



DENIZEN  
MANAGEMENT



# Employee Policy Manual

WE ARE



February 2023

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## I. GENERAL COMMENTS AND POLICIES

### A. ABOUT THIS POLICY MANUAL

All Employees are given this Employee manual to provide an overview of the Company and its policies. This Employee manual is not intended to provide complete details of all of Denizen Management's policies and procedures. From time to time, you may receive more detailed or updated information concerning Denizen Management's policies and procedures. If you have any questions regarding the policies in the manual or any other policies, please ask your direct supervisor or Human Resources for assistance.

This manual is not a contract guaranteeing employment for any specific duration.

Your employment with Denizen Management and Company is on an "at-will" basis. This means **your employment may be terminated at any time**, with Denizen Management, with or without notice and with or without cause. In turn, you may terminate your employment with Denizen Management at any time.

We wish you the best of luck and success in your position and hope that your employment relationship with Denizen Management will be a rewarding experience.

### B. DIVISIONS

Denizen Management and Managepoint HRO Inc (Managepoint), provide Human Resources services to the following three closely held businesses, defined as divisions, but in aggregate represent the term "Company".

Birkla Investment Group, LLC – Project Development  
Novo Development Group, LLC – Project Construction  
Denizen Management – Property Management

### C. HOW YOU CAN SUCCEED AT DENIZEN MANAGEMENT

The one factor which counts most toward success at Denizen Management is a responsible attitude toward your job. The successful Denizen Management Employee follows Company 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 beyond the narrow confines of what he or she is instructed to do, and the one who gets along with fellow Employees.

The Four Keys to an Employee's success and advancement are:

1. The adoption and acceptance of the Company's Culture.
2. Being a Team Player and following the Company's Policies and Procedures.
3. Achieving mastery and success in the Employee's current position.
4. Teaching and sharing the Culture, Teamwork, and the Employee's knowledge of their current and past position with fellow Employees and subordinates – Leadership

#### D. DIVERSITY STATEMENT

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. To this end, Denizen Management promotes a company culture that maintains a balanced and diverse workforce, creating an inclusive company culture and workforce that resembles the communities in which we work and live.

#### E. RELATIONSHIP BETWEEN DENIZEN MANAGEMENT & MANAGEPOINT

Denizen Management and Managepoint, have entered into a co-employment relationship. This means that the two companies share certain rights and responsibilities of an employer. This relationship provides 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. These services are then provided to the divisions of the Company for which each Employee works.

For Human Resource questions regarding policies and procedures, an Employee should first reference this Employee Policy Manual, then their direct supervisor, who can accordingly reach out to Human Resources. **Important:** All Employees are responsible for understanding the

Company policy as part of their job.

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

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

BENEFITS  
Stephanie Cummins or Arnesha Gordon  
[benefits@managepoint.biz](mailto:benefits@managepoint.biz)

## II. EMPLOYMENT POLICIES

### A. EQUAL EMPLOYMENT OPPORTUNITY

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.

Discrimination against any Employee or applicant based on any of these conditions will not be allowed or tolerated. This policy applies to all employment practices, including, but not limited to, recruiting, hiring, pay rates, training, promotions, and all terms and conditions of employment and termination. Denizen Management is committed to providing equal employment opportunities for all Employees and job applicants. We endorse and will follow our EEO policy in implementing all employment practices, policies, and procedures.

Any Employees with questions or concerns about any type of discrimination in the workplace, or those who believe they have been

subjected to unlawful discrimination in the workplace or have witnessed unlawful discrimination, are encouraged to bring these issues to the attention of their immediate supervisor or the Human Resources Department at Denizen Management or Managepoint. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination may be subject to disciplinary action, up to and including termination of employment.

## B. WHISTLEBLOWER PROTECTION

No director, officer, or Employee who in good faith reports a violation of policy or law shall suffer harassment, retaliation, or adverse employment consequences. An Employee who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of employment. This is intended to encourage and enable Employees and others to raise serious concerns within the organization prior to seeking resolution outside the organization.

## C. AMERICANS WITH DISABILITIES ACT POLICY

In accordance with the provisions of the Americans with Disabilities Act (ADA) of 1990 and its amendments, Denizen Management will maintain an environment, which does not discriminate against a qualified individual with a disability, with regard to the following:

- recruitment, advertisement, and job application procedures,
- hiring, promotion, demotion, transfer, lay-off or dismissal,
- compensation and/or fringe benefits,
- job assignments and/or job classification,
- leave of absence,
- services, programs, and/or activities of Denizen Management, or
- any other terms, conditions, or privileges of employment.

Further, we will reasonably accommodate qualified individuals that have a disability so that they can perform the essential functions of their job.

Where necessary based upon the job classification, offers of employment may be conditioned upon completion of a medical examination to establish that the person is capable of performing the essential job functions with reasonable accommodation. This medical examination will be given post offer, but prior to the start of employment.

Failure to submit to or complete a medical examination will be viewed as rejection of the offer of employment in such cases.

This policy is neither exhaustive nor exclusive. We are committed to taking all other actions necessary to ensure equal employment opportunity for persons with disabilities in accordance with the ADA and its amendments, as well as all other applicable federal, state, and local laws.

Employees with questions or seeking more information on the Americans with Disabilities Act are encouraged to contact the Human Resources Department at Denizen Management or Managepoint. Employees may raise questions or complaints about the Americans with Disabilities Act Amendment Act compliance without fear of reprisal.

#### D. IMMIGRATION & EMPLOYMENT ELIGIBILITY

In compliance with the Immigration Reform and Control Act of 1986, Managepoint will assist Denizen Management in hiring only those persons who are authorized to work in the United States. All Employees will be required to show proof of their identity and their eligibility to work in the United States. All Employees will be required to sign an I-9 which attests under oath that the documents being presented are genuine.

In the event that you are only authorized to work in this country for a limited period of time, you will be required to show proof of your employment authorization to Denizen Management before the expiration of such time period.

Employees with questions or seeking more information on immigration law issues are encouraged to contact the Human Resources Department at Denizen Management or Managepoint. Employees may raise questions or complaints about immigration law compliance without fear of reprisal.

#### E. PROHIBITED HARASSMENT

##### Prohibition

Denizen Management is committed to providing a work environment that is free of discrimination and unlawful harassment. Actions, words,



jokes, threats, negative stereotyping, or other inappropriate comments based on an individual's sex, race, ethnicity, age, religion or any other legally protected characteristic will not be tolerated. As an example, sexual harassment (both overt and subtle) is a form of Employee misconduct that is demeaning to another person, undermines the integrity of the employment relationship and is strictly prohibited. Sexual or sex-based harassment occurs when unwelcome conduct of a sexual nature becomes a condition of an Employee's continued employment, affects other employment decisions regarding the Employee or creates a hostile, intimidating or offensive working environment.

### Complaint Procedure

Any Employee, who believes that he or she has suffered sexual harassment, or any other form of harassment or inappropriate conduct, should promptly report the conduct to the Employee's supervisor or to any other member of management if they are not comfortable in making a complaint to their own supervisor for any reason.

Further, any Employee who is aware of any instance of harassment concerning any other Employee should report the conduct to management as soon as possible.

Denizen Management emphasizes that Employees are not required to complain to their own supervisor if the supervisor is the one engaging in the perceived harassment or if the Employee is otherwise uncomfortable with complaining to their own supervisor.

*Important: In addition to reports to any of the above-named individuals, all reports of harassment or discrimination may be reported to the Human Resources Director at Managepoint (phone number: 317-377-3100).*

All harassment complaints will be investigated promptly, impartially, and in as discreet and confidential a fashion as possible. However, complete anonymity cannot be guaranteed. While Denizen Management and Managepoint will take reasonable steps to maintain the confidentiality of the complaint, a fair and effective investigation may necessitate the disclosure of names of complaining parties and witnesses. Any individual who has been found to have harassed an

Employee in violation of this policy will be subject to appropriate disciplinary action, up to and including termination of employment.

#### Prohibition of all Forms of Retaliation

Denizen Management strictly prohibits any form of retaliation against Employees who exercise their rights to raise complaints about violations of this policy. No person will be adversely affected in his/her employment as a result of bringing good faith complaints of harassment or truthfully participating in an investigation. Any Employee who feels that he or she has been the subject of retaliation, or adverse or different treatment as a result of having complained about prohibited discrimination or harassment, or for having participated in an investigation, should immediately bring the matter to the attention of Denizen Management and Managepoint through this same complaint procedure.

#### False Claims of Harassment, Retaliation and/or Discrimination

In order to cover all possibilities of misconduct, Denizen Management reserves the right to discipline Employees who have falsely accused another of sexual harassment, retaliation, and/or discrimination. This does not mean that a complaint will be considered "false" solely because it cannot be corroborated.

#### Conclusion

We trust that Employees of Denizen Management will act reasonably to maintain a pleasant working environment, free of discrimination and harassment, allowing each Employee to perform to his/her maximum potential. Denizen Management and Managepoint encourage any Employee to bring questions he or she may have regarding sexual harassment or other types of harassment to his or her supervisor or any manager at Denizen Management or Managepoint.

#### F. VIOLENCE IN THE WORKPLACE

Denizen Management/Managepoint is committed to preventing workplace violence and to maintaining a safe work environment. As a result, Denizen Management has developed this "zero-tolerance" policy to prevent incidents of violence from occurring. Denizen Management

and Managepoint, has adopted the following guidelines to deal with intimidation, harassment, or other threats of (or actual) violence that may occur during business hours or on its premises.

All Employees, including supervisors and temporary Employees, should be treated with courtesy and respect at all times. Employees are expected to refrain from fighting, "horseplay," or other conduct that may be dangerous to others. Employees, customers, and visitors are strictly prohibited from bringing firearms or other weapons on the Company premises, except as permitted by law. If permitted by state law, an Employee may have a legally owned firearm and ammunition that is (a) locked in the trunk of the Employee's vehicle, (b) kept in the glove compartment of the Employee's locked vehicle, or (c) stored out of plain sight in the Employee's locked vehicle while the vehicle is on Company property.

Conduct that threatens, intimidates, or coerces another Employee, a customer, or a member of the public at any time, including off duty periods, will not be tolerated. This prohibition includes all acts of harassment, including harassment that is based on an individual's sex, race, age, or any characteristic protected by federal, state, or local law.

Denizen Management expressly prohibits any acts or threats of violence against any of its Employees, customers, or visitors at any time while they are on Company premises or engaging in business with on behalf of Denizen Management on or off Company premises. Denizen Management will take immediate action when dealing with Employees, former Employees, customers, and visitors who engage in such behavior. Such action may include notifying the police or other law enforcement personnel in prosecuting violators of this policy to the maximum extent of the law.

In furtherance of this "zero-tolerance" policy, Employees have a "duty to warn" their supervisors, security personnel, or Human Resources of any suspicious workplace activity, situations, or incidents that they observe or that they are aware of that involve other Employees, former Employees, customers, or visitors that appear problematic. Denizen Management and Managepoint, encourage Employees to bring their disputes or differences with other Employees to the attention of their supervisors or the Human Resources Department at Managepoint before the situation escalates into potential violence. Denizen



Management and Managepoint, are eager to assist in the resolution of Employee disputes and will not discipline Employees for raising such concerns. Employee reports made pursuant to this policy will be held in confidence to the maximum possible extent. Denizen Management will not condone any form of retaliation against any Employee for making a report under this policy.

Denizen Management and Managepoint, will promptly and thoroughly investigate all reports of threats of (or actual) violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as is practical. In order to maintain workplace safety and the integrity of its investigation, Denizen Management and Managepoint, may suspend Employees, either with or without pay, pending investigation.

Anyone determined to be responsible for threats of (or actual) violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action up to and including termination of employment. Any Employee who displays a tendency to engage in violent, abusive, or threatening behavior, or who otherwise engages in behavior that Denizen Management, in its sole discretion, deems offensive or inappropriate will be subject to immediate disciplinary action, up to and including termination.

### III. GENERAL EMPLOYMENT POLICIES

#### A. OPEN-DOOR POLICY & PERSONNEL ADVISORS

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 problem.

As part of the Denizen Management Open-Door Policy, personnel advisors will be appointed and available to Employees. The personnel advisor's role is to act as a liaison between the Employee and management concerning work-related problems. Employees are encouraged to discuss work-related problems with a personnel advisor. The personnel advisor will attempt to assist the Employee in resolving

the problem, which may include reporting the problem to appropriate members of management.

B. PERSONNEL RECORDS

Denizen Management maintains a personnel file for each Employee. Personnel files are the property of Denizen Management. Access to personnel files is limited to the extent permitted or required by law.

Employees who wish to review their own personnel files should contact Human Resources for directions to access. Any questions should be directed to Human Resources.

C. PERSONAL INFORMATION

It is the responsibility of each Employee to promptly notify Denizen Management and Managepoint of any changes in personal data. Personal mailing addresses, telephone numbers, number and names of dependents, individuals to be contacted in the event of emergency, educational accomplishments, and other such status reports should be accurate and current at all times.

D. CONFLICTS OF INTEREST

Employees have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. This policy establishes only the framework within which Denizen Management wishes the business to operate. The purpose of these guidelines is to provide general direction so that Employees can seek further clarification on issues related to the subject of acceptable standards of operation. Contact your supervisor or manager for more information or questions about 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.

No "presumption of guilt" is created by the mere existence of a relationship with outside firms. However, if Employees have any influence on transactions involving purchases, contracts, or leases, it is imperative that they disclose them to us as soon as possible, so that safeguards can be established to protect all parties. Personal gain may result not only in cases where an Employee or relative has a significant ownership in a firm with which we do business, but also when an Employee or relative receives any kickback, bribe, substantial gift, or special consideration as a result of any transaction or business dealings involving Denizen Management.

Every Employee shall report to their respective supervisor any interest which he/she or a member of his/her immediate family may have in any business or venture with which Denizen Management has dealings and shall disclose any other matter or situation or connection, which may possibly be a violation of this policy.

If it is determined that any matter, situation, or connection so disclosed is contrary to the interest of Denizen Management, such conflict shall be eliminated within a reasonable time. Violations of this policy will be considered grounds for disciplinary action, up to and including termination.

#### E. 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.

For 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. A dating relationship is defined as a relationship that may be reasonably expected to lead to the formation of a consensual "romantic" or sexual relationship. This policy applies to all Employees without regard to the gender or sexual orientation of the individuals involved.

Relatives of current Employees may not occupy a position that will be working directly for or supervising their relative. Individuals involved in a dating relationship with a current Employee may also not occupy a position that will be working directly for or supervising the Employee with whom they are involved in a dating relationship. Denizen Management also reserves the right to take prompt action if an actual or potential conflict of interest arises involving relatives or individuals involved in a dating relationship who occupy positions at any level (higher or lower) in the same line of authority that may affect the review of employment decisions.

If a relative relationship or dating relationship is established after employment between Employees who are in a reporting situation described above, it is the responsibility and obligation of the supervisor involved in the relationship to disclose the existence of the relationship to management. The individuals concerned will be given the opportunity to decide who is to be transferred to another available position. If that decision is not made within 30 calendar days, management will decide who is to be transferred or, if necessary, terminated from employment.

In other cases where a conflict or the potential for conflict arises because of the relationship between Employees, even if there is no line of authority or reporting involved, the Employees may be separated by reassignment or terminated from employment. Employees in a close personal relationship should refrain from public workplace displays of affection or excessive personal conversation.

#### F. 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.

We will comply with all applicable laws and regulations and expect our directors, officers, managers, and Employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct.

In general, the use of good judgment, based on high ethical principles, will guide you with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with your immediate supervisor and if necessary, with management and/or Human Resources at Denizen Management and Managepoint for advice and consultation.

Compliance with this policy of business ethics and conduct is the responsibility of every Employee. Disregarding or failing to comply with this standard of business ethics and conduct could lead to disciplinary action, up to and including possible termination of employment.

#### G. SAFETY

To assist in providing a safe and healthful work environment for Employees, customers, and visitors, Denizen Management has established an at-Risk safety program. This program is a top priority for Denizen Management. Denizen Management, with the assistance of Managepoint, has responsibility for implementing, administering, monitoring, and evaluating the safety program. Its success depends on the alertness and personal commitment of all.

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.

All Employees must wear the appropriate safety equipment required to perform their job safely or while in certain designated areas of the work environment. If you are unsure what safety equipment you are required to wear at any given time, please feel free to refer to your immediate supervisor or the Human Resources Department at Denizen Management.



Some of the best safety improvement ideas come from Employees. Those with ideas, concerns, or suggestions for improved safety in the workplace are encouraged to raise them with their supervisor, or with another supervisor or manager, or bring them to the attention of the Human Resources Department at Denizen Management. Reports and concerns about workplace safety issues may be made anonymously if the Employee wishes. All reports can be made without fear of reprisal.

Each Employee is expected to obey safety rules and to exercise caution in all work activities. Employees must immediately report any unsafe condition to the appropriate supervisor. Employees who violate safety standards, who cause hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations, may be subject to disciplinary action, up to and including termination of employment.

#### H. 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. At the time the injury occurs, the need to see a doctor will be determined. In all states where workers' compensation laws or procedures allow, workplace injuries will be seen by a physician selected by Denizen Management and Managepoint. Reports of injury are necessary to comply with the laws and initiate insurance and workers' compensation benefits.

Please note that in the event you do not report an accident or injury, there may be a delay in the benefits paid, including the possibility that medical bills will not be paid at all.

Any Employee injured on the job, is subject to an alcohol and drug screening. Refusal to submit to this screening may result in disciplinary action, up to and including termination. Positive drug and alcohol test results may also result in disciplinary action, up to and including termination.

For work-related injuries, Denizen Management may, in its discretion, make "light duty" work assignments available as a means of avoiding the need for a leave of absence. Light duty assignments are temporary and normally will not exceed 30 days.

## I. SUBSTANCE ABUSE

A drug-free and alcohol-free workplace is vital to Denizen Management, to workplace safety, to quality of our services, and to the productivity of our Employees. 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.

This policy does not prohibit the use of an Employee's own prescription drugs in a manner approved by the prescribing physician. If you are taking a prescription drug that you believe may impair your ability to perform your job duties safely or effectively, you should report such usage to your supervisor so that it can be determined whether reasonable accommodations can be made to ensure workplace safety. All such reports will be held in strict confidence and reported only to those who must be involved in accommodating the Employee.

Using, consuming, possessing, selling, distributing, or transferring banned substances on Work Premises or reporting to work under the influence of a banned substance will subject an Employee to disciplinary action up to and including termination. This prohibition includes the use, possession, sale, distribution, or transfer of paraphernalia with the residue of any a banned substance.

Denizen Management encourages any Employee with alcohol or drug dependency problems to seek professional assistance before the problem leads to an incident requiring disciplinary action. However, where a violation of this policy has occurred, an Employee may not avoid discipline by seeking enrollment in a drug or alcohol rehabilitation program.

Through Managepoint, Denizen Management has partnered with Perspectives, a professional Employee Assistance Program firm, to

provide a counseling and treatment resource for its Employees. The EAP is available to all Employees and their families to help them deal with any problem that is related to a worker's deteriorating job performance. Examples of such problems include not only substance abuse, but also legal, financial, or personal problems, psychological or psychiatric disorders, and marital/family problems. The problem might not be job related but leaving it untreated or unresolved can lead to job performance problems. The intent of the EAP is to provide steps aimed at rehabilitating the Employee, not to take punitive action against the Employee.

The EAP provides education, encouragement, and assistance, as well as referral services for assessment and rehabilitation. The EAP also might be able to assist Employees in seeking rehabilitation services through medical insurance.

Employees can avail themselves of EAP services any time they feel a need to seek help with a problem that is causing or might cause their job performance to decline. Information regarding this program is available from Managepoint or by contacting Perspectives at 1-800-456-6327 or through their website, [www.perspectivesltd.com](http://www.perspectivesltd.com).

Under certain conditions, reasonable cause may exist in which an Employee may be asked to submit to a drug test. This situation may arise as a result of persistent, excessive absences or tardiness, erratic or abusive behaviors, theft, accidents, incidents with customers or other similar situations. All testing is conducted through an approved medical testing laboratory with chain of custody procedures in place.

## J. 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 will be conducted at the end of an Employee's initial period of hire in any new position. 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.

#### K. 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.

If an Employee is interested in an Internal Job Posting, please contact your supervisor and/or the Human Resource Administrator of your interest. Based on the requirements of the position, the Employee will be notified if they qualify and are selected for an interview.

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 or without prior approval.

#### L. JOB DESCRIPTIONS

Denizen Management makes every effort to create and maintain accurate job descriptions for all positions within the organization. Each description includes a job information section, a job summary section (giving a general overview of the job's purpose), an essential duties and responsibilities section, a supervisory responsibilities section, a qualifications section (including education and/or experience, language skills, mathematical skills, reasoning ability, and any certification required), a physical demands section, and a work environment section.

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.

Human Resources and the hiring manager prepare job descriptions when new positions are created. Existing job descriptions are also reviewed and revised in order to ensure that they are up to date. Job



descriptions may also be rewritten periodically to reflect any changes in the position's duties and responsibilities. All Employees will be expected to help ensure that their job descriptions are accurate and current, reflecting the work being done.

Employees should remember that job descriptions do not necessarily cover every task or duty that might be assigned, and that additional responsibilities may be assigned, as necessary. Contact Human Resources if you have any questions or concerns about your job description.

#### IV. PAY AND HOURS

##### A. 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. Denizen Management uses this period to evaluate Employee capabilities, work habits, and overall performance. If deemed necessary, the Introductory Period may be extended beyond 90 days. Either the Employee or Denizen Management may end the employment relationship at will at any time during or after the Introductory Period, with or without cause or advance notice.

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

During the Introductory Period, new Employees are eligible for those benefits that are required by law, such as workers' compensation insurance and Social Security. They may also be eligible for other Denizen Management provided benefits, subject to the terms and conditions of each benefit program. Employees should read the information for each specific benefit program for the details on eligibility requirements.

##### B. 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. All employees are required to report to work at their scheduled time and work their scheduled hours, unless PTO time has been requested and approved.

### C. EMPLOYEE CLASSIFICATIONS

It is the intent of Denizen Management to clarify the definitions of employment classifications so that Employees understand their employment status and benefit eligibility. These classifications do not guarantee employment for any specified period of time. Accordingly, the right to terminate the employment relationship at will at any time is retained by both the Employee and Denizen Management. You will be classified into one of the categories listed below.

**REGULAR FULL-TIME** Employees are those who are not in a temporary or introductory status and who work a full-time schedule, or at least an average of 36 hours per week.

**REGULAR PART-TIME** Employees are those who are not in a Temporary or Introductory status and who work less than a full-time schedule.

**INTRODUCTORY** Employees are those whose performance is being evaluated to determine whether further employment in a specific position or with the Company is appropriate. Employees who satisfactorily complete the Introductory Period will be notified of their new employment classification.

**TEMPORARY** Employees are those who are hired as interim replacements, to temporarily supplement the work force, or to assist in the completion of a specific project. Employment beyond any initially stated period does not in any way imply a change in employment status. Temporary Employees retain that status unless and until notified of a change. While temporary Employees receive all legally mandated benefits (such as workers' compensation insurance and Social Security), they are ineligible for all of Denizen Management other benefit programs.

**ACQUIRED EMPLOYEE** is an Employee who is hired by Denizen Management as the result of acquiring a property for Property Management services and employed with the prior management

company as of the date of acquisition. An Acquired Employee will maintain their years of service, accrued PTO and be eligible for all benefits up to those provided under this Employee Policy Manual for such years of service.

In addition to the above categories, each Employee will belong to one other employment category:

**NON-EXEMPT:** An Employee who receives overtime compensation in accordance with Fair Labor Standards Act. A Non-Exempt Employee will not be compensated for time not worked unless it is covered by PTO or Holiday Pay.

**EXEMPT:** An Employee who is employed in a position which has been determined to be Exempt from overtime provisions of the Fair Labor Standards Act of 1938. Deductions will not be made from the compensation of an Exempt Employee for partial day absences. Deductions will be made for absences of a day or more for personal reasons according to the policy for PTO, unless the absence occurs before the Employee has qualified for the plan or after the allowed PTO Time has been exhausted (as applicable).

An Employee's Exempt or Non-Exempt classification may be changed only upon written notification by Denizen Management.

#### D. ABSENCES & LATE ARRIVALS

All absences and late arrivals, whether excused or unexcused, must be reported by **8:00 a.m.** 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.

#### E. BREAKS & LUNCH

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.

#### F. TIMEKEEPING

Accurately recording time worked is the responsibility of every Non-

Exempt 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.

Non-Exempt Employees should accurately record the time they begin and end their work, they should also record the beginning and ending time of any split shift or departure from work for personal reasons. Overtime work must always be approved before it is performed.

It is the Employees' responsibility to sign their time records to certify the accuracy of all time recorded. The supervisor will review and then initial the time record before submitting it for payroll processing. In addition, if corrections or modifications are made to the time record, both the Employee and the supervisor must verify the accuracy of the changes by initialing the time record.

#### G. OVERTIME

Overtime compensation is paid to all Non-Exempt 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, 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 (except on call) by the Employees' supervisor.

#### H. ADMINISTRATIVE PAY CORRECTIONS

Denizen Management takes all reasonable steps to ensure that Employees receive the correct amount of pay in each paycheck and that Employees are paid promptly on the scheduled payday.

In the unlikely event that there is an error in the amount of pay, the Employee should promptly bring the discrepancy to the attention their immediate supervisor, management or Human Resources so that corrections can be made as quickly as possible.



## I. PAYROLL DEDUCTIONS

The law requires that Denizen Management and Managepoint, make certain deductions from every Employee's compensation. Among these are applicable federal, state, and local income taxes, as well as Social Security taxes.

Denizen Management offers programs and benefits beyond those required by law. Eligible Employees may voluntarily authorize deductions from their paychecks to cover the costs of participation in these programs.

If you have questions concerning why deductions were made from your paycheck or how they were calculated, Human Resources can assist you.

## J. PAYDAY

Employees maybe paid by check or direct deposit on a bi-weekly basis. To participate in the direct deposit program, Employees must complete an automatic deposit request form. All required deductions, such as for federal, state, and local taxes and authorized voluntary deductions, will be withheld automatically from all Employees' pay.

## V. TIME OFF BENEFITS

### A. PAID TIME OFF POLICY – PTO

Denizen Management grants paid time off ("PTO") to its Regular Full-Time Employees. Part-time Employees are not entitled to PTO. PTO is given in its entirety at their Anniversary date. Employees may use PTO for vacation, sickness, 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-16 hours (two (2) day) will be available for use
- Upon initial eligibility – 64 hours (eight (8) 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 Employee's should have the opportunity to celebrate all day. The Birthday hours are for use on your birthday. **This is not a floating holiday.**

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

## B. 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 unless sick. (See "D" Late Arrivals) Three (3) or more consecutive days of sickness, employee must present a doctor's note upon return to work. 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.

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.

PTO is paid at the Employee's base pay rate at the time of PTO. 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 will 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.

#### C. 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 for any particular period. Employees must maintain accurate records regarding their PTO (including PTO requests and PTO hours taken) and must submit those records to Human Resources. Requests of more than 40 consecutive hours must be discussed with Supervisor and District Manager for approval before requesting.

#### D. HOLIDAY SCHEDULE

Denizen Management recognizes the following paid holidays for all Regular Full-Time and Exempt Employees and will provide a schedule of holidays for the calendar year.

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

#### E. 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. Regular Full Time Employees will be granted 8 hours of time off in the event of the death of an aunt or uncle.

#### F. 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 practicable.

Military leave shall be without pay. An Employee on personal military leave may elect to substitute any earned, unused PTO in place of unpaid leave under this policy.

#### G. 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. In addition, proof of service must be submitted to the Employee's immediate supervisor or direct management report when the period of jury or witness duty is completed.



## H. FMLA LEAVE OF ABSENCE

Denizen Management does not employ 50 or more Employees, within a 100 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. If an Employee has exhausted all their paid time off benefits and has a need for additional time off, they should contact their immediate supervisor or manager. An unpaid leave of absence request will be evaluated on a case-by-case basis.

Management reserves the right to deny additional time off; above and beyond that offered through paid time off benefits.

## I. 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.

## VI. EMPLOYEE BENEFIT PLANS

### A. EMPLOYEE BENEFITS

From time to time, Denizen Management may offer 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. Additions and/or changes to your benefit elections can be made when you have a change in family status, life event or open enrollment. These

life events include:

- Marriage or divorce
- Birth, adoption or placement for adoption of a child
- Death of your spouse or dependent
- Change in spouse's employment resulting in gain or loss of coverage!
- Change from full-time or part-time employment (or vice versa) by you or your spouse.
- Significant change in coverage provided by your spouse's employer.
- Changes in entitlement to Medicare or Medicaid
- Qualification by Plan Administrator of a medical child support order

You are responsible for notifying Human Resources or Managepoint so that changes can be made with the insurance carrier **within 30 days** of a life event if you want to make a change in your benefit selections. By law, changes cannot be made after the 30-day period ends. The new application must be date stamped in the insurance carrier's office within thirty days of the qualifying event. If you miss this thirty-day (30) day window of opportunity, you can then only make additions and/or changes at open enrollment time, which is effective January 1st of each year.

## B. 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- t e r m disability.

Each of our group benefit plans is described in summary plan description booklets that are available at Human Resources.

All terms and conditions of the benefits are set out in the master policies that shall control, notwithstanding any provision in this manual or other statements to the contrary. The master policies are available for inspection upon request. Policies, carriers, benefits, coverage's, provisions and other features of the Company's benefit programs may be changed from time to time.

In no event shall Denizen Management be liable for any claim under an insurance policy. A claim that has been denied by the carrier or insurance administrator shall be pursued exclusively as provided by

applicable federal or state law.

#### C. 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 at Human Resources.

### VII. EMPLOYEE CONDUCT

#### A. PROFESSIONAL DRESS & GROOMING

Employees are expected to use good taste and judgment in maintaining professional standards of personal dress, grooming and hygiene. This is necessary to project the proper professional image to our customers and for the comfort of our fellow Employees. A Grooming Policy and Dress Code is provided by Denizen Management for all Employees.

*Please refer to Exhibit A at the end of this handbook for further clarification.*

#### B. ATTENDANCE GUIDELINES

Regular attendance and punctuality are essential duties of our Employees. We realize that some absences and late arrivals are unavoidable. However, when an Employee is absent or late, it places an extra burden on other Employees and the Company suffers. Without the total support of all Employees, the goal of servicing our customers cannot be met. All absences and late arrivals, whether excused or unexcused, must be reported by 8:00 a.m. 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. If it is necessary for an Employee to be absent or late, he or she must notify management as soon as possible. Failure to do so may result in disciplinary action, up to and including termination.

If an Employee believes his or her absence will last more than three consecutive days, it is the Employee's responsibility to notify management as soon as possible. This will aid in determining how to properly designate the Employee's leave of absence. Three (3) or more consecutive days of sickness, employee must present a doctor's note upon return to work.

Failure to notify management of an absence for two consecutive business days will be considered job abandonment and a voluntary termination.

### C. 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.

Denizen Management recognizes that Employees may have interests in events and organizations outside the workplace. However, Employees may not solicit or distribute literature concerning these activities during working time. (Working time does not include lunch periods, work breaks, or any other periods in which Employees are not on duty.)

In addition, the posting of written solicitations on Company bulletin boards is prohibited. Bulletin boards are reserved for official business organization communications on such items as:

- Employee announcements
- Internal memoranda
- Job openings
- Organization announcements
- Payday notice
- Workers' compensation insurance information
- State disability insurance/unemployment insurance information

If an Employee has a business-related message of interest to the workplace, they may submit it to the work site manager for approval. All approved messages will be posted by an Employee specifically designated by Denizen Management.



#### D. 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. Negligence in the care and use of Company property may be cause for discipline, up to and including termination. The unauthorized removal of Company property from the Company's premises or the unauthorized use of Company property for personal purposes shall be considered cause for discipline, up to and including termination. Company property issued to an Employee must be returned to the Company upon the Employee's termination or upon request by the Company. Any Employee who fails to return Company property will be responsible to Denizen Management for the cost of replacing the property.

#### E. 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. Employees are asked to respect these designations. In situations where the preferences of smokers and nonsmokers are in direct conflict, the preference of nonsmokers will prevail.

This policy applies equally to all Employees, customers, and visitors. Denizen Management will not terminate, refuse to hire, or in any manner retaliate against an Employee, applicant for employment, or customer because that Employee, applicant, or customer exercises their right to smoke.

An Employee has the right to report a violation of this policy to his/her employer or local law enforcement. Denizen Management will take no adverse action against any Employee or applicant for employment due to his/her report regarding a violation of the no-smoking policy.

#### F. 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. Each Employee, as a consideration of employment is required to read, fully comply, and acknowledge the

Electronic Information Policy, which may be amended without notice. Failure to follow the Electronic Information Policy may result in disciplinary action, up to and including termination.

#### G. 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. Each Employee, as a condition of employment is required to read, fully comply and acknowledge the Proprietary & Confidentiality Policy, which may be amended without notice. Failure to follow the Proprietary & Confidentiality Policy may result in disciplinary action, up to and including termination.

#### H. BUSINESS EXPENSES

Denizen Management will reimburse Employees for approved entertainment, travel, cellular phone and other business-related expenses. Denizen Management reserves the right to disallow reimbursement of any business-related expenses that are not reported in a timely manner, deemed inappropriate, unsubstantiated, or not in compliance with Denizen Management's Expense Reimbursement Policy. You should review and familiarize yourself with Denizen Management's Expense Reimbursement Policy.

#### I. BEHAVIOR OF EMPLOYEES

Certain rules and regulations regarding Employee behavior are necessary for the efficient operation of the Company and for the benefit and safety of all Employees. Conduct that interferes with operations, discredits the Company, or is offensive to customers or fellow Employees will not be tolerated. Moreover, many Employees are unsuccessful in their jobs due to improper behavior and conduct as opposed to poor job skills or performance.

All Employees are expected to conduct themselves in a manner that is conducive to the efficient operation of the Company. Such conduct includes, but is not limited to:

- Reporting to work punctually as scheduled and being at his or her workstation, ready for work, at the assigned Denizen Management time.
- Eating meals only during break periods in designated areas.
- Maintaining a clean and orderly workplace and work area.
- Treating all customers, visitors, and fellow Employees in a courteous manner
- Refraining from behavior or conduct deemed offensive or undesirable, or which is subject to disciplinary action.
- Performing assigned tasks efficiently and in accordance with Company guidelines.

Types of behavior and conduct that we consider inappropriate include but are not limited to the following. Any Employee who engages in inappropriate conduct shall be subject to disciplinary action, up to and including termination.

- Violating any of the foregoing policies.
- Falsifying or altering employment or other business records.
- Fighting or using obscene, abusive, or threatening gestures or language.
- Disregarding safety or security rules.
- Insubordination.
- Stealing, destroying, defacing, or misusing Company property.
- Making knowingly false and malicious statements about Employees, customers, subcontractors, suppliers, or services.
- Discourtesy or disrespect to a customer.
- Failure to report to the Employee's supervisor, as soon as possible, any accident related to his or her employment resulting in injury to anyone or any property damage.
- Horseplay or other conduct that poses a risk to the safety of any person or damage to property.
- Accepting kickbacks or violating Denizen Management's policy regarding acceptance of gifts.
- Violating the Code of Conduct, Computer & Electronic Information Policy or the Proprietary & Confidentiality Policy.
- Violating any applicable federal, state or local laws that govern Denizen Management's business or the Employee's employment duties.

## J. DISCIPLINARY PROCESS

When a rule or policy has been broken, or an Employee has exhibited unacceptable behavior, disciplinary action to prevent a recurrence is required. Denizen Management generally recognizes four steps in the disciplinary process:

- i. Problem Solving with open dialog and/or Clarification Memo
- ii. Formal written warning – second occurrence
- iii. Formal written warning – third occurrence
- iv. Suspension without pay or termination – fourth occurrence.

Denizen Management reserves the right in its discretion to bypass any of the above steps and utilize a higher level of discipline for any given occurrence. The severity of discipline will depend upon the severity of the occurrence, as well as the Employee's work history. Written warnings (formal and informal) and documented verbal warnings will be retained in Employee's personnel file as a record of work performance. Formal written warnings are in effect for varying periods of time (depending upon severity, up to one year), during which time an Employee will not be eligible for merit wage increases or Employee-requested transfers or promotions.

## K. TERMINATION OF EMPLOYMENT

All Employees are Employees-at-will. Thus, an Employee's employment is terminable at will with or without notice or cause by the Employee or Denizen Management. If an Employee wishes to terminate his or her employment, the Employee is strongly encouraged to notify Denizen Management in writing at least two weeks in advance of his or her intended termination. If an Employee's decision to terminate is based on a situation that could be corrected, the Employee should be encouraged to discuss it with his or her supervisor before making a final decision. Denizen Management reserves the right to accept an Employee's notice of termination and to accelerate such notice and make the termination effective immediately, or on any other date prior to the Employee's intended last day of work. In such instances, the Employee will be paid only until the last day of active employment.

At the time of an Employee's termination, Denizen Management will normally conduct an exit interview with the Employee. At the exit

interview, the details of the Employee's leaving should be discussed, arrangements for payment of the Employee's final paycheck will be made (e.g., confirm correct mailing address) and information regarding the Employee's insurance coverage and other information relevant to his or her employment will be explained. Generally, an Employee's final paycheck will be available on the next regularly scheduled payday following the date of termination.

At the time of the termination, the Employee must return all Company property including, but not limited to, keys, manuals, phones, computers, vehicles, and other documents (including "hard copy" or computer files) to his or her supervisor before the last day of work.



## 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.
- 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 visible offensive/vulgar tattoos or 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 except for approved company logo.
- Team jersey – except on special occasions
- Halter tops
- Cutout or cold shoulder tops
- Hoodie sweater
- Spaghetti-strap shirts or 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 and/or shorts (then 2 semi-annually)
  - o (1) Denizen logoed ball cap or hat; 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)

( Company Supplied Clothing may be provided after introductory period and may vary in count or items provided based on each property budgetary and operational needs and abilities )

- 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, coveralls for cold weather conditions, gloves, scarves and etc.

interview, the details of the Employee's leaving should be discussed, arrangements for payment of the Employee's final paycheck will be made (e.g., confirm correct mailing address) and information regarding the Employee's insurance coverage and other information relevant to his or her employment will be explained. Generally, an Employee's final paycheck will be available on the next regularly scheduled payday following the date of termination.

At the time of the termination, the Employee must return all Company property including, but not limited to, keys, manuals, phones, computers, vehicles, and other documents (including "hard copy" or computer files) to his or her supervisor before the last day of work.

