



QUE

101

QUE

QUE 101

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WE ARE QUE



QUE

Welcome to the QUE!

I am delighted to Welcome you to the QUE and this journey – a journey that will connect you to many passionate individuals; each striving to be the best and who help one another along the way.

I am confident you will feel welcomed and encouraged the moment you walk into any location operated by Denizen Management, because QUE is who we are and what we do! We are passionate, support and encourage each other to be the best versions of ourselves and share QUE Forward – share what you have learned with others.

Today, I am extending to you QUE Forward by committing to your future, knowing that one day, very soon you will have an opportunity to make a difference for someone else. All I ask in return is the same; a commitment to your fellow Employees, our Residents and Owners.

Together, we can accomplish more than we can imagine with our collective drive to be the best in a fundamental philosophy of caring for others. This differentiates us from all other companies.

To begin, the following are a few principals I would like to share for which I take immense pride in; and if embodied every day will make you and us exceptional.

1. Integrity
2. Honesty
3. Transparency
4. Tolerance
5. Diversity
6. "Every new day is the first day to improve" approach
7. Attention to detail
8. Follow up and follow through
9. Professional and timely response
10. "Inspect what you expect" mentality

I look forward to a long relationship and your success at Denizen Management. See you soon!

Kind Regards,

Oksana Lukjanenko
President





Our History

On September 3, 2012, operations began for *denizen* QUE; Denizen Management, a singular focused third-party property management company. From scratch, it began slow and took time to build the foundation of what we aspired to become; a world class quality property management company. We felt strongly it was imperative to develop the staff and systems to balance the customer service needs of its' current Owners (clients), the addition of new Owners and the rate of growth – a perpetual work-in-progress.

On January 1, 2016, *denizen* QUE and Denizen Management merged into one Company, rebranded Denizen Management and the *denizen* QUE brand, and expanded the organizational structure. Today, the Company we know serves three equally important constituencies; *Owners*, *Employees* (our *People*) and *Residents*; is steeped in its *We Are QUE* culture; and expanding every year with new *Owners*, services to our *Residents* and career opportunities for our *People*.

With our *People*, and Denizen Management have just begun. We continue to be amazed by the good and talented *People* who have graced the threshold of our Company and Join The QUE; who have and continue to teach us what is possible, embrace the *We Are QUE* culture, and become an essential part of our collective lives and continued History. Thank You!





We Are QUE

QUE is who we are and what we do!

We are committed to our *We Are QUE* culture, based in a fundamental philosophy of caring for others and the three (3) constituencies in which we serve; *Residents*, *Employees* (our *People*) and *Owners*.

The Company's fundamental principles, *Quality Service Quotients* ("QSQ") reinforce our *Culture* and we train our *People* utilizing eight (8) *Modules* in the advancement of our QUALITY, UNIQUE and EXECPTIONAL customer service, *The Resident Experience*, which is



Through the *Leadership* of our *Experienced Team* we listen, learn and understand our *Employees* and *Owner* goals and objectives. We provide honest advice, extend *QUE Forward* (sharing what you have learned with others) and direct our *People* by offering Employee Development opportunities.



Quality Service Quotients ("QSQ")



Quality Service Quotients ("QSQ") are a list of Fundamental Principles to achieve the most consistent and highest quality of customer service. They are the basic list of daily reminders ("to dos"). When followed by every Employee, the Company's service goals will be achieved and Owner expectations met.

The QSQs are divided into three categories which represent the three constituencies of Company; *Residents*, *Employees* and *Owners*. Together they are an integral part of the We Are QUE and *denizen*QUE culture and philosophy.

QSQs are included in the QUE 101 (employee orientation) and embedded in the Company's standard operating procedure Modules.

Resident QSQ

1. Welcome
Always a friendly and warm greeting
2. Listen
Listen, understanding and promptly respond to Resident needs
3. Move-In
An unforgettable Move-In experience
4. Service
Prompt satisfaction of customer service and maintenance requests
5. Compassion
Treat the Resident like a neighbor
6. Expect
Always deliver MORE than expected; exceed expectations

Employee QSQ

1. Respect
Treat one another with dignity
2. Share
Share the We Are QUE and the denizenQUE culture
3. Embrace
Embrace our diversity, QUE Forward and QUE Training & Development
4. Focus
Always focus on the solution, not the problem
5. Excel
MORE; always strive for it; exceed expectations

Owner QSQ

1. Collect
Diligent and timely collection of rent
2. Protect
Care for the Community as if it is your home
3. Knowledge
Know your community, Residents, market and competition
4. Cash Flow
Manage expenses as if your own
5. Financial
Accurate, regular and timely ("Art of Accounting") postings; on-time, clear and transparent financials
6. Exceed
Ask, "What would I do if the Owner was visiting tomorrow"; exceed expectations

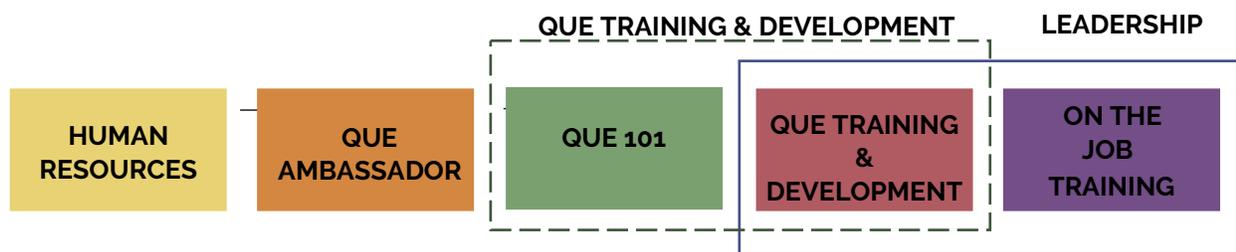
The Making of QUE



The Making of QUE involves everyone. It begins by recruiting good *People* who like others, boarding them to *Join The QUE* and giving them the basic tools to begin their career, *QUE 101*. Then on to *QUE Training & Development* and learning by experience, *On The Job Training*. But the true secret to success is through *Leadership* by example and teaching, sharing and treating others in the *QUE Culture* and *Systems* in which they have gained. The Product of such is the advancement of the *Company*, the service to its *Customers* and *Residents*; and the careers of its *Employees*.

QUE Training & Development Process

The following flow chart and descriptions is the outline of the QUE Training & Development process in the training on new and existing Employees, our *People* in the *QUE Culture* and *Systems*; The Making of QUE.



The Making of



QUE FORWARD

WE ARE



Human Resources

Human Resources is an essential part of QUE. It begins by advertising for and recruiting good *People* to join Denizen Management. Then by interviewing and screening for qualifications and background to select candidates who will best serve, thrive and advance with the Company. And finally, the extending of an offer of employment, the pay, benefits and the Employee Policy Manual which provides the treatment of all employees as equals and criteria for conduct.

Everything Human Resources performs in the interaction with prospective candidates is impactful in the success or failure of the future Employees. It begins and sets the opinion of respective candidates and future Employees of the image of the Company.

QUE AMBASSADORS

Our QUE Ambassador's are an important and influential role at Denizen Management. They introduce all new Employees to our *We Are QUE* culture and are a pathway to success with the Company. QUE Ambassadors are the first Touch Point, on day one, teaching each new Employee they encounter QUE 101.

Being a QUE Ambassador is a commitment, an opportunity to share their knowledge and influence; an example of QUE Forward; a Leader.

QUE 101

The next required step is the *QUE 101*, On the first day Employee orientation, you will meet your QUE Ambassador to learn the QUE basics and tools you can utilize in training and performance of your new role.

QUE Training & Development

QUE Training & Development begins the heavy lifting but is only the beginning of the functional training process. The QUE Training & Development provides for the overview and step by step instructions in the application of Denizen Policy & Procedures. Most of all QUE Training & Development sessions are held in a Group Class environment covering specific QUE Modules.

On the Job Training

Now the Employee is ready to begin work with the training needed to succeed. The General Manager and District Manager will have the knowledge of what the new Employee has been taught and their role in to advancing the *On The Job Training*. With *Leadership* and *QUE Forward*, the Employee can succeed and become a part of a successful team.

Leadership

Leadership is the most essential element of the training and development of successful Employees. Leadership comes from the Executive Committee, President, Regional Managers and District Managers, and by extension General Managers, Human Resources, Accounting Department and QUE Training & Development who have been fully trained.

In addition to the day-to-day teaching, coaching and encouragement, the Leadership is further advanced through Quarterly General Manager Meetings and Company Events where the Denizen Culture and QUE Forward is shared and reinforced by example – Leadership.

QUE Forward

The fundamental QUE philosophy in caring for others cannot be more prevalent than in *QUE Forward*, which is the QUE's version of "pay it forward". If we share what we have learned, the *QUE Culture* and *Systems*, treat others as we would like to be treated, we will deliver *The Resident Experience*, preform for our *Customers*, advance the Company, enrich our *People* and expand career opportunities for all *Employees* who share in the *QUE*. ***The Making of QUE***.

Embrace Progress & Change

If someone wants to advance a new idea, make improvements to a process or system, or to advance one's career, then Change becomes necessary. At Denizen Management, we Embrace Progress and Change as we are continually adjusting, shifting, growing, and developing new and innovative ways to tackle the status quo. We do not want to be just another property management company; we want to be the best; and we want you to join us for the ride!



Of course, few really like Change. We all get into a comfortable rhythm and do not want to shake things up, but it is a necessary reality. Every good idea is temporary until we come up with a new and better one. Change will occur if we like it or not. If we do not adapt to meet the changes in business and/or life, we will fall behind.

In the final analysis we believe, "when our Employees grow, the Company grows; when the Company grows, our Employees grow". To achieve this, we all must accept Change. All we ask is for every Employee to Embrace Progress and Change and take the challenge to improve the Company, the lives of our Owners, Employees and Residents; and your career.

Stay Connected with the QUE

Staying connected with our Employees is essential for teambuilding, our Culture, efficiency, and much more. To help keep everyone connected we utilize Social Media and in person events. Each year all Denizen Employees are invited to attend a Company Retreat over the summer and a Holiday party in December. This encourages everyone to reconnect, reflect, and engage.

Company Retreat

Previous Company retreats have been held at King's Island Amusement Park, The Cincinnati Riverboat Cruise, and Indian Lake State Park. During this event, we also host an award ceremony to recognize our most exceptional Employees and Communities. Winners are selected through majority votes with Executive Committee approval. Each year every Employee is invited to attend and vote for the Employees of their choice. Below are some of the awards given out.

- General Manager of the Year
- Best in Sales
- Maintenance Tech of the Year
- Above and Beyond
- Best Property Operations
- Supportive Services
- Best Shop

Here's to hoping YOU will be our next winner!



Holiday Party

Every December all of our Employees are invited to a gathering to celebrate another year together over some delicious food. In the past we have held this at The Palladium in Carmel, IN, Connor Prairie in Fishers, IN, and the Dayton Museum of Art in Dayton, OH. Hopefully we will see you there.

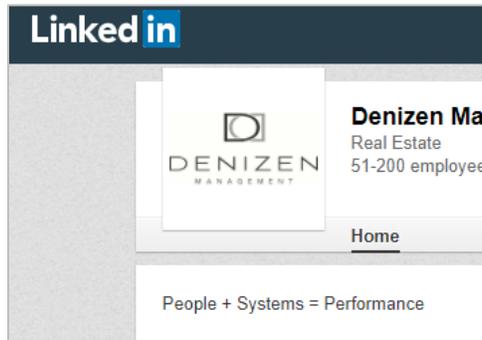
Social Media

Stay connected with all of the Denizen Management content by scanning the QR codes below and following the social media selections of your choice.

Facebook



LinkedIn



Twitter





JOIN THE QUE



QUE

Being QUE – Our Employee Policies

Being employed by Denizen Management provides and extends certain legal protections, obligations of the Employee as to code of conduct and the extension of benefits (based on employment status) as provided in the Employee Policy Manual. Our Human Resource policies are an integral part of the Company's Culture.

As a part of being employed by Denizen Management, each Employee is required to read and acknowledge the Employee Policy Manual, and such is assumed for the following summary review.



How you can Succeed at Denizen Management

The successful Denizen Management Employee follows and understands the Company's Culture, policies and procedures and all laws that apply to his or her job. The Employee who will succeed is also the one who feels a sense of participation, a need to contribute wherever he or she can, the one who goes above and beyond what is expected, and the one who gets along with fellow Employees.

Diversity

Denizen Management values diversity at all levels and strives for full participation from all groups, regardless of gender, race, age, sexual orientation, national origin, religion, disability or class. We believe that inclusion fosters creativity and innovation and empowers the lives of all our Employees, thus making Denizen Management a stronger organization.

Relationship between Denizen Management & Managepoint

Denizen Management and Managepoint, LLC have entered into a co-employment relationship providing our Employees access to a full menu of high quality human resources, benefits and payroll services, while maintaining a safe, equitable and positive work environment.

For Human Resource questions regarding policies and procedures, an Employee should first (1) reference this Employee Policy Manual, then (2) their direct Supervisor, who can accordingly reach out to (3) Human Resources.

For Benefits questions, Employees can reach Managepoint at the following:

Managepoint, LLC
9119 Otis Avenue
Indianapolis, Indiana 46216
Phone: 317-377-3100 or 800-554-5945
Fax: 317-543-2020

Employment Policies

Denizen Management is committed to a policy of equal employment opportunity for all applicants and Employees. Employment decisions comply with all applicable federal, state and local laws and ordinances prohibiting discrimination in employment. It is our philosophy to treat our Employees and applicants fairly without regard to race, color, sex, religion, national origin, age, disability, present, past, or future service in a branch of the uniformed services of the United States, citizenship (as required by law), genetic information as indicated in GINA (Genetic Information Non-discrimination Act), or any other characteristic protected by law.

The following are list of those laws and requirements for which each Employee must abide as provided in detail in the Employee Policy Manual.

- Equal Employment Opportunity
- Whistleblower Protection
- Americans with Disability
- Immigration & Employment Eligibility
- Prohibited Harassment
- Violence in the Workplace

General Employment Policies

Open-Door Policy

It is Denizen Management's policy to encourage Employees to communicate with management concerning work-related problems. If an Employee has a work-related problem, the Employee should bring it to the attention of a Supervisor, personnel advisor, a member of management, or Human Resources. Denizen Management will take the appropriate steps, if necessary, to investigate and resolve problems.

Conflicts of Interest

Employees have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. An actual or potential conflict of interest occurs when an Employee is in a position to influence a decision that may result in a personal gain for that Employee or for a relative or household member as a result of Denizen Management's business dealings. For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the Employee is similar to that of persons who are related by blood or marriage. As such, conflicts of interest are not permitted.

Personal Relationship in the Workplace

The employment of relatives or individuals involved in a dating relationship in the same area of an organization may cause serious conflicts and problems with favoritism and Employee morale. In addition to claims of partiality in treatment at work, personal conflicts from outside the work environment can be carried over into day-to-day working relationships. Each of these relationships will be evaluated and are not permitted in the line of authority.

Business Ethics & Conduct

The successful business operation and reputation of Denizen Management is built upon the principles of fair dealing and ethical conduct of our Employees. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

The continued success of Denizen Management is dependent upon the public's trust and we are dedicated to preserving that trust. Employees owe a duty to Denizen Management to act in a way that will merit the continued trust and confidence of our customers, investors and the public.

Safety

Each Employee is expected to comply with occupational safety and health standards and all rules and regulations, and orders issued relative to

Occupational Safety and Health Act (OSHA), which are applicable to his/her own actions.

Work-Related Injuries

If an accident results in an injury, no matter how minor the injury may be, you are still required to report the incident to your immediate Supervisor or to the Human Resources Department.

Substance Abuse

It is the policy of Denizen Management that Employees shall not be involved in the use, consumption, possession, sale, distribution, or transfer of a banned substance while on the premises of Denizen Management or any other location where work is performed (the "Work Premises"). Employees are also prohibited from reporting to work under the influence of a "banned substance". The term "banned substance" refers to alcoholic beverages and controlled substances, including but not limited to marijuana, depressants, stimulants, hallucinogens, other "street" drugs, and other substances with similar propensities to alter a person's behavior.

Evaluations

Supervisors and Employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis. A formal written performance evaluation is to be conducted at the end of the Employee's 90-day probationary period. This period, known as the Introductory Period, allows the Supervisor and the Employee to discuss the job responsibilities, standard, and performance requirements of the new position. Additional formal performance evaluations are conducted annually to provide both Supervisors and Employees the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals. In addition, these evaluations are for the discussion of the Employee's career development and goals.

Internal Job Postings

Denizen Management is committed to providing advancement and promotion opportunities to its Employees within the Company. Periodically as new positions and promotions become available, the Company will send out a notification of these opportunities to current Employees ("Internal Job Posting"). Please note, the Company may advertise for outside candidates in addition to the Internal Job Posting.

As a matter of Policy, an Employee cannot apply for a new position or promotion unless they have been in their current position for more than one year.

Job Descriptions

Denizen Management maintains job descriptions to aid in orienting new Employees to their jobs, identifying the requirements of each position, establishing hiring criteria, setting standards for Employee performance evaluations, and establishing a basis for making reasonable accommodations for individuals with disabilities.

Pay and Hours

Introductory Period

The Introductory Period (90 days) is intended to give new Employees the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations.

Upon satisfactory completion of the Introductory Period, Employees enter the regular employment classification.

Work Hours

The nature and responsibilities of each Employee's position may not lend themselves to fixed work hours and schedules. Accordingly, work hours and schedules may be determined by management of each division to meet the varying conditions of our business.

Absences & Late Arrivals

All absences and late arrivals, whether excused or unexcused, must be reported as soon as possible by Employees so that work assignments can be adjusted and PTO can be decremented from the Employees PTO bank. The option of "make up time" is not permitted outside your normal daily work schedule.

Break & Lunches

Normally, for each workday, an Employee will be given one lunch break and the manager is responsible for assigning the schedule of lunch and break periods.

Timekeeping

Accurately recording time worked is the responsibility of every nonexempt Employee. Federal and state laws require Denizen Management to keep an accurate record of time worked in order to calculate Employee pay and benefits. Time worked is all the time actually spent on the job performing assigned duties. It is the Employees' responsibility as to the accuracy of all time recorded.

Overtime

Overtime compensation is paid to all nonexempt Employees in accordance with federal and state wage and hour requirements. Overtime pay is based on actual hours worked. Time off with either the use of PTO, Sick Time, Holiday or any leave of absence will not be considered hours worked for purposes of performing overtime calculations. All overtime is to be approved in advance by the Employees' Supervisor and the policy for such approval is provided for by each division of the Company.

Time off Benefits

Paid time off Policy - PTO

Denizen Management provides paid time off ("PTO") to its Regular Full-Time Employees. Part-time Employees are not entitled to PTO. PTO is given in combination with sick time in its entirety on an Employee's Anniversary date. Employees may use PTO for vacation, sickness (as an Employee election), all other personal appointments and activities. (PTO must be taken in four (4) hour increments.) The use of PTO is strongly encouraged by the Company. PTO is available to eligible Employees to provide opportunities for rest, relaxation, and personal pursuits.

The amount of PTO Employees receives each year increases with the length of their service as shown in the following schedule:

- On the day of QUE Training- 8 hours (one (1) day) will be available for use
- Upon initial eligibility – 56 hours (seven (7) days) will be added to the Employee's PTO bank
- After 1 year of service – 120 hours (fifteen (15) days) each year on the Employee's anniversary date will be added to the PTO bank
- After 5 years of service – 160 hours (twenty (20) days) each year on the Employee's anniversary date will be added to the PTO bank
- After 10 years of service – 200 hours (twenty-five (25) days) each year on the Employee's anniversary date will be added to the PTO bank

In addition to the PTO hours, Full-Time Employees will receive 8 hours to use on their Birthday. Denizen Management believes that Birthdays are important, and Employees should have the opportunity to celebrate all day.

The length of eligible service is calculated based on the "benefit year." This is the 12-month period that begins on date of employment, once eligible. An Employee's benefit year may be extended for any significant leave of absence except military leave of absence.

Use and Payment of PTO

Employees are encouraged to use available PTO for rest, relaxation, and personal pursuits. PTO is to be used in minimum increments of one half (1/2) day. To use PTO, Employees must have advance approval from their supervisors. Requests for three (3) or more consecutive days of PTO must be submitted no less than thirty (30) days in advance. Requests will be

reviewed based on several factors, including business needs and staffing requirements and the requirements of each Division.

PTO is paid at the Employee's base pay rate at the time of vacation. It does not include overtime or any special forms of compensation such as incentives, commissions, bonuses, or shift differentials.

Any unused PTO will be forfeited after at each Employee's anniversary date. Upon voluntary termination of employment, Employees will be paid for unused PTO that has been earned through the last day of work at a prorated rate. However, if Denizen Management, in its sole discretion, terminates employment for cause, forfeiture of unused vacation time may result. Failure to provide a two (2) weeks' notice and/or failure to serve those two (2) weeks in full may result in forfeiture of earned unused PTO. If the Employee exhausts all or more than the earned amount of their allotted PTO and leaves the company for any reason before their anniversary date, a prorated amount will be deducted from their last paycheck.

Birthday Hours

8 hours will be automatically added to an Employee's timesheet on the day of their Birthday. If their Birthday falls on a non-working day, the Employee has the option to use the additional 8 hours in the week before or the week following if it is approved by their Supervisor.

Scheduling of PTO

Employees shall give their supervisor as much advance notice as possible of their intent to use PTO. But in any event, requests for three (3) or more consecutive days of PTO days must be submitted no less than 30 days in advance. All requests for PTO are subject to approval by his or her supervisor, and management reserves the right to limit the number of approved PTO requests in any given period. Employees must maintain accurate records of their PTO (including PTO requests and PTO hours taken) and must submit those records to Human Resources.

PTO must be scheduled on the Nova Time website and submitted to your Supervisor prior to taking PTO.

Bereavement Leave

Regular Full-Time Employees will be granted up to 16 hours of time off from work with pay in the event of a death of their spouse, child, sibling, grandchild, stepchild, grandparent, parent or parent-in-law, sister-in-law or brother-in-law.

Leave of Absence

An unpaid Leave of Absence, may be approved up to six (6) weeks, for regular full-time Employees employed with the Company more than one (1) year, for medical reasons, including maternity. A Leave of Absence (Form) with instructions can be requested from the Human Resource Administrator. The Leave of Absence (Form) with supporting documents from a physician must be submitted for approval no less than 30 days before the requested time of Leave of Absence, except in the case of a medical emergency. Approval of a Leave of Absence is at the discretion of the Company based on the Employee's standing, the length of leave, needs of the employed location, and the impact of the vacancy. Upon return the position, location, and hours may be altered depending on the Company's needs.

Military Leave

Employees are eligible for military leave. Such leave and the re-employment rights of an Employee upon return from such leave shall be determined in accordance with applicable federal and state law and regulations. If an Employee is called to, or volunteers for active military duty or Reserve or National Guard training, the Employee should notify his or her Supervisor or other designated person and submit copies of applicable military orders as soon as possible.

Jury & Witness Duty

Regular full-time Employees are eligible for time off if summoned to serve in court as a juror or to appear in court as a witness. Regular full-time Employees are eligible for paid time off for the first 2 days of duty that fall on the Employee's regularly scheduled day of work ("Paid Days"); provided, however, Employees must pay to Denizen Management any amount of jury or witness duty pay they receive from the court. Jury and witness duty is unpaid following the Paid Days. To qualify for jury or witness leave, Employees must submit to their immediate Supervisor or direct management report a copy of the summons to serve as soon as they receive it.

FMLA Leave of Absence

Due to the fact that Denizen Management does not employ 50 or more Employees within a 75 mile radius, we are considered exempt from the guidelines set by the FMLA (Family and Medical Leave Act) and the Indiana Military Family Leave Act.

Employee Benefit Plans

Employee Benefits

Denizen Management offers benefits such as medical, dental, vision, and life insurance, retirement programs and disability programs. Benefits eligibility is dependent upon a variety of factors, including Employee classification. Please contact your Supervisor or the Benefits Department at Managepoint to learn what programs Denizen Management offers and the eligibility requirements.

Health & Related Benefits

Denizen Management has designed benefit programs to assist eligible Employees in the event of illness, disability, and death. These plans generally include group health insurance, life insurance, short term and long term disability.

401(K) Retirement Plan

Denizen Management provides a 401(k) retirement plan to Employees who are at least 21 years old and have at least three (3) months' service with the

Company. All deductions are pre-tax, with a minimum deferral of 1% of compensation. Vesting is graduated, with 100% vesting after five years based on years of service.

The Summary of Benefits, Enrollment Form, Employee Guide and Fund List are available on the Resources tab on the Employee Login at the Denizen Management webpage.

Employee Conduct

Dress, Grooming & Hygiene

Employees are expected to follow the Dress, Grooming & Hygiene Policy.

Attendance Guidelines

Regular attendance and punctuality are essential duties of our Employees.

Solicitation & Distribution

In an effort to ensure a productive and harmonious work environment, persons not employed by Denizen Management may not solicit or distribute literature in the workplace at any time for any purpose.

Use of Company Property

Denizen Management Employees are expected to exercise due care and caution in the use of Company property and to use such property only for authorized purposes.

Smoking

In consideration of the safety, health and well-being of our Employees, clients and visitors, we maintain a smoke-free environment at all of our locations. It is our policy to permit smoking in designated outdoor areas only.

Electronic Information Policy

Denizen Management has a written Electronic Information Policy that covers the Company policy, use, content, distribution and Employee responsibility to the same.

Proprietary & Confidentiality Policy

Denizen Management has a written Proprietary & Confidentiality Policy that covers the Company policy, use, content, distribution and Employee responsibility to the same.

What is Proprietary & Confidential

The purpose of this Policy is to establish what information is Proprietary & Confidential and the responsibility of each Employee to secure and protect such information.



Every Employee has acknowledged the Proprietary & Confidentiality Information Policy; and such is assumed for the following summary review.

Proprietary & Confidentiality Information

Employee will receive training relating to the business of the Company and will be given access to, generate or otherwise come into contact with of proprietary and confidential information and materials not known by the public ("Proprietary & Confidential Information").

Proprietary & Confidential Information

Employee shall not directly or indirectly divulge to others or to make use thereof, except for the purposes of the Company any Proprietary & Confidential Information.

Anti-Raiding

Employee shall not directly or indirectly:

- ✓ Hire or otherwise engage any employee of the Company,
- ✓ Solicit, induce or influence any such Employee to discontinue, reduce, reject or otherwise change such relationship with the Company.

Breach of Agreement and Remedies

Employee's actual or threatened breach of this Agreement will cause irreparable injury to the Company that cannot adequately be measured in money damages. Company shall therefore be entitled to obtain injunctive relief with respect to any such actual or threatened breach by Employee in addition to and not in lieu of any other available remedies. Employee shall also pay any and all costs, damages and other expenses, including without limitation all attorneys' fees that are incurred by the Company in enforcing this Agreement.

Understanding the Electronic Information Policy

The purpose of this Policy is to establish the necessary guidelines to maintain secure electronic records and information systems.



Every Employee has acknowledged the Electronic Information Policy; and such is assumed for the following summary review.

Understanding the Electronic Information Policy

The Electronic Information Policy ("Policy") applies to all Employees, contractors and visitors at any Denizen Management ("Company") location. This Policy refers to all Company owned or leased information systems, including computers, office phones, IP Phones, voicemail, servers, intranet, Internet and e-mail access and electronic devices and data storage media such as PDAs, disks, CD-ROMs and USB drives ("Systems").

Confidentiality

All messages, documents and files created, sent, received or stored on the Systems are the sole property of the Company.

- ✓ The Company has the right to review, intercept, record, delete and archive all messages, documents, phone conversations and files, without notice.
- ✓ Employees are responsible for protecting all Company confidential information, and information removed from the Company must be returned. No copies should remain outside the Company.

- ✓ Employees are to password protect all Systems. Employees should contact the Corporate Office for instructions. Employees are required to use passwords to lock computers and electronic devices when not in use.

Security

Employees are responsible for maintaining System security.

- ✓ Electronic communications relating to the Company must be kept in the Company's Systems.
- ✓ Company related e-mail are not to be passed through personal e-mail accounts.
- ✓ Employees are not permitted to hack into Company Systems or engage in other unlawful conduct.
- ✓ All software and file downloads must be coordinated through the Company.
- ✓ Employees are prohibited from installing personal software.
- ✓ Employees must use their best efforts to protect Company owned equipment, data and trade secrets.
- ✓ Company owned equipment shall be returned upon termination.
- ✓ Employees shall not connect personal computers or electronic devices to the Systems without permission from the Company.
- ✓ Employees must monitor the activities of contractors and visitors on the Company premises.
- ✓ Contractors and visitors are prohibited from connecting computers or other electronic devices to the Systems without permission from the Company.
- ✓ Contractors and visitors are prohibited from taking photographs on Company property without written permission from the Corporate Office.

Company E-Mail

Company E-mail must be used accordance with the E-mail Etiquette – The Modern Letter Policy and the following are example of prohibited content.

- ✓ Activity in violation of any domestic or international law or a related provision in the Company's Employee Policy Manual.
- ✓ E-mail that is harassing, disparaging or may offend others because of their sex, race, age, sexual orientation, national origin, disability, religion, political beliefs or any other category protected by law.
- ✓ E-mails that damage Denizen Management's reputation or are libelous or defamatory of another company.
- ✓ Sending e-mails outside the Company that include nonpublic information or Company inventions, designs, trade secrets, confidential information or copyright protected material.
- ✓ Send or accepting chain letters junk mail, viruses or spam.
- ✓ E-mails promoting a religious, charitable or non-Company social or political event without permission from the Company.

- ✓ The Company disclaimer statements on all outgoing e-mails is required as provided for in the E-Mail Signature Standard.
- ✓ No e-mail may be sent that attempts to hide the true identity of the sender.
- ✓ Inappropriate e-mail and e-mail containing viruses or any suspected security issue should be reported Company management immediately. If an employee knows or suspects a data breach, he or she is required to report the incident immediately to Denizen Management at (317) 846-3100.

Retention of E-mail

Employees are not to delete any e-mails on the Company System with the exception of the Spam/Junk Mail Folder and as otherwise provided at the Company's direction.

Social Media

All social media sites intended for business use are the property of the Company.

Subscriptions to mailing lists, chat rooms and other services must be limited to Company related matters only. Disclosing confidential information over the Internet is prohibited.

Employees are allowed moderate personal Internet use, but personal use must:

- ✓ Be consistent with Denizen Management's Policies
- ✓ Not interfere with productivity
- ✓ Be in compliance with this Policy



QUE TOOLS



QUE

Employee Resources & Links

Denizen Management is committed to streamlining our Employee experience and systems access. One of the tools available is the Employee Login at the Company webpage. There you will find Resources like Employee information, Policies, Forms, News and quick links to commonly used websites.

Step 1: Go to www.denizenmanagement.com

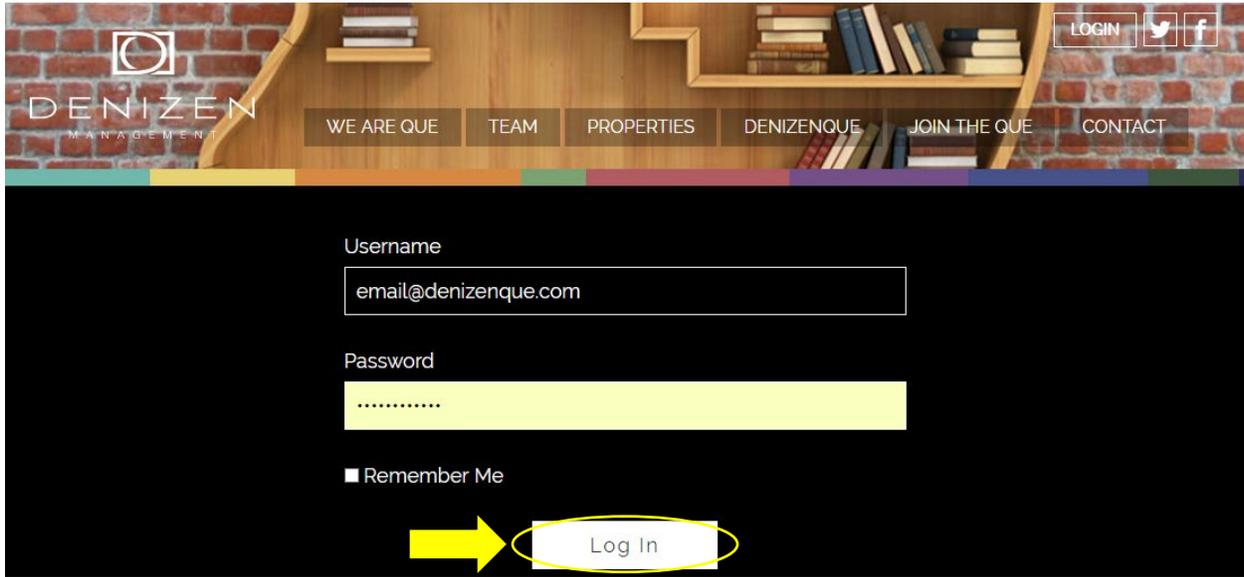
Step 2: Click "Login" in the top right corner



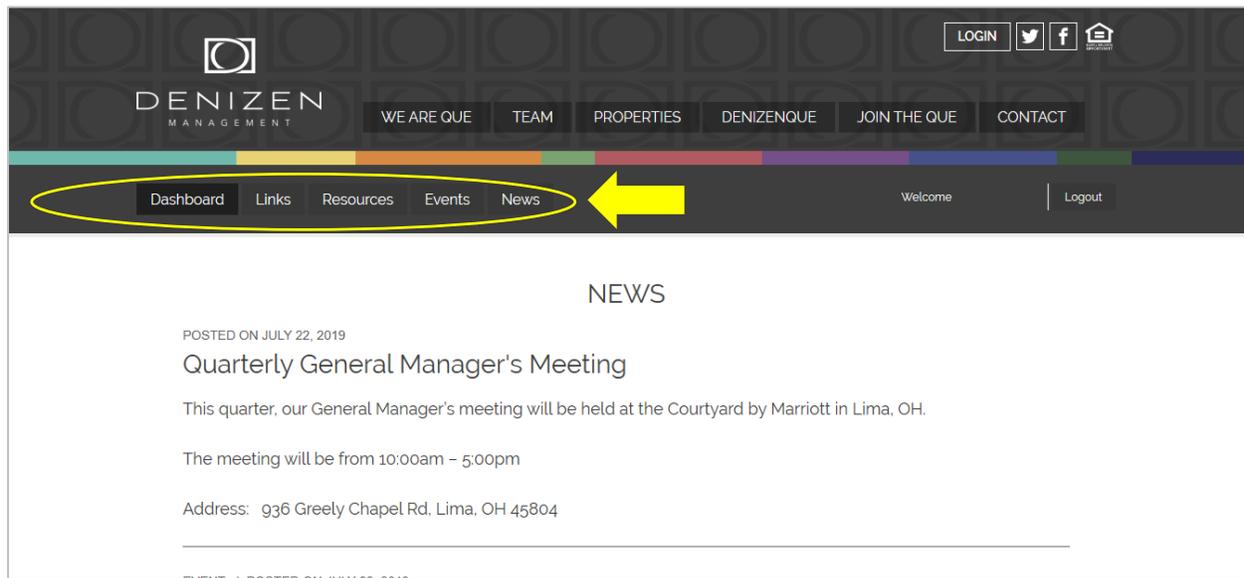
Step 3: Click "Employee Login" from drop down list



Step 4: Enter your Denizen email address and password (given to you on your Welcome Sheet during QUE101) and click "Login"



Step 5: Navigate using the Tabs



Login!

The Virtual Time Clock

No longer do we use punch cards to clock into work. Denizen Management uses a Virtual Time Clock, NovaTime for all hourly Employees to clock in and out of work every day. When clocking in and out, an Employee can also view their schedule and available PTO and Sick Time. In addition, Supervisors use the NovaTime to set and adjust schedules, make time adjustments and approve hours worked for each payroll period.



- ✓ Clock in and out of work
- ✓ Keep track of hours worked
- ✓ View available PTO
- ✓ See your work schedules history, including previous days missed and late punches
- ✓ And much more!

How To Login

1. To clock in you will need to go to:
<https://online2.novatetimeanywhere.com/nova4000/ewslogin.aspx?CID=329271CC-921A-4BCF-990A-3EE218ABE165>
2. Once there you will enter your Employee Number as your ID and your personal password.
3. Press Punch
4. You will officially be clocked in.

Note that you will be prompted to create a password on your initial login.

The screenshot shows the NOVAtimeAnywhere login page. The left side features a scenic image of mountains. The right side is the login interface, which includes the company logo, a user profile icon, the date and time, a 'Ready...' indicator, a text input field, a 'CTS13615' label, and two input fields for 'Enter Employee ID' and 'Enter Password'. Below these are three buttons: 'PUNCH', 'TRANSFER', and 'CANCEL'. A red circle highlights the 'PUNCH' button. At the bottom of the form is a link for 'EMPLOYEE WEB SERVICES' and a copyright notice for NOVAtime Technology, Inc.

A log-in link will be sent to your Denizen email on your 1st day of employment.

Time Clocking Policy

Accuracy and accountability of hours worked is the driving force behind our time clock system. Documentation is required for compliance with local, state, and federal regulations. These regulations stipulate the manner in which companies determine what and how to pay their employees.

It is imperative to keep track of each Employee's hours and days worked. Denizen Management uses Nova Time to track Employee's hours and payroll via electronic timesheets. All hourly employees are responsible for clocking in and out daily through Nova Time ("Time Clocking or Time Clock")

Time Clocking

At the time of hire, each Employee is given an employee number, which is used to login to Nova Time to Time Clock in and out. Each office computer is equipped with the Nova Time program and available for Employee access to the Time Clock. Upon arrival, all hourly Employee must immediately Time Clock in; and out at the end of the day.

Each Employee is assigned a "Shift" in Nova Time by the Human Resources Administrator, as follows. All hourly Employees assigned to Shift 1 are also required to Time Clock out when leaving for lunch and in after lunch. All other shifts are automatically deducted their lunch time:

Shift 1	Open Shift	No lunch deducted
Shift 2	M-F 9:00am – 6:00pm	60min lunch deducted
Shift 3	M-F 8:30am – 5:30pm	60min lunch deducted
Shift 4	9:00am – 5:30pm	30min lunch deducted
Shift 5	8:00am – 5:00pm	60min lunch deducted
Shift 6	8:30am – 5:00pm	30min lunch deducted

Time Clock Use Policy

1. Never share your Employee ID with another Employee. Use of another Employees ID to Time Clock in or out is strictly prohibited and will be grounds for discipline up and including termination for both employees involved.
2. Continued missed punches or unnecessary corrections are grounds for discipline up to and including termination.

Mobile Time Clocking

Designated Employees will be provided access to Mobile Time Clocking on the Nova Time Mobile Application. Generally, these are Employees who are on-call and floaters. Mobile Time Clocking would be used when responding to an On-Call Request or when working at more than one location.

Acknowledgement of Receipt & Agreement for Mobile Time Clocking

If an Employee is designated and approved to use Mobile Time Clocking the Employee is required to read and signed the Acknowledgement of Receipt & Agreement for Mobile Time Clocking which will be placed in their Personnel File

Proprietary & Confidential

Acknowledgement of Receipt & Agreement for Mobile Time Clocking

READ CAREFULLY

I acknowledge and agree to the following issues, terms and conditions:

1. By my acknowledgement I am authorized to use the Mobile Time Clock per the Time Clocking Policy.
2. I am not to share my Username and Password with any other employee or person.
3. I understand that Mobile Time Clocking is not to be used as my primary means of Time Clock.
4. I understand and acknowledge that the GPS tracking must be on while clocking on your mobile to identify your location at the time of your clock in or out.
5. I understand if I am Service Technician and responding to an On-call Request that I will Time Clock in when in route and out immediately upon my return (for example, from home).
6. I understand if I am a Floater, I will Time clock in when arriving to any Community and out at the end of the day.
7. I acknowledge and understand that it is my responsibility to use the Mobile Time Clock per the Mobile Time Clocking Policy.
8. Your timesheet is subject to an audit, with or without notice, by your Supervisor and/or the Human Resource Administrator.
9. I understand that violation of the Mobil Time Clocking Policy or misuse of Mobile Time Clocking will result in disciplinary action, up to and including termination of employment.





Proprietary & Confidential

ACKNOWLEDGED:

EMPLOYEE:

Signature: _____ Date: _____

Printed Name: _____

DENIZEN MANAGEMENT:

Signature: _____ Date: _____

Printed Name: Michelle Birky

Title: Human Resource Administrator





Acknowledgement of Receipt & Agreement for Mobile Time Clocking – can be retrieved on employee login website

Payroll Submission General Managers are responsible to have all payroll approved and submitted on the Nova Time Supervisor website by 11 AM (local time) on payroll Mondays. While General Managers do have the ability to correct a missed punch, this should be a rare exception and not the rule. Once the General Manager has approved and submitted all payroll adjustments, the District Manager will then log into the Nova Time Supervisor website to apply PTO requests, holiday pay, incentives, and make a final approval.

Paid Holidays

Denizen Management recognizes the following paid holidays for all regular full-time Employees and will provide a schedule of holidays for the calendar year.

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Eve
- Christmas Day

Company paid Holiday time will be automatically added to each qualified Employee's Nova Time payroll submission. A list of the current Holidays and dates can be retrieved on the Denizen Management webpage, Employee login. Employees are only eligible for Paid Holidays after their 90 Introductory Period.

Holiday Schedule	
As provided in the Employee Policy Manual, Denizen Management recognizes the following paid holidays for all regular full-time employees for the calendar year noted.	
YEAR: 2021	
Memorial Day (last Monday in May)	Monday, May 31, 2021
Independence Day (July 4th)	Monday, July 5, 2021
Labor Day (first Monday in September)	Monday September 6, 2021
Thanksgiving (fourth Thursday in November)	Thursday November 25, 2021
Day after Thanksgiving	Friday November 26, 2021
Christmas Eve	Friday, December 24, 2021
Christmas (December 25)	Monday, December 27, 2021
New Year's Day (January 1)	Friday, December 31, 2021

Holiday Schedule – can be retrieved on employee login website

Managepoint – The Employee Portal

On the Managepoint website, Employees have access to employment and payroll related information such as pay stubs, forms (such as direct deposit and tax forms) and to view and update personal contact information.

Step 1: Go to the Managepoint website at www.managepoint.worklio.com

Step 2: Enter your username and password. Sent to you on your Denizen email.

Step 3: Log in

Please Note: All Employees were required to set up a username and password for the onboarding process. If you have forgotten or lost your Login information please contact the HR Administrator. Usernames and passwords are case sensitive.

Paypoint
Newest Payroll & HR Technology with Real People Support

Welcome
Please log in

Email Address
john.smith@denizenmanagement.com

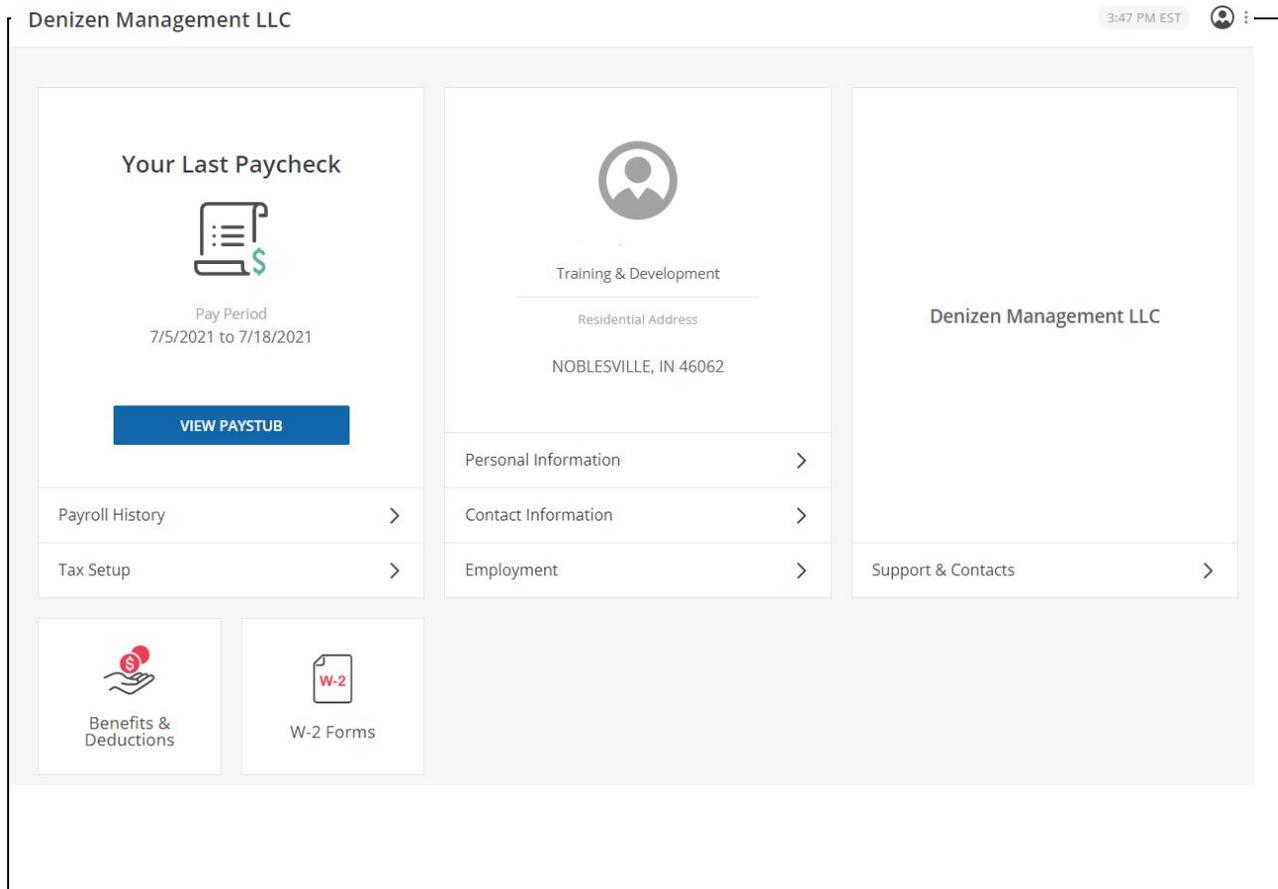
Password
.....

LOG IN

[Forgot Password](#) • [Registration](#)

Instructions for viewing Managepoint:

Step 1: "Login" and arrive at the "Dashboard" to view your personal Paystub. Payroll History, W-2 forms, etc.



The Property Management Platform

Rent Manager is the Property Management Platform, or software, that Denizen uses to track everyday activities. It is an essential piece of our operations and our systems.



**ANY PORTFOLIO,
ANY SIZE,
ONE SOFTWARE.**

See what Rent Manager can do for you!

- ✓ Role specific Dashboards as soon as you login to help keep you on task

The dashboard screenshot displays several key components:

- Notes:** A text area with a list of tasks including 'Reports & Payroll', 'Turn Updates', 'SODA's', 'A/P', 'M/T's', 'Delinquency, A/R', and 'Insurance Audit, File Organization Audit'.
- Appointments:** A table with columns for Title, Starts In, and User.
- TWA Submitted Service Issues:** A table listing issues with columns for Date, Customer, and Unit.

Date	Customer	Unit
10/26/17	Kishor Seetharaman	580-1217
10/26/17	Jeannie Henderson	3735
10/26/17	William Arnett	2621-209
10/26/17	2621-209 Water Leak Call before	
10/26/17	Lisa Brame	<Multiple>
10/26/17	2581-310 No Heat	
- Security Deposit Refunds Due:** A table with columns for Customer, Unit, Move Out, and Amount.

Customer	Unit	Move Out	Amount
Earlene Rivers	104-114	10/11/17	99.00
Blanche McGrady	2515-608	08/30/17	230.00
Nancy Connor	5326-4	10/24/17	200.00
Asaar Chin	2515-1001	08/30/17	150.00
Adrian Daniels	2515-701	08/30/17	425.00
Laverne Harden	2515-1114	08/30/17	150.00
Yosbel Nunez-Martinez	5406-10	09/30/17	200.00
Mvchael Goldsbv	62	09/30/17	445.00
34 deposits overdue			12,213.00
- Service Issues Due:** A table with columns for Due Date, #, and Issue.
- Delinquency List:** A table with columns for Name, Unit, Date, and Amount.
- Expiring Leases:** A red bar at the bottom left.
- Vendor Expiration Listing:** A black bar at the bottom center.
- Profit & Loss MTD Trend:** A green bar at the bottom right.

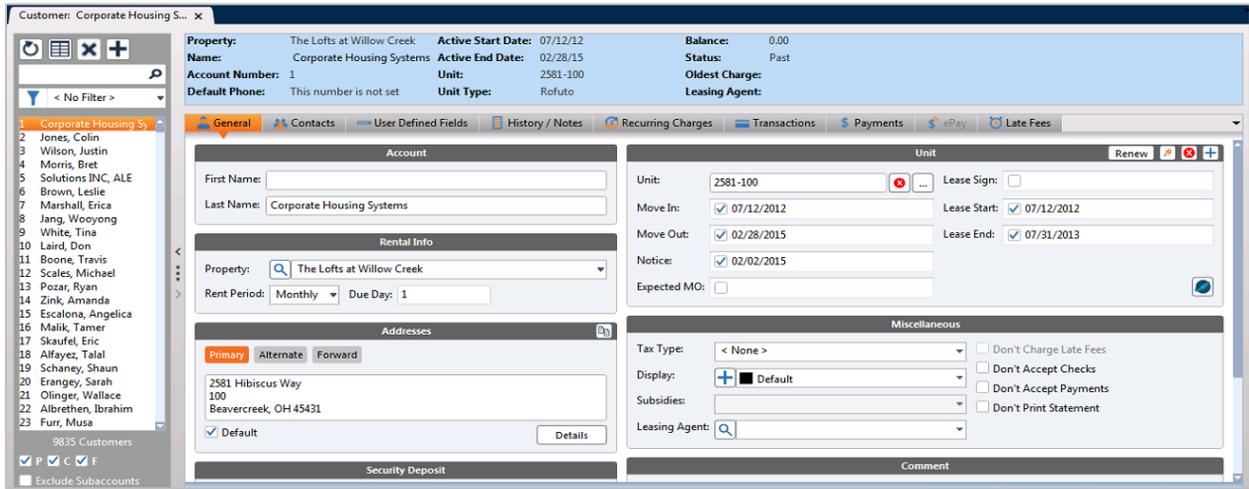
- ✓ Customizable Home tab that places all your needs just a click away

The navigation menu includes the following items:

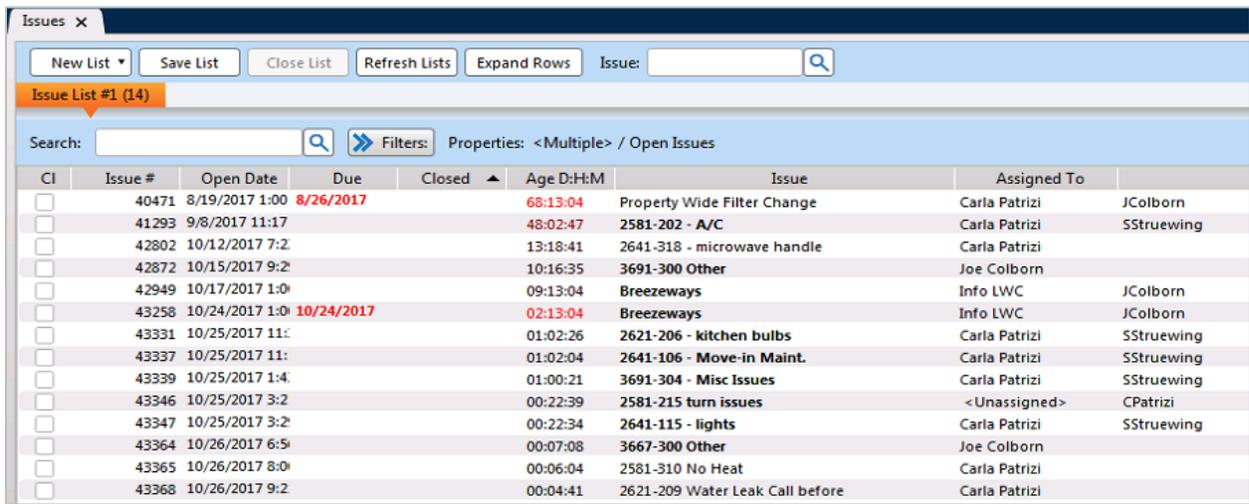
- Admin
- Home
- Rental Info
- Accounting
- Receivables
- Payables
- Services
- Correspondence
- Reports

Below the menu is a 'Customizable Menu' with icons for: Dashboard, Customers, Prospects, Units, Properties, Bank Register, Journals, Vendors, Checks, Bills, Transactions, Recurring Charges, History/Notes, and Unit Picker.

- ✓ View, edit, track, and communicate with your Residents and Prospects easily and effectively through their Account



- ✓ Track Work Order progress and history down to the minute



- ✓ An endless supply of Reports, including the ability to build your own



- ✓ And More!

Login!

Training Modules

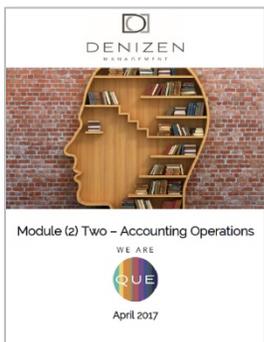


Module One (1)– Risk Management

1 Day

Fair Housing, OSHA, Emergency Procedures, and Workplace Safety.

- General Managers
- Assistant Managers
- Concierges
- Service Technicians

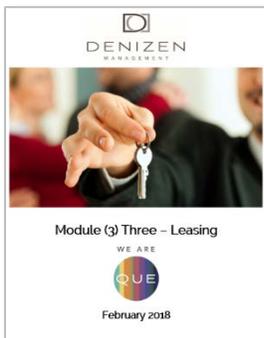


Module Two (2) – Accounting Operations

1 Day

All policies and procedures that utilize and interact with the Property Management Software, Rent Manager. This also includes how to utilize Lease Term, Asset Protect, NWP and other systems and services.

- General Managers
- Assistant Managers



Module Three (3) – Leasing

1-2 Days

Sales lead chasing, showing an apartment, closing, etc.

- General Managers
- Assistant Managers
- Concierges



Module Four (4) – Human Resources

1 Day

A guide to HR for Regional, District, and General Managers

- General Managers
- Assistant Managers

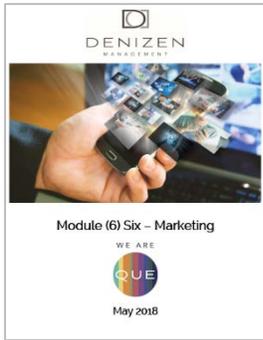


Module Five (5) – Customer Service

½ Day

Greetings in person and on phone, E-mail etiquette, dress code and uniforms, Work Orders, etc.

- General Managers
- Assistant Managers
- Concierges
- Service Technicians

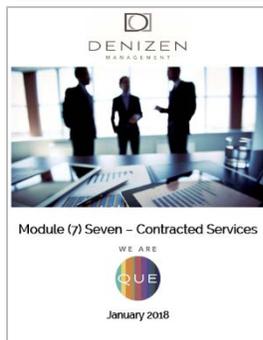


Module Six (6) – Marketing

½ Day

Web Page Update, Social Media, Advertising, Market Studies, Outreach, etc.

- General Managers
- Assistant Managers
- Concierges



Module Seven (7) – Contracted Services

½ Day

Contracted services and policies for operational, maintenance and capital projects; including contract approval, etc.

- General Managers
- Assistant Managers



Module (8) – Maintenance

1 Day

Preventative Maintenance, Work Order Policy, Entering a Residence, Safety Guidelines, Shop Inventory, etc.

- General Managers
- Assistant Managers
- Concierges
- Service Technicians

Continued Education – Rent Manager University

Rent Manager University is your center for continuing education and is easy as logging in. You can learn all about the latest policies, procedures, legal requirements, and much more!

**NEVER STOP
LEARNING**



- ✓ See all your assignments at a glance



- ✓ Real time results

(4) Module Four - Human Resources

Upon completion of the in person Human Resources class with the QUE Training & Development Department you will need to complete the included exam and survey.

[Continue this course](#)

100%

Modules Additional References Achievements

✓ New courses added frequently to help you keep your “A Game”

Filters

- View All
- Courses
- Learning Paths
- Recently Viewed
- Popular Categories
- Favorites

Recently viewed courses

(1) Module One - Risk Management

(2) Module Two - Accounting Operations

(3) Module Three - Leasing

(6) Module Six - Marketing

Fair Housing Basics - 2019

✓ Achievements section to track your progress

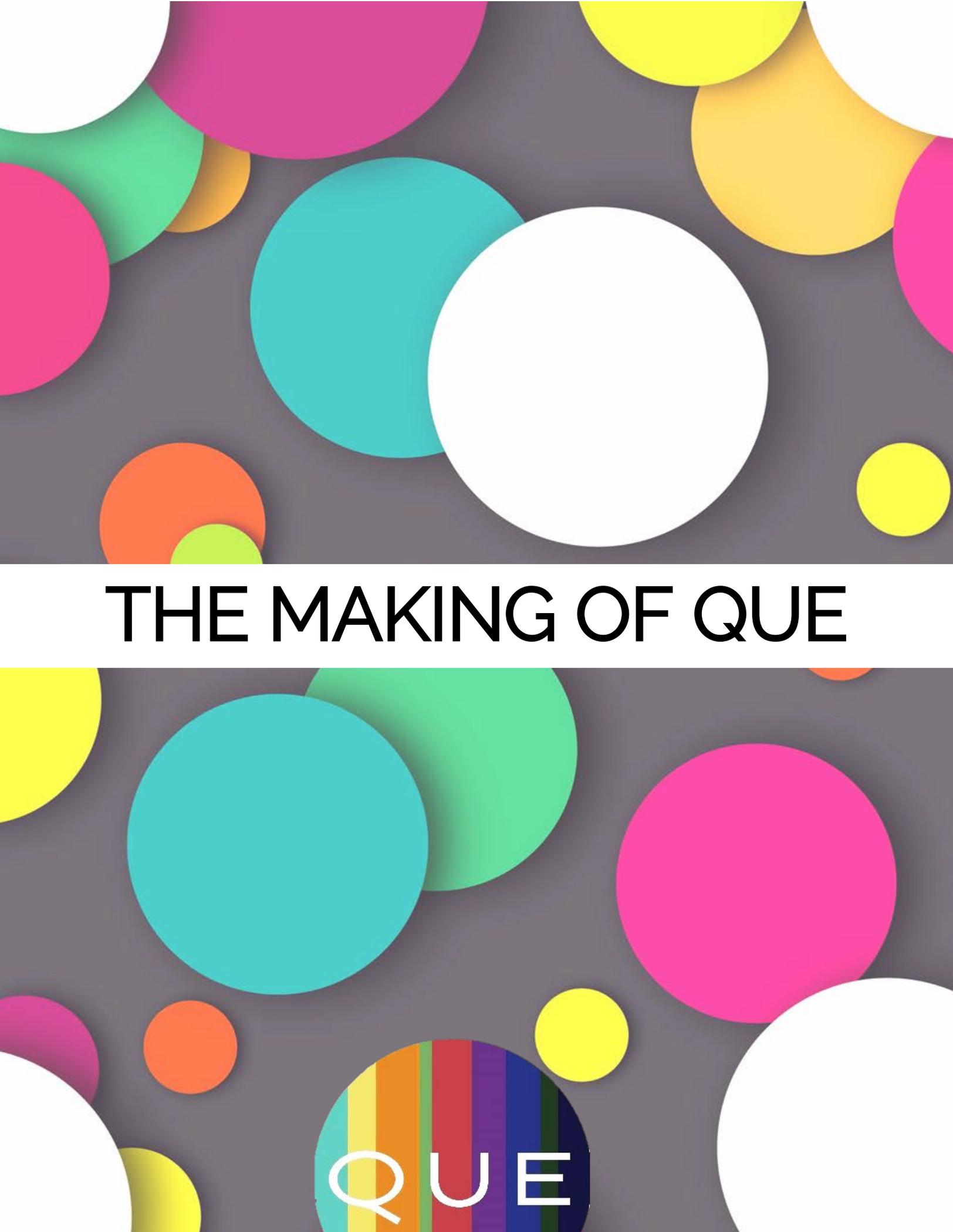
🔍 Search for an achievement

(6) Module Six - Marketing	Achieved 08/05/2019
I Love Leasing Series: Notes	Achieved 05/29/2019
MOR - General Manager	Achieved 07/12/2018
Sight Plan	Achieved 06/15/2018
Fair Housing	Download certificate Achieved 06/07/2018
(2) Module Two - Accounting Operations	Download certificate Achieved 06/07/2018
(4) Module Four - Human Resources	Download certificate Achieved 05/24/2018

- ✓ Certificates for completion of specialized courses



Login!



THE MAKING OF QUE



QUE

Dress, Grooming & Hygiene Policy

Dress, grooming, and hygiene (personal cleanliness) standards are important to the business image of Denizen Management and contributes to the morale of all employees.

During business operations or when representing Denizen Management, Employees are expected to present a clean, neat, and tasteful appearance according to the Dress, Grooming & Hygiene Policy. As provided in the Employee Policy Manual, each Division will establish when Employees are to dressed Business Casual, Service Technician Uniform or Business Professional, but in all cases, must meet all the grooming and hygiene standards.



Dress, Grooming & Hygiene Violation

If a Supervisor determines an Employee does not meet the Dress, Grooming & Hygiene Policy, the Employee may be asked to leave the workplace to remedy the infraction and will not be able to return until they meet the standards under the Policy. In such circumstance, the Employee will not be compensated for the time away from work. Consult your supervisor if you have questions regarding appropriate appearance. Where necessary, reasonable accommodations may be made to a person with a disability.

Grooming

The following are required Grooming guidelines

- Name Tag is required
- Clothing clean, neat, not worn, stained, wrinkled or frayed
- Hairstyles in good taste and groomed
- No wet hair
- Naturally colored hair and no extreme hairstyles; such as spiked hair and shaved graphics
- Mustaches and beards; clean, well-trimmed, and neat
- Trim and clean nails; nails no longer than approximately three-quarter ($\frac{3}{4}$) inch from the fingertips; and no chipped nail polish
- No excessive makeup
- No visible undergarments
- No excessive jewelry, or jewelry determined to be functionally restrictive, dangerous to job performance
- No facial jewelry, such as eyebrow rings, nose rings, lip rings, and tongue studs
- No excessive multiple ear piercings
- No torso body piercings with visible jewelry or jewelry that can be seen through or under clothing
- No visible tattoos and similar body art

Hygiene

The following are required Hygiene guidelines

- The appearance of being bathed
- No offensive body odor
- The appearance of brushed teeth
- No bad breath
- No strong fragrant perfume, cologne, aftershave, lotion, etc.

Business Casual

The following are the Business Casual guidelines. Each Division reserve the right to determine if any item worn by an Employee is not considered to be in good taste.

Examples of permitted Business Casual

- Casual pants or slacks
- Skirts; no shorter than one palm length from the center of the knee
- Casual shirts and blouses
- Casual dresses and skirts
- Golf or polo shirts
- Turtlenecks
- Sweaters
- Casual shoes
- Loafers
- Boots
- Flats
- Dress sandals
- Socks

The following are not permitted

- Jeans or denim
- Bib overalls
- Sweatpants
- Warm-up, yoga, spandex or jogging suits and pants
- Shorts
- Short shorts
- Miniskirts
- Flannel shirts
- Sweatshirts
- T-shirts or sweatshirts
- Tank tops
- Logo or imaged printed shirt or tops
- Team jersey
- Halter tops
- Cutout or cold shoulder tops
- Hoodie sweater
- Spaghetti-strap dresses
- Athletic or tennis shoes
- Slippers
- Flip flops

Service Technician Uniform

The following are the Service Technician Uniform guidelines. Service Technicians are responsible for the proper care of Company Supplied Clothing per the Policy, and if terminated, voluntary or involuntary, the Employee is to return the Company Supplied Clothing. Special exceptions may be made by the General Manager and approved by the District Manager to meet specific project needs; however, the Service Technician must change back into the Company supplied clothing prior to resuming to regular daily activities, like completing Work Orders.

- **Company Supplied Clothing**
 - o (5) Denizen logoed polo short-sleeve shirt (then 2 semi-annually)
 - o (5) Pants (then 2 semi-annually)
 - o (1) Denizen logoed ball cap; worn when outside (then 1 annually)
 - o (1) Denizen logoed layered jacket (then 1 bi-annually)
 - o (1) Denizen logoed Wind Breaker (then 1 bi-annually)

- **Employee Supplied Clothing**
 - o Brown or black work shoes or boots; closed toe
 - o Brown or black belt, matching to the work shoes or boots.
 - o Socks
 - o Any other clothing needed for special exceptions as provided above, such as long-sleeved undershirts to cover excessive tattoos or shorts for cleaning a swimming pool.

Business Professional

The following are the Business Professional guidelines. Each Division reserve the right to determine if any item worn by an Employee is not considered to be in good taste.

Examples of permitted Business Professional

- Business suit, or dress suit, with or without a vest
- Business formal dress
- Dress shirt
- Tie, or bow tie
- Dress socks or stockings
- Dress belt
- Dress shoes
- Dress shirt and tie (corporate office personnel)

New to QUE

As the newest member of the Team, it may take a little time to get personalized items such as Name Tags and Business Cards, but don't worry, we have you covered. Each Property comes stocked with property specific New to QUE materials to help get you settled in until your items arrive. Included will be New to QUE Business Cards with the property email address and a New to QUE Name Tag.



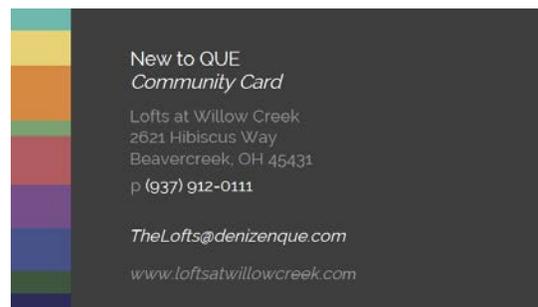
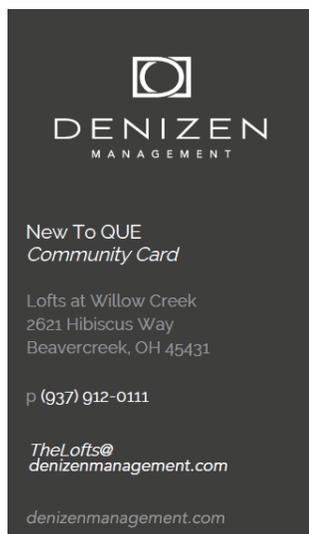
✓ New to QUE - Name tags

- 🌈 Your Name Tag should be worn whenever you are on the clock.
- 🌈 Name Tags should always be worn on the upper left side of your shirt, similar to where a pocket is traditionally located.
- 🌈 If you have a pace maker please notify your supervisor so that we can ensure you receive a non-magnetic fastener.
- 🌈 Be sure to inform your Supervisor of your hometown (we place it on your Name Tag for ease of conversation with Residents & Prospects).
- 🌈 You are responsible for taking care of your Name Tag and ensuring it does not get lost.



✓ **New to QUE - Business Cards**

-  Always provide any prospect you work with one of your Business Cards.
-  Business Cards should always be displayed professionally and prominently on your desk.
-  Be sure to keep a few of your Supervisor's Business Cards handy in case anyone is in need of one.
-  Retain some of the New to QUE Business Cards for any other new Employees that may start after you.





Greetings

The First Impression

A friendly Greeting is always welcome in all occasions in life. This is true the first time you meet someone, or on any future occasion – it just friendly.

A good and welcoming Greeting will make a good first impression of the Company, its Employees and you. As part of the *We Are QUE* culture, Greetings are essential and very important to our QUALITY, UNIQUE and EXCEPTIONAL customer services.

A good Greeting begins as friendly and informative; lets the visitor or Resident know they have arrived or called the correct location, who they are speaking to and you are wanting to assist them.

In-Person Greeting

As part of the *We Are QUE* culture, based in a fundamental caring of others, it begins with being interested in others. So, begin each day and each Greeting as follows:

1. Smile
2. Look directly at the other person's eyes
3. Extend your hand for a firm (not too firm) hand shake; and say
 - **First Time Visitor or Introduction**
 - o "Hello, Welcome to (property name), my name is Joe (Employee first name), How may I assist you?"
 - o If the visitor does not provide you their name, ask "What is your name?"

- **Returning Visitor or Resident**
 - o "Hello Sue! (the visitor or Resident's name and how they want to be addressed), How may I assist you today?"
-

Phone or Call Greeting

Before answering the phone, you will need to set up your workspace. At all times, you should have a writing instrument and a note pad or post-its. If on a property, a copy of your Unit Availability Report is a must. This will allow you to take a message, make notes for reference and assist the caller with necessary information.

As it is with In-Person Greetings, it begins with being interested in others. So, begin each day and Calls as follows:

1. Relax
 2. Smile, show positivity and a good mood
 3. Answer the phone and say
- **Incoming Call**
 - o "Thank you for calling (property name), my name is Jane (Employee first name), How may I assist you?"
 - o If the caller does not provide you their name, ask "Who do I have the pleasure of speaking with today?".
 - **Outgoing Calls**
 - o "Hello, this is Cody (Employee first name) with (property name)".

If on a property, always log all prospective resident (lead) calls in the property management software, leave detailed notes.

Email Etiquette – The Modern Letter

For hundreds of years, mailed business and personal letters were used as the primary means to communicate over a distance. Schools taught formal business letter writing, and in addition to the structure, content and tone, letter formatting was emphasized; all to build and maintain the image and reputation of the business and the sender.

Today, The Modern Letter is Email where image and reputation are still as important, but the mailed letter is all but gone. When you send an Email, the content, tone, professionalism and format reflects the reputation of you, the sender and the Company. The following are guidelines to follow.



Email Format

The format of a Company Email is akin to a business card, or how you dress for success – it is the Company's letterhead paper. It presents and represents an image of the Company and the sender. It is the first impression.

1. Include the standard Company signature and format.

It is all about branding and one of the best ways to brand is to include it in your communications. That is why Denizen Management has a standard Email signature and format. If yours is not already set up for you please contact QUE Training & Development.

[Name]
[Title]



[Property or Company]
Office: 317-816-9360
Cell: 317-451-7276
Fax: 317-000-0000

20 W Carmel Dr. Ste 101 Carmel, IN 46032
JohnS@denizenmanagement.com
www.denizenmanagement.com

This e-mail transmission contains information that is confidential and may be privileged. It is intended only for the addressee(s) named above. If you receive this e-mail in error, please do not read, copy or disseminate it in any manner. If you are not the intended recipient, any disclosure, copying, distribution or use of the contents of this information is prohibited. Please reply to the message immediately by informing the sender that the message was misdirected. After replying, please erase it from your computer system. Your assistance in correcting this error is appreciated.

Please consider the environment before printing this e-mail

OR

[Name]
[Title]



[Property or Company]
Office: 317-819-9360
Cell: 317-451-7276
Fax: 317-000-0000

20 W Carmel Dr. Ste 101 Carmel, IN 46032
JohnS@denizenque.com
www.denizenmanagement.com

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Please consider the environment before printing this e-mail

2. Keep your fonts classic.

Our Company standard is Raleway 12-point font. Purple Comic Sans may have a time and a place, but for business correspondence it is not appropriate or permitted.

3. Use your Company Email address.

Keeping work and personal life separate is an important task for success. Make sure that all of your work-related Emails are being sent via your Denizen Management Email and all of your personal Emails through your personal Email



Email Content

Just as answering the phone is important, so too is proper Email Etiquette, or content. In addition, Emails are often short and are highly susceptible to misinterpretations, so polite, clear and concise Emails are best.

1. Include a clear, direct Subject Line.

People often decide whether to open an Email based on the subject line. So, choose one that lets the reader know you are addressing their concerns or business issues. Examples of a good subject line include "Meeting date changed," "Quick question about your presentation," or "Suggestions for the proposal."

2. Use professional salutations.

Don't use laid-back, colloquial expressions like, "Hey you guys," "Yo," or "Hi folks." The relaxed nature of our writings should not affect the salutation in an Email. Hey is a very informal salutation and generally it should not be used in the workplace. And Yo is not okay either. Use Hi or Hello instead. It is also advisable not to shorten anyone's name. Say "Hi Michael," unless you're certain he prefers to be called "Mike."

3. Keep tabs on your tone.

Just as jokes get lost in translation, tone is easy to misconstrue without the context you'd get from vocal cues and facial expressions. Accordingly, it's easy to come off as more abrupt than you might have intended. You meant "straightforward"; they read "angry and curt." Read your message out loud before hitting send. "If it sounds harsh to you, it will sound harsher to the reader."

8. Know that people from different cultures speak and write differently.

Miscommunication can easily occur because of cultural differences, especially in the writing form when we can't see one another's body language. Tailor your message to the receiver's cultural background or how well you know them.

7. Be cautious with humor.

Humor can easily get lost in translation without the right tone or facial expressions. In a professional exchange, it's better to leave humor out of Emails unless you know the recipient well. Also, something that you think is funny might not be funny to someone else.

6. Use exclamation points sparingly.

If you choose to use an exclamation point, use only one to convey excitement. People sometimes get carried away and put a number of exclamation points at the end of their sentences. The result can appear too emotional or condescending.

7. Nothing is confidential — so write accordingly.

Every electronic message leaves a trail. A basic guideline is to assume that others will see what you write. So, don't write anything you wouldn't want everyone to see."

8. Add a Complimentary Close.

It is best to complete an Email, like a letter with Complimentary Close, such as Thanks, Thank You, Regards, Sincerely. It adds a friendly and concluding touch.

Email Hints

Because of the volume of Emails we send and respond to we are prone to making embarrassing errors, and those mistakes can have serious consequences and tarnish the image of the Company and/or sender.

1. Proofread every message.

Your mistakes won't go unnoticed by the recipients of your Email, and depending upon the recipient, you may be judged for the poorly written Email. Don't rely on spell-check. Read and reread your Email a few times, preferably aloud, before sending it off.

2. Add the Email address last.

You don't want to send an Email accidentally before you have finished writing and proofing the message. Even when you are replying to a message, it's a good precaution to delete the recipient's address and insert it only when you are sure the message is ready to be sent.

3. Double-check that you've selected the correct recipient.

Pay careful attention when typing a name from your address book on the Email's "To" line. It's easy to select the wrong name, which can be embarrassing to you and to the person who receives the Email by mistake.

4. Think twice before hitting 'reply all.'

No one wants to read Emails from 20 people that have nothing to do with them. Ignoring the Emails can be difficult, with many people getting notifications of new messages on their smartphones or distracting pop-up messages on their computer screens. Refrain from hitting "reply all" unless you really think everyone on the list needs to receive the Email.

5. Reply to your Emails within 24 hours - even if the Email wasn't intended for you.

It's difficult to reply to every Email message ever sent to you, but you should try. This includes when the Email was accidentally sent to you, especially if the sender is expecting a reply. A reply isn't necessary but serves as good Email Etiquette, especially if this person works in the same company or industry as you.

In addition to the listed seven (7) protected classes, many Cities and States have added other protected classes, like sexual orientation. So, it is important to understand the local laws of your area.

What does this mean?

It is against the law to refuse housing or treat someone different because of their status in a protective class. The penalties for violating Fair Housing can topple \$100,000 for both the Company and the offending Employee. It is also a violation of our Culture and Policies.

What do you do?

It is the obligation of every Employee of Denizen Management to abide by all Fair Housing Laws - treat everyone with equality, dignity and kindness. All Employees will receive more in depth training from:

1. QUE Training & Development
2. Fair Housing Basics Course on Rent Manager University
3. Apartment Association

If you ever feel like an Employee is violating any Fair Housing Laws, or if you are confused on any Fair Housing rules, please notify your Supervisor.

Training

All Denizen Employees are trained on Fair Housing beginning on the 1st day of employment and throughout your employment. It is requirement to complete the Fair Housing Basics Course on Rent Manager University.

To Start Your Day – Team Huddles

Communication is the key to all successful relationships; professional or personal. Many companies with excellent missions, products and services fail due to lack of recognition of the importance to communicate effectively with their Employees; and with one another.

Denizen Management believes in its Employees and places a high value on developing successful Teams and Team Members.



Why the word Huddle?

The word huddle is a commonly used sports term, like in football. Sport teams use huddles as a quick planning session (deciding the next play), which is exactly what we want to accomplish.

The Team Huddle is a quick meeting at the beginning of each day in which the Team, under the direction of the General Manager (the quarterback), gets on the same page as to the goals to be accomplished.

Football teams have 30 seconds to huddle to call the next play. Team Huddles should be short, about 15 minutes. They do not require the same time as would be for a full sales or maintenance meeting.

Huddle Time

To Start Your Day; every morning at 9:15 a.m.

Who Comes to the Huddle?

This is a required all staff meeting, which includes all of the Team Members; General Manager, Assistant Manager, Concierge, Service Technicians, Custodians and Grounds.

Everyone on a Property is a Team Member, and critical to the success of the same. Management, leasing and maintenance have to work as a team to provide the high quality service our Residents, and Owners deserve; which requires the participation and respect of all Team Members and their roles.

No successful Team has ever won a championship without this credo (formula of belief).

The Team Huddle Agenda

1. Leasing
 - a. Current Occupancy vs. Goal Occupancy
 - b. 30-Day Trend Occupancy vs. Goal Occupancy
 - c. How many Move-Ins/Leases are needed to achieve the Occupancy Goal
 - d. What leasing appointments are set and when?
2. Renewals
 - a. Current Renewal Percentages vs. Goal Renewal Percentage
 - b. Assignment of outstanding Renewal calls
 - c. Summarize any new Lease applications or Renewals received yesterday
3. Maintenance
 - a. Review upcoming Move-Ins and the Turnover status
 - b. Any Common Area priority needs
 - c. Status of outstanding Work Orders assigned yesterday
 - d. Assignment of new Work Orders

Best Practices

1. Build a great Team
2. Focus on the positive and a can do attitude
3. Learn to keep it short, 15 minute window



Denizen Management

20 W Carmel Drive, Suite 101
Carmel, IN 46032
(317) 815-9360
www.denizenmanagement.com