Index

GRI Code	Brief Requirement	Reference or Short Answer
<b>ORGANIZATIONAL PROFILE</b>		
<b>102-1</b>	<b>Name of the organization</b>	AMN Healthcare Services, Inc. (NYSE: AMN)
<b>102-2</b>	<b>Activities, brands, products, and services</b>	<a href="#">AMN Healthcare Network</a>
<b>102-3</b>	<b>Location of headquarters</b>	San Diego, CA & Dallas, TX
<b>102-4</b>	<b>Location of operations</b>	United States of America
<b>102-5</b>	<b>Ownership and legal form</b>	AMN Healthcare was incorporated in 1985
<b>102-6</b>	<b>Markets served</b>	<a href="#">2017 Annual Report</a> (Page 5)
<b>102-7</b>	<b>Scale of the organization</b>	<a href="#">2017 Annual Report</a> (Page 5)
<b>102-8</b>	<b>Information on team members and other workers</b>	2,787 team members AMN Healthcare is led by a female CEO, has a Board of Directors with 25% female representation, and more than 65% of the AMN Healthcare team is female. Additionally, 44% of VP-level and above roles are held by women, and 41% of Director-level and above roles are held by women. 33% of the overall organization includes diverse team members as self-reported.
<b>102-9</b>	<b>Supply chain</b>	AMN Healthcare engages a broad base of suppliers to provide the goods and services needed to operate the business. These include, but are not limited to, technology providers, real estate and facilities management providers, providers of office supplies, legal services, marketing services, and associate vendors to supply highly skilled clinical and non-clinical staff through our Managed Services Program. All vendors are expected to operate responsibly and ethically. <a href="#">AMN Healthcare Associate Vendor &amp; Supplier Diversity Program</a>
<b>102-10</b>	<b>Significant changes to the organization and its supply chain</b>	No changes
<b>102-11</b>	<b>Precautionary principle or approach</b>	AMN Healthcare documents and updates Business Continuity Plans every six months and undergoes a comprehensive tabletop risk assessment exercise every other year. All Risk Factors are disclosed in the <a href="#">AMN Healthcare 2017 Annual Report</a> (Page 7).

GRI Code	Brief Requirement	Reference or Short Answer
102-13	Membership of associations	<p>AMN Healthcare participates in a number of associations and organizations, including but not limited to:</p> <ul style="list-style-type: none"> <li>- Accreditation Council for Pharmacy Education</li> <li>- Alliance for Ethical International Recruitment Practices</li> <li>- American Academy of Nursing</li> <li>- American Association of International Healthcare Recruitment</li> <li>- American Hospital Association (AHA)</li> <li>- American Staffing Association (ASA)</li> <li>- BIOCOM</li> <li>- The Conference Board</li> <li>- Corporate Directors Forum</li> <li>- Corporate Executive Board</li> <li>- ERI Economic</li> <li>- Greater Omaha Chamber of Commerce</li> <li>- Healthcare Leadership Council (HLC)</li> <li>- Healthcare Financial Management Association (HFMA)</li> <li>- Maine Medical Association</li> <li>- Medical Group Management Association (MGMA)</li> <li>- National Association for Home Care &amp; Hospice (NAHC)</li> <li>- National Association of Locums Tenens Organizations (NALTO)</li> <li>- National Association of Travel Healthcare Organizations (NATHO)</li> <li>- National Minority Supplier Development</li> <li>- National Committee for Quality Assurance (NCQA)</li> <li>- Nebraska Hospital Association</li> <li>- National Rural Health Association (NRHA)</li> <li>- New Hampshire Hospital Association</li> <li>- Ohio Hospital Association</li> <li>- Rhode Island Hospital Association</li> <li>- San Diego Coastal Chamber of Commerce</li> <li>- San Diego Grantmakers</li> <li>- San Diego Organization of Healthcare Leaders (SOHL)</li> <li>- San Diego Regional Chamber of Commerce</li> <li>- Staffing Industry Analysts (SIA)</li> <li>- Texas Hospital Trustees</li> <li>- Vermont Association of Hospitals &amp; Health Systems</li> <li>- Wisconsin Hospital Association (WHA)</li> </ul>

GRI Code	Brief Requirement	Reference or Short Answer
STRATEGY & ANALYSIS		
102-14	Statement from the most senior decision-maker of the organization	<a href="#">CEO letter</a>
ETHICS & INTEGRITY		
102-16	Values, principles, standards, and norms of behavior	<a href="#">AMN Healthcare Code of Conduct</a> provides guidance to team members, vendors, and partners on the conduct of business according to the highest ethical standards and aligned to AMN Healthcare company values.
102-17	Mechanisms for advice and concerns about ethics	<a href="#">AMN Healthcare Code of Conduct</a> (Page 8)
GOVERNANCE		
102-18	Governance structure	<a href="#">AMN Healthcare Corporate Governance</a>
102-38	Annual total compensation ratio	Details on AMN Healthcare named executive officer compensation is provided in the <a href="#">2018 Proxy Statement</a> (Pages 31-33)
102-39	Percentage increase in annual total compensation ratio	A complete discussion and analysis of the AMN Healthcare compensation program is available in the <a href="#">2018 Proxy Statement</a> (Pages 28-49)
STAKEHOLDER ENGAGEMENT		
102-40	List of stakeholder groups	AMN Healthcare identified its most important stakeholders as team members, healthcare professionals, clients, shareholders, local communities, local and federal governments, media, and human rights watch groups.
102-41	Collective bargaining agreements	Due to the nature of their work, teams executing AMN Healthcare business strategy from office locations in the United States are not affiliated with or covered by collective bargaining agreements.
102-42	Identifying and selecting stakeholders	<a href="#">AMN Healthcare Biennial CSR Report</a> (Page 12)
102-43	Approach to stakeholder engagement	<a href="#">AMN Healthcare Biennial CSR Report</a> (Page 11)
102-44	Key topics and concerns raised	<a href="#">AMN Healthcare Biennial CSR Report</a> (Pages 13-14) <a href="#">2018 Proxy Statement</a> <a href="#">2017 Annual Report</a>

GRI Code	Brief Requirement	Reference or Short Answer
REPORTING PRACTICE		
102-45	Entities included in the consolidated financial statements	This report covers activities occurring from co-headquarter locations in San Diego, CA and Dallas, TX. However, team members, workforce data, governance, and other financial details are provided at the overall company level.
102-46	Defining report content and topic boundaries	<a href="#">AMN Healthcare 2018 Notice of Annual Meeting &amp; Proxy Statement</a> (Page 18) <a href="#">AMN Healthcare Biennial CSR Report</a> (Page 14)
102-47	List of material topics	<a href="#">AMN Healthcare 2018 Notice of Annual Meeting &amp; Proxy Statement</a> (Page 18) <a href="#">AMN Healthcare Biennial CSR Report</a> (Page 14)
102-48	Restatements of information	No restatements
102-49	Changes in reporting	Report covers activities from Calendar Year 2017
102-50	Reporting period	Calendar Year 2017
102-51	Date of most recent report	October 2016
102-52	Reporting cycle	Biennial to date, moving to annual with this report
102-53	Contact point for questions regarding the report	<a href="mailto:csr@amnhealthcare.com">csr@amnhealthcare.com</a>
102-54	Claims of reporting in accordance with the GRI Standards	This update is self-declared to be in accordance with the Global Reporting Initiative (GRI) reporting framework and standards.
102-56	External assurance	All financial data has been assured by external auditors - <a href="#">2017 Annual Report</a>
ECONOMIC PERFORMANCE		
201-1	Direct economic value generated and distributed	<a href="#">2017 Annual Report</a>
201-2	Financial implications and other risks and opportunities due to climate change	Climate change does not present significant risks or opportunities in the short-term. A full discussion of risks and opportunities is included in the <a href="#">AMN Healthcare 2017 Annual Report</a> (Pages 7-15).
201-4	Defined benefit plan obligations and other retirement plans	AMN Healthcare did not receive financial assistance from the government in 2017.

GRI Code	Brief Requirement	Reference or Short Answer
<b>INDIRECT ECONOMIC IMPACTS</b>		
203-2	Examples of significant identified indirect economic impacts of the organization, including positive and negative impacts	As the largest provider of healthcare workforce solutions and staffing in the United States, AMN Healthcare connected more than 9,000 health care professionals to jobs in the healthcare sector. Employment opportunities included nurses, allied and other clinical professions, executive and clinical leadership interim staff, and medical coding and case management professionals. <a href="#">2017 Annual Report</a>
<b>ANTI-CORRUPTION</b>		
205-2	Communication and training about anti-corruption policies and procedures	AMN Healthcare trains team members on anti-corruption policy annually.
<b>ANTI-COMPETITIVE BEHAVIOR</b>		
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	<a href="#">AMN Healthcare 2017 Annual Report</a> (Page 15)
<b>ENERGY</b>		
302-1	Energy consumption within the organization	AMN Healthcare grew rapidly since the organization's last year of reporting, adding both office space and more than doubling in number of team members working at the organization. In 2017, AMN Healthcare offices in San Diego, CA and Dallas, TX consumed an estimated 38,121,720 kWh of electricity.
302-3	Energy intensity	In 2017, AMN Healthcare measured energy intensity for the Dallas, TX and San Diego, CA offices as 133.96 (calculated as energy intensity over square feet of office space).
302-4	Reduction of energy consumption	In previous reporting years, AMN Healthcare only included energy usage from the San Diego office. As the company has grown, so have office locations. In 2017, the organization opened a new office in Dallas, TX as a second core location and will be including this location in all reporting moving forward. While energy use has increased, this is consistent with the company's expansion. Additionally, the organization is pursuing a number of environmental initiatives that focus on reducing energy use. For example, in San Diego, a solar panel project covering the employee parking garage was recently completed and will support the generation of renewable energy on-site. These efforts will be included in our 2018 report.

GRI Code	Brief Requirement	Reference or Short Answer
WATER		
303-1	Water withdraw by source	AMN Healthcare tracks water usage for both indoor spaces (including kitchens, restrooms, and on-site café in San Diego) as well as outdoor water for landscaping. In 2017, the Dallas, TX and San Diego, CA offices used an estimated 886,664 gallons of water.
EMISSIONS		
305-1	Direct (Scope 1) GHG emissions	The largest portion of AMN Healthcare GHG emissions are from the energy purchased. AMN Healthcare does not track Scope 1 GHG emissions.
305-2	Energy indirect (Scope 2) GHG emissions	The company's reporting of this metric is limited to the conversion of electricity purchased from local utilities. In 2017, AMN Healthcare used an estimated 38,121,720 kWh of power in the Dallas, TX and San Diego, CA offices. This was the calculated equivalent of 23,713,902 lbs of CO2 (based on calculations for the <a href="#">EPA Power Profiler</a> ).
305-3	Other indirect (Scope 3) GHG emissions	AMN Healthcare does track business-related travel spend, however the company does not track GHG emissions related to business travel or team member commutes. The company hopes to track this metric in the future.
305-4	GHG emissions intensity	In 2017, AMN Healthcare emitted an estimated 23,713,902 lbs of CO2 based on energy usage for the San Diego, CA and Dallas, TX locations. Estimated GHG emissions intensity was calculated at 83.3 lbs CO2/Square Feet.
305-5	Reduction of GHG emissions	Starting in 2017, AMN Healthcare is reporting data for office locations in both San Diego, CA and Dallas, TX. With this new addition, reported energy and emissions data has increased. However, the company remains committed to reducing overall environmental impact. More information on the company's environmental initiative is available in the <a href="#">AMN Healthcare Biennial CSR Report</a> (Pages 29-33).
EFFLUENTS AND WASTE		
306-2	Waste by type and disposal method	AMN Healthcare offices in both San Diego, CA and Dallas, TX offer a mixed commercial recycling program in which glass, metals, as well as most forms of hard plastics and paper are recycled. In 2017, AMN Healthcare produced an estimated 1,395 tons of trash, of which approximately 350 tons was recycled.
EMPLOYMENT		
401-1	New employee hires and employee turnover	In 2017, AMN Healthcare hired 711 new, external hires. The organization also supported 163 internal transfers and 603 internal promotions. The turnover rate for 2017 was 30%.

GRI Code	Brief Requirement	Reference or Short Answer
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	AMN Healthcare offers a comprehensive, cost-effective benefits package for team members and their families. The HR team regularly benchmarks benefit programs to ensure the company is offering comparable benefits that meet, and in some cases exceed, local guidelines and industry standards. Benefits can include: Medical, Prescription, Health and Flexible Savings Accounts, Dependent Care, Health & Wellness Initiatives, Dental, Vision, Long and Short-Term Disability, Life and Accidental Death & Dismemberment Insurance, Retirement Programs (401(k) and Executive Deferred Compensation), Training & Development, Paid Time Off (including paid Volunteer Time Off), Tuition Reimbursement, Leadership/Professional Development, and Adoption Assistance.
OCCUPATIONAL HEALTH AND SAFETY		
403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	AMN Healthcare corporate team members reported 25 injury claims in 2017, the majority of which were classified as slips, trips, and falls. Claims resulted in 12 lost days at work, zero absenteeism, and zero work-related fatalities.
TRAINING & EDUCATION		
404-1	Average hours of training per year per employee	All team members at AMN Healthcare are required to take a total of one hour and 40 minutes of training each year. This includes training on the AMN Healthcare Code of Conduct (one hour), Security Awareness Fundamentals (30 minutes), and Speak Up! Reporting & Raising Questions (10 minutes). All managers are further required to take an additional two hours on Sexual Harassment Prevention Training.
404-2	Programs for upgrading employee skills and transition assistance programs	AMN Healthcare seeks to actively prepare managers for their role through an extensive leadership development curriculum. In 2017, select individuals completed leadership training at AMN Healthcare, which can include one or all of the following courses: <ul style="list-style-type: none"> <li>• LEAD @ AMN Healthcare Leadership Development Program</li> <li>• IGNITE! Mentoring Program</li> <li>• Key Talent</li> </ul>
404-3	Percentage of employees receiving regular performance and career development reviews	AMN Healthcare actively supports and encourages career growth and development for team members through an annual review process known as Performance Success Plan (PSP) and Individual Development Plans (IDP). Annual reviews are provided at least once a year to 100% of team members. Leaders are encouraged to conduct check-ins and support team development throughout the year.

<b>GRI Code</b>	<b>Brief Requirement</b>	<b>Reference or Short Answer</b>
<b>DIVERSITY &amp; EQUAL OPPORTUNITY</b>		
<b>405-1</b>	<b>Diversity of governance bodies and employees</b>	AMN Healthcare is committed to fostering and maintaining a diverse team that reflects the communities it serves. This commitment to the inclusion of many different backgrounds, experiences, and perspectives enables innovation and leadership in the healthcare services industry.
<b>NON-DISCRIMINATION</b>		
<b>406-1</b>	<b>Incidents of discrimination and corrective actions taken</b>	AMN Healthcare had zero incidents of workforce discrimination reported in 2017.
<b>HUMAN RIGHTS ASSESSMENT</b>		
<b>412-2</b>	<b>Operations that have been subject to human rights reviews or impact assessments</b>	AMN Healthcare requires all leaders to complete sexual harassment prevention training annually. The organization also promotes the value of respect and has a zero tolerance policy for workplace harassment. Team members should contact HR or Legal with any reports of suspected misconduct, including harassment and discrimination.
<b>LOCAL COMMUNITIES</b>		
<b>413-1</b>	<b>Operations with local community engagement, impact assessments, and development programs</b>	In 2017, AMN Healthcare provided more than \$339,000 in grant funding to support community nonprofits. In addition to grant funding, 890 AMN Healthcare Team Members volunteered 6,876 hours through the paid Volunteer Time Off benefit, resulting in an additional estimated \$166,000 in support, based on the 2017 published value of a volunteer hour of \$24.14 (as estimated by The Independent Sector). AMN Healthcare also provides San Diego nonprofits with access to meeting space at its San Diego location. In 2017, 95 nonprofits took advantage of this in-kind donation and hosted an estimated 877 hours of meetings.
<b>PUBLIC POLICY</b>		
<b>415-1</b>	<b>Political contributions</b>	Company policy prohibits the use of company funds, property, or other resources to make any contribution or provide a thing of value to any political candidate, political party, or party official. During 2017, AMN Healthcare did not make any contributions to any political candidate, party, or party official. As appropriate, AMN Healthcare does contribute to Political Action Committees (PAC).

<b>GRI Code</b>	<b>Brief Requirement</b>	<b>Reference or Short Answer</b>
<b>CUSTOMER HEALTH AND SAFETY</b>		
<b>416-2</b>	<b>Incidents of non-compliance concerning the health and safety impacts of products and services</b>	AMN Healthcare had no incidences of non-compliance concerning the health and safety impacts of our products and services in 2017.
<b>MARKETING AND LABELING</b>		
<b>417-2</b>	<b>Incidents of non-compliance concerning product and service information and labeling</b>	AMN Healthcare received no incidents of non-compliance concerning product and service information and labeling in 2017.
<b>417-3</b>	<b>Incidents of non-compliance concerning marketing communications</b>	AMN Healthcare ensures accuracy and truthfulness in marketing communications. In 2017, AMN Healthcare received no incidents of non-compliance concerning marketing communications.
<b>CUSTOMER PRIVACY</b>		
<b>418-1</b>	<b>Substantiated complaints regarding concerning breaches of customer privacy and losses of customer data</b>	In 2017, AMN Healthcare had no data or privacy breaches that triggered disclosure under state or federal law and no substantiated complaints regarding breaches of customer privacy or data.