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Introduction

Welcome!

As an employee of Radco Residential (herein “RR, or the “Company”), you are an important member of our team. We hope that you will find your position with the Company rewarding, challenging, and productive.

This employee handbook is intended to explain the terms and conditions of employment of all full and part-time employees and supervisors. This handbook summarizes the policies and practices in effect at the time of publication. This handbook supersedes all previously issued handbooks and any policy or benefit statements or memoranda that are inconsistent with the policies described here. Your supervisor or manager will be happy to answer any questions you may have.

Equal Employment Opportunity

RR is an equal opportunity employer and makes employment decisions on the basis of merit. We want to have the best available persons in every job. Company policy prohibits and does not tolerate unlawful discrimination on the basis of race, color, sex (including pregnancy and gender identity), religion, parental status, age, national origin or ancestry, physical or mental disability, family medical history or genetic information, sexual orientation, military service or veteran status, or any other consideration made unlawful by federal, state, or local laws. This policy applies to recruitment and placement, hiring, promotion, discipline, discharge, pay, transfer, retention, training, fringe benefits, classification, referral as well as to all other privileges, personnel programs, Company policies, procedures and terms and conditions of employment.

The Company is committed to compliance with all applicable laws providing equal employment opportunities. This commitment applies to all employees involved in Company operations and prohibits unlawful discrimination by any employee of the Company, including managers and coworkers.

To comply with applicable laws ensuring equal employment opportunities to qualified individuals with a disability, the Company will make reasonable accommodations for the known physical or mental limitations of an otherwise qualified individual with a disability who is an applicant or an employee unless undue hardship would result for the Company.

Any applicant or employee who requires an accommodation in order to perform the essential functions of the job should contact the Regional Manager or Human Resources and request such an accommodation. The individual with the disability should specify what accommodation he or she needs to perform the job. The Company then will engage in the interactive process to identify the barriers that interfere with the equal opportunity of the applicant or employee to perform his or her job. The Company will identify possible accommodations, if any, that will help mitigate the limitation. If the accommodation is reasonable and will not impose an undue hardship for the Company, the Company will make the accommodation of its choosing.

If you believe you have been subjected to any form of unlawful discrimination, submit a written report to your Regional Manager or Human Resources. Your report should be specific and should include the names of the individuals involved and the names of any witnesses. If you need assistance with your report, or if you prefer to make a report in person, please speak with your Regional Manager or Human Resources. The Company will
Immediately undertake an effective, thorough, and objective investigation and attempt to resolve the situation.

If the Company determines improper actions have occurred, effective remedial action will be taken commensurate with the severity of the offense. Appropriate action also will be taken to deter any future impropriety. The Company will not retaliate against any person for filing a report or participating in an investigation and will not permit retaliation by management or your coworkers.

All employees are expected to cooperate with investigations by being truthful, providing written statements if requested, and by not trying to influence the testimony of others. RR does not allow video or audio recordings during investigations.

**Unlawful Harassment**

RR is committed to providing a work environment free of unlawful harassment. Company policy prohibits sexual harassment and harassment based on race, religion, color, gender, national origin or ancestry, physical or mental disability, marital status, age, genetic information, sexual orientation, veteran status or any other basis protected by federal, state or local law. The Company’s anti-harassment policy applies to all persons involved in the operation of the Company and prohibits unlawful harassment by any employee of the Company, including managers, as well as vendors, customers, independent contractors and any other persons.

Prohibited unlawful harassment includes, but is not limited to, the following behavior:

- Verbal conduct such as epithets, derogatory jokes or comments, slurs or unwanted sexual advances, invitations or comments;
- Visual displays such as derogatory and/or sexually-oriented posters, photography, cartoons, drawings or gestures;
- Physical conduct including assault, unwanted touching, intentionally blocking normal movement or interfering with work because of sex, race or any other protected basis;
- Threats and demands to submit to sexual requests or favors as a condition of continued employment, or to avoid some other loss and offers of employment benefits; and
- Retaliation for reporting or threatening to report harassment.

If you believe that you have been unlawfully harassed, immediately bring your report to your Regional Manager or Human Resources as soon as possible after the incident. You will be asked to provide details of the incident or incidents, names of individuals involved and names of any witnesses. It would be best to communicate your report in writing, but this is not mandatory. Regional Managers will refer all harassment reports to Human Resources. The Company will immediately undertake an effective, thorough and objective investigation of the harassment allegations.

The Company will not retaliate against any person for filing a report or participating in an investigation and will not tolerate or permit retaliation by management or co-workers.

The Company encourages all employees to report any incidents of harassment forbidden by this policy **immediately** so that reports can be quickly and fairly resolved.
All employees are expected to cooperate with investigations by being truthful, providing written statements if requested, and by not trying to influence the testimony of others. RR does not allow video or audio recordings during investigations.

At-Will Employment Status

RR employees are employed on an at-will basis. At will employment cannot be altered by any verbal agreement. It may be altered only by a written contract, such as an employment agreement covering a specific duration, and only when signed by the Executive Vice President. This Employee Handbook is not a contract, expressed or implied, guaranteeing employment for any specific duration. Either you or RR may terminate this relationship at any time, for any reason, with or without cause or notice. No attorney or representative of the Company, other than the Company’s Executive Vice President, has the authority to enter into any agreement with you for employment for any specified period. Any such agreement must be in writing to be enforceable.

E-Verify

RR is an E-Verify employer. E-Verify is an Internet-based system that compares information from your Form I-9, Employment Eligibility Verification, to Department of Homeland Security (DHS) and Social Security Administration (SSA) records to confirm that you are authorized to work in the United States. Once you have accepted an offer of employment and completed Form I-9, RR will enter the information from Form I-9 into the E-Verify system.

E-Verify initially will return one of two results: Employment Authorized or Tentative Non-Confirmation. If the result is Employment Authorized, no further action is required.

If the result from the initial E-Verify screening is Tentative Non-Confirmation, then we will inform you in private regarding the finding and give you an opportunity to take corrective action on the DHS or SSA record. We will provide you with information on how to contest a Tentative Non-Confirmation, including a written notice provided by E-Verify.

If you choose to contest a Tentative Non-Confirmation, you will be provided with a referral letter provided by E-Verify which contains specific instructions and contact information. You will be allowed eight (8) federal government work days to contact the appropriate federal agency to resolve the Tentative Non-Confirmation. If you choose not to contest a Tentative Non-Confirmation or you are unable to resolve a Tentative Non-Confirmation, you may be subject to termination of employment. We will review the circumstances of a non-confirmation prior to a final decision.

Fair Housing Act

RR fully supports and complies with the Fair Housing Act and will not tolerate conduct that violates the Act. All employees are expected to treat prospective and current residents politely, respectfully and equally. All decisions made with respect to any prospective or current resident are made without regard to race, religion, color, gender, national origin or ancestry, physical or mental disability, marital status, age, genetic information, sexual orientation, veteran status or any other basis protected by federal, state or local law or ordinance or regulation.

All employees are required to complete training regarding the laws and guidelines that govern your position.
Hiring

Classifications of Employment

Regular Full-Time Employees

Regular full-time employees are those who work 30 or more hours per week. Following the completion of the introductory period, regular full-time employees are eligible for many of the employee benefits described in this handbook.

Regular Part-Time Employees

Regular part-time employees are those who are scheduled for and work fewer than 30 hours per week. Regular part-time employees are not eligible to participate in most employee benefits described in this handbook, other than those required by applicable law.

Temporary/Seasonal Employees

Temporary/seasonal employees are those employed for short-term and/or seasonal assignments. Short-term assignments generally are periods of three months or fewer; however, such assignments may be extended. Temporary employees are not eligible for employee benefits except those required by applicable law.

Introductory Period

The first 90 days of continuous employment with RR is considered an introductory period. During this time you will learn your responsibilities, get acquainted with fellow employees, and determine whether or not you are happy with your job. Your direct supervisor will closely monitor your performance. Your employment remains at-will throughout and following the introductory period.

Job Duties

During the introductory period, your direct supervisor will explain your job responsibilities and the performance standards expected of you. Be aware that your job responsibilities may change at any time during your employment. From time to time, you may be asked to work on special projects, or to assist with other work necessary or important to the operation of your department or the Company. Your cooperation and assistance in performing such additional work is expected.

RR reserves the right, at any time, with or without notice, to alter or change job responsibilities, reassign or transfer job positions, or assign additional job responsibilities.

Exempt

Exempt employees are classified as such if their job duties are exempt from the minimum wage and/or overtime provisions of Federal and State wage and hour laws. Exempt employees are not eligible for overtime pay. Their salaries are calculated on a weekly basis. For additional information regarding deductions from pay for an exempt employee, see the Compensation section.
Non-Exempt

Non-exempt employees receive overtime pay in accordance with our overtime policy and Federal and State wage and hour laws. Their wages are calculated on an hourly basis.

Leaves of Absence

Family/Medical Leave

The federal Family & Medical Leave Act of 1993 (FMLA) as amended in 2008 requires employers with 50 or more employees each working day during each of 20 or more calendar workweeks in the current or preceding calendar year to provide eligible employees with unpaid leave. There are two types of leave available, including the basic 12-week leave entitlement (Basic FMLA Leave), as well as the military family leave entitlements (Military Family Leave) described in this policy. In addition to FMLA leave, you may also be eligible for leave under a similar state law.

Eligibility for FMLA Leave

Employees are eligible for FMLA leave if they:

- Work for a covered employer;
- Have worked for the Company for at least 12 months before the leave is to commence;
- Have worked at least 1,250 hours for the Company during the 12 calendar months immediately preceding the request for leave; \textit{and}
- Are employed at a work site that has 50 or more employees within a 75-mile radius.

Employees with any questions about their eligibility for FMLA leave should contact Human Resources for more information.

Basic FMLA Leave

Employees who meet the eligibility requirements described above are eligible to take up to 12 weeks of unpaid leave during any 12-month period for one of the following reasons:

- To care for the employee’s son or daughter during the first 12 months following birth;
- To care for a child during the first 12 months following placement with the employee for adoption or foster care;
- To care for a spouse, son, daughter, or parent (“covered relation”) with a serious health condition or;
- Because of the employee’s own serious health condition.

For purposes of calculating the 12-month period during which 12 weeks of leave may be taken, RR uses a rolling 12-month period measured backward from the date an employee uses any FMLA leave. Under most circumstances, leave under federal and state law will run at the same time and the eligible employee will be entitled to a total of 12 weeks of basic family / medical leave in the designated 12-month period.

Military Family Leave
There are two types of Military Family Leave available:

**Qualifying exigency leave.** Employees meeting the eligibility requirements described above may be entitled to use up to 12 weeks of their Basic FMLA Leave entitlement to address certain qualifying exigencies. Leave may be used if the employee’s spouse, son, or daughter, is on active duty or called to active duty status in the National Guard or Reserves in support of a contingency operation. Qualifying exigencies may include:

- Short-notice deployment (up to 7 days of leave);
- Attending certain military events;
- Arranging for alternative childcare;
- Addressing certain financial and legal arrangements;
- Periods of rest and recuperation for the service member (up to 5 days of leave);
- Attending certain counseling sessions;
- Attending post-deployment activities (available for up to 90 days after the termination of the covered service member’s active duty status) or;
- Other activities arising out of the service member’s active duty or call to active duty and agreed upon by the Company and the employee.

**Military Caregiver.** There is also a special leave entitlement that permits employees who meet the eligibility requirements for FMLA leave to take up to 26 weeks of leave to care for a covered service member during a single 12-month period. A covered service member is a current member of the Armed Forces, including a member of the National Guard or Reserves, who has been rendered medically unfit to perform his or her duties due to a serious injury or illness incurred in the line of duty while on active duty that may render the service member medically unfit to perform his or her duties for which the service member is undergoing medical treatment, recuperation, or therapy; or is in outpatient status; or is on the temporary disability retired list.

**Pay, Benefits, and Protections during Family / Medical Leave**

Family / medical leave is unpaid leave. However, if leave is taken because of an employee’s own serious health condition the employee may be eligible for short- or long-term disability payments and/or workers’ compensation benefits under those insurance plans, if applicable.

Employees are required to exhaust all earned PTO time at the onset of FMLA leave. The substitution of paid leave time for unpaid leave time does not extend the 12-week leave period. Furthermore, in no case can the substitution of paid leave time for unpaid leave time result in the receipt of more than 100 percent of an employee’s salary.

During an approved family / medical leave, the Company will maintain the employee’s health benefits as if the employee continued to be actively employed. If paid leave is substituted for unpaid family / medical leave, the Company will deduct the employee’s portion of the health plan premium as a regular payroll deduction. If leave is unpaid, the employee must pay his or her portion of the premium. Employees must contact Human Resources to make arrangements to pay their portion of the premium. An employee’s healthcare coverage will cease if the employee’s premium payment is more than 30 days late. If the payment is more than 15 days late, the Company will send the employee a letter to this effect. If the Company does not receive the co-payment within 15 days after the date of that letter, the employee’s coverage may cease. If the employee elects not to return to work for at least 30 calendar days at the end of the leave period, the employee may be required to reimburse the Company for the cost of the premiums paid by the Company for maintaining coverage during the unpaid leave or money owed can be deducted from final pay, bonuses/commissions, subject to state laws. During FMLA leave, the employer must maintain the employee’s health coverage under any “group health plan” on the same terms as if the employee had continued to work. Use of FMLA leave will not result in the loss of any employment benefit that accrued prior to the start of the employee’s leave.
Upon timely return from FMLA leave, most employees will be restored to their original or substantially equivalent positions with equivalent pay, benefits, and other employment terms. However, an employee has no greater right to reinstatement than if he or she had been continuously employed rather than on leave. For example, if an employee on family/medical leave would have been laid off had he or she not gone on leave, or if the employee’s job is eliminated during the leave and no equivalent or comparable job is available, then the employee would not be entitled to reinstatement.

- Reinstatement after family/medical leave may be denied to certain salaried “key” employees under the following conditions:
  - An employee requesting reinstatement was among the highest-paid 10 percent of salaried employees employed within 75 miles of the work site at which the employee worked at the time of the leave request;
  - The refusal to reinstate is necessary because reinstatement would cause substantial and grievous economic injury to the Company’s operations;
  - The employee is notified of the Company’s intent to refuse reinstatement at the time the Company determines the refusal is necessary; and
  - If leave has already begun, the Company gives the employee a reasonable opportunity to return to work following the notice described previously.

**Time Accrual**

Employees on FMLA leave will not continue to accrue PTO during family / medical leave.

**Employee Responsibilities When Requesting FMLA Leave**

If the need to use FMLA leave is foreseeable, the employee must give the Company at least 30 days of prior notice of the need to take leave. When 30 days’ notice is not possible, the employee must give notice as soon as practicable (within 1 or 2 business days of learning of the need for leave except in extraordinary circumstances). Failure to provide such notice may be grounds for delaying the start of the FMLA leave.

Whenever possible, requests for FMLA leave should be submitted to the Regional Manager or Human Resources using the Request for Family/Medical Leave form (available from Human Resources). When submitting a request for leave, the employee must provide sufficient information for the Company to determine if the leave might qualify as FMLA leave, and also provide information on the anticipated date when the leave would start as well as the duration of the leave. Sufficient information may include that the employee is unable to perform job functions; that a family member is unable to perform daily activities; that the employee or family member needs hospitalization or continuing treatment by a healthcare provider; or the circumstances supporting the need for military family leave. Employees also must inform the Company if the requested leave is for a reason for which FMLA leave was previously taken or certified. Employees also will be required to provide a certification and periodic recertification supporting the need for leave.

**Employer Responsibilities**

When an employee requests leave, the Company will inform the employee whether he or she is eligible under the FMLA. If the employee is eligible, the employee will be given a written notice that includes details on any additional information he or she will be required to provide. If the employee is not eligible under the FMLA, the Company will provide the employee with a written notice indicating the reason for ineligibility. If leave will be designated as FMLA-protected, the Company will inform the employee in writing and provide information on the
amount of leave that will be counted against the 12 or 26 week entitlement.

**Medical certification**

If the employee is requesting leave because of the employee’s own or a covered relation’s serious health condition, the employee and the relevant healthcare provider must supply appropriate medical certification. Employees may obtain Medical Certification forms from Human Resources. When the employee requests leave, the Company will notify the employee of the requirement for medical certification and when it is due (no more than 15 days after you request leave). If the employee provides at least 30 days’ notice of medical leave, he or she should also provide the medical certification before leave begins. Failure to provide requested medical certification in a timely manner may result in denial of leave until it is provided. RR, at its expense, may require an examination by a second healthcare provider designated by the company. If the second healthcare provider’s opinion conflicts with the original medical certification, the company, at its expense, may require a third, mutually agreeable, healthcare provider to conduct an examination and provide a final and binding opinion. The Company may require subsequent medical recertification. Failure to provide requested certification within 15 days, except in extraordinary circumstances, may result in the delay of further leave until such recertification is provided.

RR will require certification by the employee’s health care provider that the employee is fit to return to his or her job. Failure to provide certification by the health care provider of the employee’s fitness to return to work will result in denial of reinstatement for the employee until the certificate is obtained.

**Reporting While on Leave**

If an employee takes leave because of the employee’s own serious health condition or to care for a covered relation, the employee must contact the company on the fifteenth of each month regarding the status of the condition and his or her intention to return to work. In addition, the employee must give notice as soon as practicable (within 2 business days, if feasible) if the dates of the leave change, are extended, or were unknown initially.

If there is a need for additional accommodation at the end of leave, the employee must contact Human Resources in writing prior to the exhaustion of the leave period. If the employee fails to return to work on the expected date, Human Resources will reach out to the employee for a status update. If the employee does not respond or provide justification for the failure to return within 10 days of the information request, employment will be terminated subject to state laws.

**Intermittent and Reduced-Schedule Leave**

Leave because of a serious health condition, or either type of family military leave may be taken intermittently (in separate blocks of time due to a single health condition) or on a reduced-schedule leave (reducing the usual number of hours worked per workweek or workday) if medically necessary. If leave is unpaid, the company will reduce the employee’s salary based on the amount of time actually worked. In addition, while an employee is on an intermittent or reduced-schedule leave, RR may temporarily transfer the employee to an available alternative position that better accommodates the recurring leave and which has equivalent pay and benefits.

Employees must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt the employer’s operations. Military Family Leave due to qualifying exigencies may also be taken on an intermittent basis. Leave may not be taken on an intermittent basis when used to care for the employee’s own child during the first year following birth, or to care for a child placed with the employee for foster care or adoption, unless both the employer and employee agree to such intermittent leave.

**Bereavement Leave**

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Regular, full-time employees are eligible to receive up to five (5) days paid bereavement leave due to the death of a member of the immediate family. An employee's immediate family includes his or her spouse, children/step-children, parents/guardian, brother, sister, grandparents, grandchildren or domestic partner.

An employee notified of a death in his or her immediate family while at work will be paid for the remainder of the scheduled hours that day, and the five-day eligibility for paid bereavement leave will not commence until the next regular scheduled work day which is lost. All time off in connection with the death of one of the above-listed individuals should be scheduled with the employee’s Manager. The Manager will then notify Human Resources.

**Jury Duty and Witness Leave**

Jury duty is an obligation and a privilege of citizenship, and we encourage our employees to serve when asked to do so. Employees should produce the summons from the court when making the request to attend jury service.

During jury duty, all full-time employees will be paid their regular pay for up to forty (40) hours per two years, subject to state law. This policy is also applicable when testifying as a witness in a judicial proceeding by subpoena. (However, this policy does not apply when an employee is required to appear in court in response to criminal charges or traffic citations pending against the employee.)

After completing their service, employees are required to provide supporting documentation for the jury/witness leave to Human Resources.

Employees should strive to meet customer commitments at all times during their absence. When jury duty does not demand services for a full day, employees should return to their jobs.

**Military Leave**

Employees who wish to serve in the military and take military leave should contact Human Resources for more information about their rights before and after such leave. Employees are entitled to reinstatement upon completion of military service, provided they return or apply for reinstatement within the time allowed by law.

**Time Off for Voting**

If an employee does not have sufficient time outside of working hours to vote in an official state-sanctioned election, the employee may take off enough working time to vote in accordance with state law. Such time off shall be taken at the beginning or the end of the regular working shift. When possible, an employee requesting time off to vote shall give his or her direct supervisor at least two days’ notice.

Employees that are assigned to projects outside of their voting precinct are encouraged to take advantage of voting by absentee ballot.

**Personal Leave of Absence**

An employee may be granted a personal leave of absence without pay for a maximum of 8 weeks for sufficiently valid or necessary reasons. Requests for leave will be considered on the basis of the employee’s employment status, length of service, successful completion of the 90-day introductory period, performance, responsibility level, the reason for the request, and the expected impact of the leave on the Company and the property. Employees under performance
improvement plans and/or corrective action are not eligible to take a personal leave of absence. Earned PTO must be used prior to the start of a personal leave of absence.

It is understood that following a personal leave of absence without pay, there is no guarantee of any kind of re-employment by RR.

Request any leave in writing as far in advance as possible, keep in touch with your direct supervisor during your leave, and give prompt notice of any change(s) in your anticipated return date. If there is a need for additional accommodation at the end of leave, the employee must contact Human Resources in writing prior to the exhaustion of the leave period. If the employee fails to return to work on the expected date, Human Resources will reach out to the employee for a status update. If the employee does not respond or provide justification for the failure to return within 10 days of the information request, employment will be terminated subject to state laws.

Typically, all benefits lapse during a personal leave of absence without pay unless otherwise required by law to be maintained. PTO credits do not accrue. Medical and other group insurance benefits may lapse at the end of the month following the commencement of a leave of absence without pay. Some group benefits can be continued during the leave and the employee portion of the benefit premiums will be paid by the employee during the leave. If the employee fails to make timely benefit payments, their insurance could be terminated. Please see Human Resources for additional information.

Benefits

RR benefit plans are an important part of your total compensation package. Our ability to attract and retain superior employees who continue to build our business is enhanced by providing a solid benefit foundation. These programs are designed to support our employees and their dependents when they need it the most – at times of illness, injury, disability, or death.

The areas of coverage are outlined in this document; however, a more detailed explanation of each benefit can be found in supplemental booklets or Summary Plan Descriptions available from Human Resources/Benefits. In the event of any benefit questions, the Summary Plan Descriptions will govern in all cases.

The Company reserves the right to amend or terminate any of these programs at its discretion. For more complete information regarding our benefit programs, please contact Human Resources or the Company’s Benefits Specialist.

Eligibility

Benefits are provided to all active regular full-time employees. Part-time and temporary/seasonal employees are not eligible for health benefits. Coverage becomes effective on the first of the month following 30 days of employment.

If a part-time employee transitions to full-time employment or a full-time employee transitions to part-time employment, the change in status will be subject to the Affordable Care Act provisions, and employees will be required to meet the measurement periods set forth.

If you do not enroll yourself or your dependents in the health insurance plans as a new hire, you can enroll yourself and your dependents only during the annual open enrollment period or when you have a change in family status. Contact Human Resources/Benefits for more information.
401(k) Savings Plan

RR goes beyond industry standards in regards to their 401 (k) savings plan and employer match. You may contribute a certain percentage of your wages (up to a certain maximum annually) into the 401(k) plan. RR provides a match of 100% of every dollar you save up to 6% of your gross income. The match will begin with your first contribution to the plan. Your contribution will be deducted from your paycheck every payroll.

To participate in the 401 (k) plan you must be 21 years of age or older. You are eligible to participate after 90 days of employment. Regular full and part-time employees are eligible for the plan. Temporary/seasonal employees are not eligible to participate.

The money you elect to contribute to this plan, and any earnings (or losses) on that amount, are not subject to income tax until withdrawn from the plan. However, contributions are subject to Social Security tax at all times.

RR has the right to change any terms, conditions, coverage options, carriers, etc. of the plan at any time. Employees will be notified of these changes as they occur.

Medical Coverage

Depending on your location, you may be offered a choice of medical options and varying levels of coverage. These programs cover most of your normal health care needs, and the Company pays a portion of the cost. Payroll deductions are taken on a pre-tax basis every payroll.

A prescription drug program is included in all plans.

Dental Coverage

A dental program is offered to all eligible regular full-time employees. These programs cover most of your normal dental needs, and the Company pays a portion of the cost. You do not have to be enrolled in the medical plan to participate in the dental plan. Payroll deductions are taken on a pre-tax basis every payroll.

Vision Coverage

Eligible regular full-time employees may voluntarily participate in a vision program. Payroll deductions are taken on a pre-tax basis every payroll.

Term Life and AD&D Insurance

The Company provides basic life insurance and accidental death & dismemberment plan to all eligible, regular full-time eligible employees. You will need to designate a beneficiary by completing a Beneficiary Designation Form once eligible.

Short-Term Disability

Regular full-time employees may choose to participate in a voluntary short-term disability plan. Payroll deductions are taken on a post-tax basis every payroll.
Long-Term Disability

Regular full-time employees may choose to participate in a voluntary long-term disability plan in the event of an extended illness or injury that would require an employee to be out of work for more than 90 calendar days, if approved by a physician’s certification.

Employee Assistance Program

Occasionally, problems develop which have the potential to adversely affect the quality of an employee’s life or job performance. Recognizing this, it is the Company’s policy to provide an Employee Assistance Program (“EAP”) for all employees and their eligible dependent family members. The EAP is a pre-paid Company benefit offered through a confidential, experienced external provider. Participation is confidential and voluntary.

The contact information is available in the benefits summary or by contacting Human Resources.

Supplemental Coverage

The Company provides all active, regular full-time eligible employees the opportunity to voluntarily enroll in supplemental coverage plans. Examples of plans that may be offered are; Accident, Cancer, Indemnity, Hospital Advantage and Voluntary Life Plans. For detailed plan information, please contact the Benefits Specialist.

Benefits Continuation

The Federal Consolidated Omnibus Budget Reconciliation Act (COBRA) gives employees and their qualified beneficiaries the opportunity to continue health insurance coverage under our current health plan when a “qualifying event” would normally result in the loss of eligibility. Some common qualifying events are resignation, termination of employment, or death of an employee; a reduction in an employee’s hours or a leave of absence; an employee’s divorce or legal separation; and a dependent child no longer meeting eligibility requirements.

Under COBRA, the employee or beneficiary usually pays the full cost of coverage at our group rate plus an administration fee. The Benefits Specialist provides each eligible employee with a written notice describing rights granted under COBRA when the employee becomes eligible for coverage under our health insurance plan. The notice contains important information about the employee’s rights and obligations.

Please refer to the Summary Plan Description or contact Human Resources for additional information.

Additionally, there are other health care coverage options that may be available to you including coverage through the Health Insurance Marketplace at www.HealthCare.gov or call 1-800-318-2596. You may be able to get coverage through the Health Insurance Marketplace that costs less than COBRA continuation coverage. Please review your health care coverage options very carefully before you make your decision. If you choose to elect COBRA continuation coverage, you must complete the necessary election forms provided.

Paid Time Off (PTO)

Paid Time Off provides all regular full time employees with paid time away from work that can be used for vacation, personal time, personal illness or time off to care for dependents. Paid Time Off (PTO) must be scheduled in advance, at least two weeks before, and have supervisory approval, except in the case of illness or emergency. The PTO accrual hours cover sick, personal time and vacation time. All time away from work will
be deducted from the employee’s accrued PTO balance in hourly increments with the exception of fixed company holidays, and time off in accordance with Company policy for jury duty, military duty or bereavement.

**Eligibility**

All regular Full and Part-time employees are eligible for PTO. The PTO year is January through December. Employees are expected to use PTO wisely and to not deplete their balance during any one time of year. Managers have authority to deny PTO requests.

PTO may be taken at any time during the year, but needs to be scheduled in advance to avoid conflicts with other people's time off with busy periods of the year. Your manager must approve specific PTO dates **at least 30 days** prior to the anticipated need to be away from work. Seniority prevails in PTO scheduling conflicts.

<table>
<thead>
<tr>
<th>FULL-TIME EMPLOYEE PTO ACCRUALS</th>
<th>Per Pay Period Accrual</th>
<th>Annualized PTO</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 – 5 years</td>
<td>6.67 hours</td>
<td>20 days per year</td>
</tr>
<tr>
<td>5 + years</td>
<td>5.00 hours</td>
<td>15 days per year</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PART-TIME EMPLOYEE PTO ACCRUALS</th>
<th>Per Pay Period Accrual</th>
<th>Annualized PTO</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 – 5 years</td>
<td>2.50 hours</td>
<td>7.5 days per year</td>
</tr>
<tr>
<td>5 + years</td>
<td>3.335 hours</td>
<td>10 days per year</td>
</tr>
</tbody>
</table>

Unscheduled absences will be monitored. An employee may be counseled when the frequency of unscheduled absences adversely affects the operations of the department and will result in disciplinary action, up to and including termination. The supervisor may request that employees provide a statement from their health care provider at any time concerning the justification for an unscheduled absence. PTO may not be used to offset missed time because an employee reports late to work, except during inclement weather. PTO is paid at the employee’s regular rate of pay. PTO is not part of any overtime calculation. When PTO is used, employees are required to request payment of PTO hours according to their regularly scheduled workday. For example, if an employee works an 8 hour day, he or she would request 8 hours of PTO when taking that day off.

PTO cannot be paid out in lieu of time off while employed. Unused and earned Paid Time Off will be paid to employees that have been employed for 90+ days and are in good standing when they leave the Company. Employees start PTO accrual on the first date of employment with RR.

PTO can be rolled over if unused in the calendar year up to 80 hours for all Full-time employees and up to 40 hours for all Part-time employees. Employees can borrow PTO time from the Company, up to a maximum of 40 hours. If the employee terminates prior to “paying back” this time (via PTO accruals), the employee will be deducted for any negative PTO balance on their final paycheck, in accordance to state laws.
Holidays

RR observes the following paid holidays:

- January 1 (New Year’s Day)
- Martin Luther King, Jr. Day
- Memorial Day
- July 4th (Independence Day)
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- ½ Day on Christmas Eve
- Christmas Day

If one of the above listed holidays falls on a Saturday, the holiday will be observed on Friday. If one of the above listed holidays falls on a Sunday, the holiday will be observed on Monday.

Employees cannot elect financial compensation in lieu of taking time off for a holiday. If an employee is requested to work on a holiday, an alternate day off will be allowed in lieu of taking the holiday.

All regular full-time employees are eligible to receive holiday pay. Part-time/seasonal/temporary employees are not eligible to receive holiday pay. There is no waiting period for the holidays to be paid to a full-time employee. All company-observed paid holidays are available to be paid after date of hire.

Rental Discounts

Full-time RR employees may be eligible for a rental discount on a RR apartment after successful completion of 90 days of service. Apartment discounts are not guaranteed and are at the discretion of the Property Owner and the Company. The maximum lease term is 12 months on Employee Lease Agreements.

The apartment discount is only available to RR employees and applies only to monthly market rent for employee-occupied apartments. Storage units or other ancillary products or services are not included, other than as specified below. The following policy provisions and requirements apply:

- You may not be required to pay the non-refundable portion of the application, administrative, or pet fees.
- Your security deposit may be waived.
- Employees are required to sign both a Lease Agreement and an Employee Lease Addendum at the time the lease agreement is established. Failure to do so may subject an employee to disciplinary action up to and including termination of employment and termination of the lease agreement and/or eviction.
- Employees that do not receive a rent discount and / or concession will be required to sign both the Lease Agreement and/or Lease Addendum. If an employee and / or roommate violate either the Lease Agreement and/or Lease Addendum terms or conditions, the employee may be subject to disciplinary action up to and including termination.
- All approved occupants living with employees will be required to meet the resident qualifications and standards of the lease agreement and lease addendum, including but not limited to: credit and criminal
background checks.

- The employee and/or approved persons living with the employee are responsible to adhere to all policies, procedures, and guidelines, as outlined in the lease agreement and lease addendum. Employees agree to be responsible for all actions of persons living with them and/or guest/visitors and financial obligations of occupants living with them in a RR managed property.

- Employees may be subject to rent increases just as any other resident at any time with or without notice.

- Employees and persons living with them are required to obtain the utilities in their name upon moving-in. The employee is responsible for making timely payments of utilities. Failure to do so may subject an employee to payroll deductions for the non-payment of utilities and disciplinary action up to and including termination.

- Employees may be subject to late fees and loss of discount if they fail to pay their rent on time. Failure to pay rent on time may subject an employee but not limited to: eviction, payroll deduction, disciplinary action up to and including termination of employment.

Upon resignation and/or termination of employment employees are subject to vacating the premises of the property within seven days. In certain circumstances, the employee may seek the approval of their direct supervisor, Regional Manager or Human Resources. The employee will be responsible for full market rent and will assume the responsibility of the terms and conditions of a non-employee lease agreement providing that they are approved as a regular resident.

Should employment cease for any reason, the lease agreement can be terminated by the Company giving you seven (7) days written notice to vacate.

Employees and persons living with them are reminded that living on-site and receiving an employee rent discount is a privilege of employment and, as such, RR expects the employee and persons living with them to conduct themselves appropriately. Employees who live on-site represent RR even when they are not working and, therefore, off-duty conduct that is inconsistent with RR’s policies and procedures may result in disciplinary action up to and including termination and loss of rent discount. See Employee Conduct section of the handbook for details.

**Training Courses/Seminars/Workshops**

RR recognizes that change in our industry is constant. All employees are expected to participate (at Company expense) in training courses, seminars, and/or workshops that will provide the necessary knowledge and skills essential for individual and Company growth. Employees will be held responsible for completing their assigned training courses. Failure to complete assigned courses will fall under RADCO’s Disciplinary Action Policy. If you desire to participate in a particular program that is not included in RR’s training curriculum, this should be discussed with your direct Supervisor, Regional Manager or Human Resources prior to enrollment.

**Educational Assistance Program**

RR encourages employees to take position related courses. To be eligible for a partial or full reimbursement for courses not included in RR’s training curriculum, the employee must be a full-time employee for one (1) year, be in good standing with the company, and not be under corrective action/performance improvement plans prior to enrolling in the course. In addition, the employee must have the prior written approval of the Regional Manager and Human Resources.

Employees will reimburse the Company for any courses the Company has paid for that are not completed or which the employee does not receive a passing grade. Your transcript should be submitted upon completion of each course for reimbursement.
At the discretion of the Company, employees who terminate employment for any reason within one year from the date the training course was completed may be required to reimburse RR 100% of tuition costs. Employees who terminate employment for any reason within two years from the date of completed training courses may be responsible to reimburse the Company 50% of tuitions costs.

Workers' Compensation

RR, in accordance with state law, provides insurance coverage for employees in case of work-related injury. The workers’ compensation benefits provided to injured employees may include:

- Medical care;
- Compensation for lost time due to workplace injuries;
- Assistance to help qualified injured employees return to suitable employment.

Should you sustain a work-related injury, you must immediately notify your direct supervisor. The Company reserves the right to require a post-accident drug/alcohol test. Should your injury require the attention of a doctor, you can obtain a list of approved physicians by contacting Human Resources. In the case of an emergency, you should go to the nearest hospital emergency room for treatment and then utilize the panel of physicians if additional treatment is necessary. In states where directed care is allowed, the Panel of Physicians list will be posted at the property.

Employee Responsibilities:
- Immediately report any work-related injury to your direct supervisor;
- Seek medical treatment and follow-up care if required;
- Complete a written statement of the incident and return it to your direct supervisor;
- Provide the Company with a certification from your health care provider regarding the need for workers’ compensation disability leave, as well as your eventual ability to return to work; and
- Submit to drug screenings.

Manager Responsibilities:
- Complete the Company Incident Report and submit to Human Resources same day of incident;
- Provide approved physician list to the employee for medical treatment;
- Notify OSHA of work-related fatalities within eight (8) hours of the employee’s death, and report any work-related in-patient hospitalization, amputation, or loss of an eye within 24 hours of the incident. at 1-800-321-OSHA (6742).

Upon submission of a medical certification that an employee is able to return to work after a workers’ compensation leave, the employee under most circumstances will be reinstated to his or her same position held at the time the leave began, or to an equivalent position, if available. An employee returning from a workers’ compensation leave has no greater right to reinstatement than if the employee had been continuously employed rather than on leave. For example, if the employee on workers’ compensation leave would have been laid off had he or she not gone on leave, or if the employee’s position has been eliminated or filled in order to avoid undermining the Company’s ability to operate safely and efficiently during the leave, and no equivalent or comparable positions are available, then the employee would not be entitled to reinstatement.

An employee’s return depends on his or her qualifications for any existing openings. If, after returning from a workers’ compensation leave, an employee is unable to perform the essential functions of his or her job because of a physical or mental disability, the Company will make every effort to meet modified duty as received by the designated treating physician.
RR will make every effort to accommodate light duty work for up to twelve (12) weeks. If the employee is unable to return to full duty after the twelve (12) weeks, they will be placed on a leave of absence until they are able to return to work.

Management

Open-Door

Suggestions for improving RR are always welcome. At some time, you may have a suggestion or question about your job, your working conditions, or the treatment you are receiving. Your good-faith questions and suggestions also are of concern to the Company. We ask you to first discuss your concerns with your manager, following these steps:

- Within a week of the occurrence, bring the situation to the attention of your immediate supervisor, who will then investigate and provide a solution or explanation. If the situation is about your immediate supervisor, you may then contact Human Resources.
- If you need assistance with your report, or if you prefer to make a report in person, please contact Human Resources.
- If the problem is not resolved, you may present the problem in writing to the Regional Manager who will attempt to reach a final resolution. We encourage you to bring the matter to the Regional Manager as soon as possible after you believe that your immediate supervisor has failed to resolve it.

This procedure, which we believe is important for both you and the Company, cannot guarantee that every problem will be resolved to your satisfaction. However, RR values your observations and you should feel free to raise issues of concern, in good faith, without the fear of retaliation.

Personnel Information

Keeping your personnel information up-to-date is the responsibility of each employee. It can be important to you with regard to pay, deductions and other matters. If you have a change in any of the following items, please be sure to notify your direct supervisor or Human Resources as soon as possible so that the Company has accurate information at all times:

- Legal name; home address; telephone numbers; emergency contact; number of dependents; marital status; change of beneficiary; exemptions on your W-4 tax form; any licenses or certifications as required by the Company, driving records or status of driver’s license (if your position routinely requires you to drive during regular business hours), Military or draft status.

Personnel files are the property of RR and access to the information they contain is restricted. With reasonable advance notice, active employees may request to review their personnel files in the presence of Human Resources, but may not make copies or remove anything unless required by state law.

Employment of Relatives

Relatives of employees may be eligible for employment with RR only if individuals involved do not work in a direct supervisory relationship, or in job positions in which a conflict of interest could arise. Present employees
who marry will be permitted to continue working in the job position held only if they do not work in a direct supervisory relationship with one another or in job positions involving conflict of interest.

**Job Performance Evaluations**

RR is interested in knowing if you are satisfied in your position, if you are making acceptable progress, and if you have constructive suggestions concerning your position with the Company.

A written performance evaluation may be performed periodically. The evaluation will be conducted by your supervisor and will be reviewed with you. If there is any area of specific achievement or need for improvement at any time it will be noted and discussed with you.

Furthermore, it is the policy of RR to engage a shopping service to measure the proficiency level of its employees who are answering customers’ calls, emails or meeting with the public.

The shopping service will provide written, audio, electronic or video reports of the performance to the Company, which your supervisor or Company representative (such as a trainer or mentor) will discuss with you. This tool is used as a mechanism to evaluate performances and to aid in on-going training and development. All employees sign a consent form at hire agreeing to participate in the use of this tool for the purposes of the evaluation process.

**Advancement and Promotion**

The Company's goal is to promote employees from within the current workforce whenever possible. Once a vacancy is established, you may apply for the job provided you are qualified for such advancement.

In making advancement to a new position, the demonstrated ability and overall qualifications of the applicant’s past performance, and the recommendation of the applicant's department manager will be considered.

Employees on performance improvement plans or who have had a written corrective action statement within the last 90 days are not eligible to apply for another position. It is possible that an opening will occur that requires specialized skills and/or talents that do not currently exist within the Company. In such cases, the Company will hire someone from outside the present work force.

**Company Property**

**Employer Property**

Desks, computers and software programs are Company property and must be maintained according to Company rules and regulations. They must be kept clean and are to be used only for work-related purposes. RR reserves the right to inspect all Company property to ensure compliance with its rules and regulations, without notice to the employee and at any time, not necessarily in the employee’s presence.

RR may periodically need to assign and/or change “passwords” and personal codes for voice mail, e-mail, computer, etc. These communication technologies and related storage media and databases are to be used only for Company business and they remain the property of RR. The Company reserves the right to keep a record of all passwords and codes used and/or may be able to override any such password system.

Company property may not be removed from the premises. Use of RR facilities for personal reasons must have
prior approval by your direct supervisor, Regional Manager or Human Resources. All employees should take great care of any RR property, including the grounds of any of our communities.

For security reasons, employees should not leave personal belongings of value in the workplace. Personal items are subject to inspection and search, with or without notice, with or without the employee’s prior consent in accordance with state law.

Terminated employees should remove any personal items at the time they leave RR. Personal items left in the workplace are subject to disposal if not claimed at the time of an employee’s voluntary or involuntary termination.

Use of Electronic Media

RR uses various forms of electronic communication including, but not limited to computers, e-mail, telephones, internet, cell phones, IPad’s, PDA’s, etc. All electronic communications, including all software, databases, hardware, and digital files, remain the sole property of RR and are to be used only for Company business and not for any personal use.

Electronic communication and media may not be used in any manner that would be discriminatory, harassing, or obscene, or for any other purpose that is illegal, or against Company policy.

Employees who misuse electronic communications and engage in defamation, copyright or trademark infringement, misappropriation of trade secrets, discrimination, harassment, or related actions will be subject to discipline and/or immediate termination.

Employees may not install personal software on Company computer systems, including but not limited to software/downloads that shares files without the Company’s consent.

All electronic information created by any employee using any means of electronic communication is the property of RR and remains the property of RR. Personal passwords may be used for purposes of security, but the use of a personal password does not affect the Company’s ownership of the electronic information. The Company will override all personal passwords if necessary for any reason.

RR reserves the right to access and review electronic files, messages, mail, and other digital archives, and to monitor the use of electronic communications as necessary to ensure that no misuse or violation of Company policy or any law occurs. Employees are not permitted to access the electronic communications of other employees or third parties unless directed to do so by Company management. Employees should not expect a right of privacy of any material on Company property.

No employee may install or use anonymous e-mail transmission programs or encryption of e-mail communications, except as specifically authorized by the Executive Vice President.

Employees who use devices on which information may be received and/or stored, including but not limited to cell phones, cordless phones, portable computers, fax machines, and voice mail communications are required to use these methods in strict compliance with the trade secrets and confidential communication policy established by the Company. These communication tools should not be used for communicating confidential or sensitive information or any trade secrets.

Access to the Internet, websites, and other types of Company-paid computer access are to be used for Company-related business only during work hours. Employees who post about the Company on a non-Company website must display the disclaimer that the posting is the employee’s own opinion and not that of RR. The Company’s confidential, proprietary information or information about residents and owners should not be posted or shared.
Any information about RR, its products or services, or other types of information that will appear in the electronic media about the Company must be approved by the Executive Vice President before the information is placed on an electronic information resource that is accessible to others.

**Employee Conduct**

**Business Ethics and Conduct**

The successful business operation and reputation of RR 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 RR is dependent upon our residents’ trust and we are dedicated to preserving that trust. Employees owe a duty to RR, its residents, its customers, and co-workers to act in a way that will merit the continued trust and confidence of the public. RR will comply with all applicable laws and regulations and expects its managers, officers, 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 Supervisor or Regional Manager. Compliance with this policy of business ethics and conduct is the responsibility of every RR employee. If you are aware of an incident, you should report it to your direct supervisor, Regional Manager or Human Resources. It is not your responsibility to confront anyone who is violating the policy, but it is your responsibility to report to one of the above mentioned managers.

**Confidentiality**

RR is committed to the protection of confidential business information provided in any format owned by RR. Such information includes, but is not limited to, the following examples:

- computer processes
- computer programs and codes
- customer lists
- customer account information
- customer personal information
- customer preferences
- non-public financial information concerning RR
- marketing strategies
- pending projects and proposals
• internal policies and procedures disclosed for a purpose that is not legally protected
• research and development strategies
• technological prototypes
• inter-RR web page, e-mails, communications and announcements

Employees are responsible to protect the confidentiality and security of RR’s confidential business information and using that information in accordance with RR’s policies and procedures.

Employees should not share User ID or password information for any RR system with any internal or external party. Employees who do so or employees who compromise, destroy, improperly use, copy or disclose proprietary and/or confidential RR information will be subject to disciplinary action, up to and including termination of employment and legal action, even if they do not actually benefit from the disclosed information. Nothing in this policy is intended to prevent or restrict employees from engaging in concerted activity protected by applicable law, such as discussing terms and conditions of employment with their co-workers or third parties.

An employee’s obligation to maintain the confidentiality of RR’s proprietary and/or confidential information pursuant to this policy shall continue for all time and for all purposes during his/her employment and following termination of the employment relationship.

Conflicts of Interest and Non-fraternization

All employees are encouraged to avoid situations involving actual or potential conflict of interest. Personal or romantic involvement with a competitor, supplier, resident, or subordinate employee of RR, which impairs an employee's ability to exercise good judgment on behalf of RR, creates an actual or potential conflict of interest. Employees may not accept any gift or gratuity of any kind from a customer or a supplier in exchange for preferred treatment or services rendered.

Manager-subordinate romantic or personal relationships also can lead to supervisory problems, possible claims of sexual harassment, and morale problems.

In the interest of avoiding actual or potential conflicts of interest, complaints of favoritism, possible sexual harassment, and potential dissension caused by romantic relationships between employees, residents and/or vendors, RR has established the following policy provisions:

- Dating between employees is highly discouraged. It is often perceived as unprofessional behavior by co-workers and can lead to awkward situations in the workplace.
- Employees are prohibited from engaging in physical contact that would in any way be deemed inappropriate by a reasonable person while anywhere on RR premises, whether during working hours or not.

If a romantic or close personal relationship develops between:

- Supervisor with subordinates
- Management level employees with other employees
- On-site or corporate employees with residents
- Employees with vendors
- Employees who work together

The involved employee(s) must promptly bring the matter to the attention of the Regional Manager. If potential
issues are identified, RR will work with the parties involved to consider options for resolving the conflict. RR reserves the right to take any appropriate action it deems necessary to resolve the conflict, including reassignment or termination.

Failure to work with RR to resolve a situation that may violate the standards set out in this policy may ultimately be deemed insubordination and may result in disciplinary action up to and including termination of employment. A refusal to accept a transfer to a reasonable alternative position, if available, will be deemed a voluntary resignation.

Notice

An employee involved in any of the types of relationships or situations described in this policy should immediately and fully disclose the relevant circumstances to his or her Regional Manager for a determination about whether a potential or actual conflict exists. If an actual or potential conflict is determined, RR may take whatever action it deems appropriate according to the circumstances, including reassignment or termination. Failure to disclose facts shall constitute grounds for disciplinary action, up to and including termination.

Standards of Conduct

Whenever people gather to achieve goals, some rules of conduct are needed to help everyone work together for the “greater whole”. At RR, we hold ourselves to a high standard of quality where rules and authority figures simply assure that quality is maintained.

By accepting employment with us, you have a responsibility to RR and your fellow workers to adhere to certain rules of behavior and conduct. The purpose of these rules is not to restrict your rights, but rather be certain that you understand what conduct is expected and necessary.

All employees are expected to work within the following Standards of Conduct:

- To be kind, considerate, respectful and friendly to everyone with whom you come in contact.
- To do your work in a safe and orderly manner, promptly report personal injuries and unsafe conditions, be concerned for the safety of others and work harmoniously.
- To be punctual and have a good attendance record.
- To follow RR’s rules and policies relating to you, your job, and your fellow employees.
- To discuss your suggestions, concerns, and any problems in your job to your supervisor immediately.
- To use materials and supplies with care to avoid waste from spoilage, overuse, or careless handling.
- To protect Company property, grounds, equipment, and materials from damage and loss.
- To demonstrate efficient and accurate work habits.
- To give a full day of work for a full day of pay.
- To go above and beyond what is expected by the resident to provide the best customer service possible.
- To help create a work environment that is positive and free from gossip, slander and negativity.
- To always work as a team player for the betterment of the property, its residents and employees.

Off-Duty Conduct

While RR does not seek to interfere with the off-duty conduct of its employees, certain types of off-duty conduct may interfere with the Company’s legitimate business interests. For this reason, employees are expected to conduct their personal affairs in a manner that does not adversely affect the Company’s or their own integrity, reputation or credibility. Illegal or immoral off-duty conduct by an employee that adversely affects the Company’s legitimate business interests or the employee’s ability to perform his or her job won’t be tolerated.

Employment
While employed by RR, employees are expected to devote their energies to their jobs with the Company. The following types of employment elsewhere are strictly prohibited:

- Additional employment that conflicts with an employee’s work schedule, duties, and responsibilities at the Company;
- Additional employment that creates a conflict of interest or is incompatible with the employee’s position with the Company;
- Additional employment that impairs or has a detrimental effect on the employee’s work performance with the RR;
- Additional employment that requires the employee to conduct work or related activities on Company property during the employer’s working hours or using Company facilities and/or equipment;
- Additional employment that directly or indirectly competes with the business or the interests of the Company.

Employees who wish to engage in additional employment must submit a written request to their Regional Manager explaining the details of the additional employment. If the additional employment is authorized, the Company assumes no responsibility for it. RR shall not provide workers’ compensation coverage or any other benefit for injuries occurring from or arising out of additional employment. Authorization to engage in additional employment can be revoked at any time. If additional employment interferes with employment responsibilities at RR, the employee may have to choose which job to keep.

**General**

It is an employee’s primary duty to represent the Company at all times to the best of his or her ability. Therefore, no employee shall become involved in any situation, in addition to those set forth above, which would impair or interfere with this primary duty.

While it is the responsibility of each individual employee to recognize such situations, should he or she be in doubt as to any particular set of facts that might be deemed a conflict of interest, the question should be submitted in writing to the Regional Manager. The Regional Manager should discuss any such situation with the Executive Vice President as appropriate.

Off Duty conflicts of interest may include (but are not limited to):

- Inappropriate behavior, socializing with residents, vendors, contractors, owners by the property pool, in a resident’s apartment, at local restaurants/bars etc.;
- Entering into relationships with residents, vendors, contractors, owners, etc. that could be perceived as inappropriate;
- Entering into apartments after hours, while off duty, without management’s approval and in the absence of a work order; and
- Engaging in activity with a resident, vendor, contractor, owner, etc. that could be illegal, or a violation of RR policies and procedures.

Any questions regarding an employee’s off duty conduct should be addressed to Human Resources.
Social media tools are powerful forms of communication that can have a significant impact on organizational, professional, and individual reputations. Forms of social media include but are not limited to Facebook, Twitter, Instagram, LinkedIn, Tumblr, Google+, and MySpace, as well as personal websites and weblogs (blogs).

Employees must exercise care when participating in social media, as the lines between personal and professional content, lawful and unlawful, and between public and private content, are often blurred. Whether participating on behalf of RR or personally, employees should follow the same standards of behavior “online” as they would if in “person.” Remember that the internet is not anonymous, and it does not forget.

The purpose of this policy is to encourage clear and consistent communications with customers and the media, to protect RR trade secrets and intellectual property rights, and to promote compliance with applicable state and federal laws, including Federal Trade Regulations and National Labor Relations Board guidance. Employees are also advised that RR maintains workplace policies prohibiting sexual harassment and other misconduct which equally apply to social media activities.

The following are general guidelines for employees’ participation in social media and online communications. Violations of this policy may result in corrective action, up to and including termination of employment.

A. **Take Responsibility and Be Transparent**

- You are responsible for anything you write or do online.
- Use good judgment when you post, and think about the consequences of what you are posting. Assume your writings will spread.

B. **RR’s Policies Extend to Social Media Activities**

- Ensure that your communications or postings do not violate any of the policies set forth in the Employee Handbook, or otherwise, including but not limited to RR’s Equal Employment Opportunity, Non-Harassment and Code of Conduct policies.
- Do not express, communicate, or link to comments that are vulgar, obscene, threatening, pornographic, harassing or which are a violation of RR’s workplace policies against discrimination, hostility or harassment on account of age, race, religion, sex, ethnicity, nationality, disability, or other protected class, status, or characteristic.
- Managers and supervisors should avoid social media relationships with non-managerial employees, except in cases where the relationship is limited to business-related networking or there is a legitimate business purpose.
- The Human Resources Department is responsible for providing references to employees, in accord with RR’s policies, as well as pertinent state and federal employment laws. Managers and supervisors should **not** provide references for current or former employees via social networking sites (i.e., LinkedIn).

C. **Testimonials and Endorsements**

RR has a marketing department that is responsible for marketing RR’s goods and services. Furthermore, the Federal Trade Commission has established detailed regulations (16 CFR Part 255.5) concerning information that must and must not be disclosed in testimonials and endorsements (of products or companies), including those...
made via social media. Because of the regulation of this area by the FTC, RR prohibits any social media posts concerning RR or its products and services that are not in compliance with the FTC’s mandate. Accordingly, testimonials or endorsements about RR or its products and services should be avoided. In the event that an employee uses social media for any testimonials or endorsements of RR or its products and services, the employee must clearly and conspicuously disclose his or her relationship to RR to members and readers of the social media site or post.

D. Protect the Trade Secrets, Intellectual Property Rights, and Privacy Rights of RR, Its Employees, and Its Customers

- RR’s livelihood depends on its trade secrets and intellectual property rights remaining protected. To this end, employees are prohibited from posting any information on social media that would reveal trade secrets, confidential strategic business initiatives (e.g., a new product line, acquisition, or “secret sauce”), or compromise RR’s intellectual property rights in any way.

- Similarly, and in accordance with state and federal law, employees are prohibited from posting confidential information about customers or employees (which is defined as another employee’s social security number, protected health information, credit card numbers, drivers’ license numbers, mother’s maiden name, complete date of birth, and minor children’s names).

- Employees also may not use any client or vendor trademarks or logos for commercial use without the client or vendor’s express written permission. RR expects all employees to abide by pertinent Copyright laws.

- Social media is not for everyone, and many employees opt not to socialize with their co-workers, via social media or otherwise. To this end, employees are not required to connect with any co-worker or to “friend” them on social media sites. Employees are prohibited from threatening other employees to coerce them into engaging in social media activities.

E. Be Wary

- People who communicate with you online may not be who they claim to be. They could be competitors, media, regulators, or others seeking “insider information” about RR.

- Everything written online can be traced back to its author. Additionally, information is often repeated and linked to other sources, so you never know when an incidental comment can go viral. Further, there are countless viruses and spyware on the internet with clever methods for infecting computers. Be careful, and report any unusual behavior by RR computers.

OBLIGATION TO REPORT VIOLATIONS OF THIS POLICY

If an Employee becomes aware of a violation of this policy, please immediately report it to your Direct Supervisor and Human Resources.

If an Employee feels he or she is being harassed, discriminated against or retaliated against for reporting a violation of this policy, he or she should immediately report this to his or her Direct Supervisor and Human Resources.

NO EXPECTATION OF PRIVACY

Employees are reminded that they should have no expectation of privacy when using the Internet, which includes social networking sites, during working time or when using RR equipment.
NON-INTERFERENCE WITH APPLICABLE LAWS

This policy is not intended to restrict or interfere with any Employee’s federal or state labor law rights, including all rights under the National Labor Relations Act, or any whistleblower protections under federal or state law.

CRIMINAL AND CIVIL LIABILITY

There are times when posting by Employees may create potential criminal or civil liability for RR. If RR determines that to be the case, it reserves the right to demand the posting be removed.

Please contact Human Resources if you have any questions about this Policy or other policies in this document.

Media Communications Policy

Events may occur at RR that will draw immediate attention from the news media. It is imperative that one person speaks for RR to deliver an appropriate message and to avoid giving misinformation in any media inquiry. Good reporters typically identify themselves prior to asking any questions. Every employee is expected to adhere to the following media policy:

Answer all media/reporter questions in the following manner: “I am not authorized to comment for RR or I simply do not have the information you desire. Let me have our media relations department contact you.”

Prohibited Conduct

The following conduct is prohibited and will not be tolerated by RR. This list of prohibited conduct is illustrative only; other types of conduct that threaten security, personal safety, employee welfare and Company operations also may be prohibited.

- Falsifying employment records, employment information, or other Company records;
- Recording the work time of another employee or allowing any other employee to record your work time, or falsifying any time card, either your own or another employee’s;
- Unauthorized use of facilities on the property or allowing the unauthorized use of facilities;
- Theft and deliberate or careless damage or destruction of any Company property, or the property of any employee or customer;
- Removing or borrowing Company property without advanced written permission;
- Unauthorized use of Company equipment, time, materials, or facilities;
- Provoking a fight or fighting during working hours or on Company property;
- Participating in horseplay or practical jokes on Company time or on Company premises;
- Engaging in criminal conduct;
- Causing, creating, or participating in a disruption of any kind during working hours on Company property;
- Insubordination, including but not limited to failure or refusal to obey the orders or instructions of a manager or member of management, or the use of abusive or threatening language toward a manager or member of management;
- General unreliability/loss of confidence: Accrued, unrelated incidents that result in a general loss of confidence in the employee’s ability to successfully continue employment. (Examples: tardiness, poor work quality, and lack of courtesy with customers.)

- Making threatening remarks or statements that could be perceived as a threat;

- Using abusive or offensive language at any time on Company premises;

- Making false, disparaging, vicious or malicious comments about a co-worker or customer;

- Failing to report for work without proper notification or satisfactory explanation for 2 consecutive days;

- Failing to obtain permission to leave work for any reason during normal working hours;

- Failing to observe working schedules, including rest and lunch periods;

- Failing to provide a physician’s certificate when requested or required to do so;

- Sleeping or malingering on the job;

- Working overtime without authorization or refusing to work assigned overtime;

- Wearing disturbing, unprofessional or inappropriate styles of dress or hair while working;

- Failure to wear prescribed uniform or apparel;

- Violating any safety, health, security or Company policy, rule, or procedure;

- Failure to report workplace incidents such as on-the-job injuries, property damage, and regulatory visits;

- Committing a fraudulent act or a breach of trust under any circumstances;

- Violating the Drug/Alcohol Free Workplace policy.

- Committing of or involvement in any act of unlawful discrimination / harassment of another individual.

This list is intended to be representative of the types of activities that may result in appropriate corrective action. It is not exhaustive and is not intended to be comprehensive. This statement of prohibited conduct does not alter the Company’s policy of at-will employment. Either you or RR remains free to terminate the employment relationship at any time, with or without reason or advance notice.

All employees are expected to meet RR standards of work performance. Work performance encompasses many factors, including attendance, punctuality, personal conduct, grooming, job proficiency, reporting and general compliance with the Company’s policies and procedures in a timely fashion.

If an employee does not meet these standards, the Company may, under appropriate circumstances, take corrective action, up to and including immediate dismissal.

The intent of corrective action is to formally document problems while providing the employee with a reasonable time within which to improve performance. The process is designed to encourage development by providing employees with guidance in areas that need improvement such as work performance, attendance problems, personal conduct, general compliance with the Company’s policies and procedures and/or other disciplinary concerns.
Discipline Policy

To continue the tradition of positive employee relations, the Company, where appropriate, will try to use corrective counseling designed to provide employees with opportunities to improve deficient performance. The goal is to help you improve performance, attendance, and other work related challenges by providing constructive counseling and positive solutions. The process may entail verbal, written, final warnings, or termination.

Disciplinary action may occur in one of the following forms:

- **Coaching Session**: The employee was alerted to a gap between expected performance/behavior and actual performance/behavior.

- **1st Written Warning**: A written warning may be given if the supervisor clearly communicated expectations for performance/behavior and consequences for not altering performance/behavior.

- **Final Warning**: A final warning is given when an employee has received his/her written warning. This is their 3rd disciplinary action before termination.

- **Termination**: An employee may be terminated if there has been no significant improvement in performance or behavior following earlier disciplinary action, or if the employee engages in gross misconduct or severe violations of Company policy.

The nature and severity of the discipline will be determined by the Company in its sole discretion, and will reflect the severity of the violation, the employee’s past record, and the other individual circumstances. Under normal circumstances, RR will apply these levels of discipline in a progressive manner. However, any level of discipline may be applied at any time where the Company determines that it is appropriate to the situation. Disciplinary warnings will remain in an employee’s employment file while actively employed by the company.

**Entry of Resident Apartments**

Employees will enter residents’ apartments only on authorized company business. A work order/notification must be left for the resident any time we enter their apartment and they are not present. Entry at any other time or for improper purposes may be regarded as criminal trespass and may result in disciplinary action, up to and including termination of employment.

**Theft**

RR prohibits theft of any kind. Although taking small items of Company property may seem inconsequential, the cumulative effect can be very large. Losses from theft immediately affect our ability to increase salaries and can jeopardize the profitability of the Company. Theft and misappropriation of residents’, employees’, or Company property/monetary funds will likely result in termination. To protect you, your co-workers and the Company, we reserve the right to inspect all purses, briefcases, packages, lockers, toolboxes, desks, cabinets, vehicles and any other items on Company property, in accordance with state law.

**Uniform / Appearance and Dress Code**

All employees are required to report for work in clean clothing and footwear. All employees should maintain
good grooming and personal hygiene. Clothing which is not acceptable are items that are sloppy or unkempt, halter-tops, shorts, bathing suits, tank tops, T-shirts, or jeans.

Employees will not be permitted to work without a shirt or shoes. Flip flops are prohibited. Proper clothing, footwear, safety glasses and other appropriate safety equipment appropriate to your work environment will be used, especially when performing operations which produce flying particles that could endanger your eyes or skin. Failure or refusal to wear appropriate safety attire will be a basis for disciplinary action, up to and including termination of employment.

RR employees are expected to maintain a professional appearance at all times and to dress according to the requirements of their position. Adhering to dress code is crucial as each employee represents not only the property but also RR Management. Modifications to the dress code may vary due to climate and geographic location. All dress code modification requests must be submitted and approved by your direct supervisor, Regional Manager or Human Resources.

**DRESS CODE FOR ON-SITE OFFICE STAFF**

RR approved attire must be worn at all times during working hours. Additionally, RR name tags must be worn at all times. The approved attire may vary based upon season. RR may provide the initial uniform tops for the office team members.

**Office Staff /Allowable Apparel:**
Khaki or black dress pants and skirts can be worn with an approved uniform blouse/shirt. Skirts must be knee length or two inches above the knee. No slits on the sides.

**Allowable Footwear:**
Pumps, sandals, dress shoes and tennis shoes. Due to safety reasons, under no circumstance may open-toed shoes or sandals be worn. Dress shoes must be black and tennis shoes must be mostly white. Dress shoes must have a back or back strap. If sandals are worn, you may not wear toe rings and you must have well-manicured feet. If tennis shoes are worn, white ankle socks (or “footie’s”) must be worn with the tennis shoe.

**Identification:**
If provided with a photo ID badge, it must be worn at all times.

**Piercing and Tattoos:**
With the exception of earrings (maximum of two (2) per ear), you may not have any other visible piercings. Additionally, you may have no visible tattoos on areas that cannot be covered such as face, hands, neck, or feet. All tattoos are required to be covered by appropriate clothing.

**DRESS CODE FOR MAINTENANCE STAFF**

**Maintenance Staff / Allowable Apparel:**
You are required to wear RR approved attire. Khaki dress pants can be worn with an approved uniform shirt. If a hat or jacket is worn, they must be an approved or RR issued.

**Allowable Footwear:**
Comfortable, covered work shoes must be worn. Due to safety reasons, under no circumstance may open-toed shoes or sandals be worn.

**Identification:**
The photo ID badge must be worn at all times.
Piercings and Tattoos:
With the exception of earrings (maximum of two (2) per ear), you may not have any other visible piercings. Additionally, you may have no visible tattoos on areas that cannot be covered such as face, hands, neck, or feet. All tattoos are required to be covered by appropriate clothing. Tattoos that represent sexual content, violence or

PERSONAL HYGIENE
Cleanliness and good grooming are the signs of true professionals. Because all site employees are in daily contact with the public, personal hygiene must be a focus.

- Clothing should be clean, neatly pressed, and in good repair. Undergarments should not be visible.
- Hair should be clean and neat. Facial hair should be groomed, and clean and neat.
- Employees are encouraged to practice good hygiene, such as taking showers, brushing teeth and wearing deodorant. If accommodations are needed for religious purposes please contact Human Resources.

Employees who appear for work inappropriately attired will be sent home and directed to return in proper attire. Under such circumstances, employees will not be compensated for the time away from work.

Failure to comply with this Appearance and Dress Code may be grounds for disciplinary action.

General Guidelines

- All staff must wear career apparel Monday – Sunday.
- All pieces may be interchanged.
- Pants must be solid black or solid khaki.
- Accessories must be limited to the stated guidelines.
- Employees are responsible for any alterations.
- Overly loose or tight fitting apparel is not acceptable.
- No low cut or revealing shirts/blouses.
- Maintenance shirts must be tucked in at all times
- Clothes should be kept clean, pressed and in good condition.
- Denim jeans, shorts, skirts etc. are prohibited.

Shoes:
Shoes are limited to black or dark brown leather or leather-like pumps. Heels should not exceed two inches but must be at least ½ inch. “Non-slip” soles should be worn when needed for safety. Chunky-type, platforms, and mules are not acceptable. Professional black or brown leather wedges may be worn. The soles must match the top of the shoe. (No cork or wood soles). Shoes should be polished and in good condition. Heel taps are required. No open-back shoes are allowed. All shoes are required to have backs. (No slings-backs). Toes must be closed or “peep toe” which may only display a maximum view of two (2) toes per foot. No flats are acceptable. Black dress heel boots may be worn under slacks during winter months (boots are not allowed with skirts).

Body Art:
Tattoos and body piercings may not be visible while working onsite or at company meetings/ functions. Visible areas are as follows, but not limited to, face, hands, neck, ears, legs, feet, arms and mouth. If any tattoo can be considered due to sexual, violent, or controversial language or graphics, You may be required to covered.

Hair/ Color:
Natural hair and/or hair enhancements must look professional and well maintained. Hair color must be limited to natural occurring color that compliments your appearance (no bold colors). Facial hair must be kept neat and trimmed.

Jewelry:
All jewelry should be limited to gold, stone, diamond, silver or pearl selections (no wooden, cloth, ribbon, plastic, rubber, rope, leather, wire, or beaded jewelry).

Alterations:
Alterations and cost are the responsibility of the employee and must be completed within two (2) weeks of delivery. Loose or tight fitting clothing is not acceptable. Must be clean and intact (pants may not touch the floor). Skirt hemlines should not exceed two (2) inches above the knee. No shorter style items.

Terminating Employment:
All RR branded uniform items must be returned to the Company at the end of employment. All pieces returned must be clean and in good condition. If logoed Career Apparel items are not returned at time of termination, the cost could be deducted from your final pay check, in accordance with federal and state law.

Drug/Alcohol Free Workplace

Substance Abuse Policy
RR is committed to providing a safe work environment and to fostering the well-being and health of its employees. That commitment is jeopardized when any RR employee illegally uses drugs on or off the job, comes to work under the influence, posses, distributes or sells drugs in the workplace, or abuses alcohol on the job. Therefore, RR has established the following policy:

1. It is a violation of Company policy for any employee to use, possess, sell, trade, offer for sale, or offer to buy illegal drugs or otherwise engage in the illegal use of drugs on the job.
2. It is a violation of Company policy for any employee to report to work under the influence of or while possessing in his or her body, blood, or urine illegal drugs in any detectable amount.
3. It is a violation of Company policy for any employee to report to work under the influence of or impaired by alcohol.
4. It is a violation of Company policy for any employee to use prescription drugs illegally, i.e. to use prescription drugs that have not been legally obtained or in a manner or for a purpose other than as prescribed. (However, nothing in this policy precludes the appropriate use of legally prescribed medications.)
5. It is a violation of Company policy for an employee to engage in illegal behavior including using, possessing, selling, trading, offering for sale or offering to buy illegal drugs off the job and such determinations will be made on a case-by-case basis.
6. Violations of this policy are subject to disciplinary action up to and including termination.
7. The Company offers resource information on various means of employee assistance in our communities, including but not limited to drug and alcohol abuse programs. Employees are encouraged to contact the Employee Assistance Program for additional information on assistance.

GENERAL PROCEDURES: An employee reporting to work visibly impaired will be deemed unable to properly perform required duties and will not be allowed to work. If possible, the employee’s supervisor will first seek another supervisor’s opinion to confirm the employee’s status. Next the supervisor will consult privately with the employee to determine the cause of the observation, including whether substance abuse has occurred. If, in the opinion of the supervisor, the employee is considered impaired the employee will be sent home or to a medical facility by taxi or other safe transportation alternative – depending on the determination of the observed impairment – and accompanied by the supervisor or another employee if necessary. A drug and/or alcohol test
may be in order. An impaired employee will not be allowed to drive.

**OPPORTUNITY TO CONTEST OR EXPLAIN TEST RESULTS:** Employees and job applicants who have a positive confirmed test result may explain or contest the result of the Company within five (5) working days after the Company contacts the employee or job applicant and show him/her the positive test results as it was received from the laboratory in writing.

**CONFIDENTIALITY:** The confidentiality of any information received by the employer through a substance abuse testing program shall be maintained, except as otherwise provided by law.

**PRE-EMPLOYMENT DRUG TESTING:** All job applicants at this Company will undergo testing for the presence of illegal drugs as a condition of employment. Any applicant with a confirmed positive test will be denied employment in accordance with state law.

Applicants will be required to submit voluntarily to a urinalysis test at a laboratory chosen by this Company, and will sign a consent agreement prior to testing. If the physician, official, or lab personnel have reasonable suspicion to believe that the job applicant has tampered with the specimen, the applicant will be not be considered for employment.

RR will not discriminate against applicants for employment because of a past history of drug abuse. It is the current abuse of drugs, preventing employees from performing their job properly that this Company will not tolerate.

Individuals who have failed a pre-employment test may initiate another inquiry with the Company after a period of not shorter than six (6) months; but they must present themselves drug-free as demonstrated by urinalysis or other test selected by this Company.

**EMPLOYEE TESTING:** This Company has adopted testing practices to identify employees who use illegal drugs on or off the job or who abuse alcohol on the job. It shall be a condition of employment for all employees to submit to a substance abuse testing under the following circumstances:

A. When there is reasonable suspicion to believe that an employee is using illegal drugs or abusing alcohol; “Reasonable suspicion” is based on a belief that an employee is using or has been using drugs or alcohol in violation of the employer’s policy drawn from specific objective and articulate facts and reasonable inferences drawn from those facts in light of experience. Among other things, such facts and inferences may be based upon, but not limited to, the following:

1. Observable phenomena while at work such as direct observation of substance abuse or of the physical systems or manifestations of being impaired due to substance abuse;

2. Abnormal conduct or erratic behavior while at work or a significant deterioration in work performance;

3. A report of substance abuse provided by a reliable and credible source;

4. Evidence that an individual has tampered with any substance abuse test during his or her employment with the current employer;

5. Information that an employee has caused or contributed to an accident while at work; or
6. Evidence that an employee has used, possessed, sold, solicited, or transferred drugs while working or while on the employer’s premises or while operating the employer’s vehicle, machinery, or equipment.

B. When employees have caused or contributed to an on-the-job injury that resulted in a loss of work time, which means any period of time during which an employee stops performing the normal duties of employment and leave the place of employment to seek care from a licensed medical provider; The company may also send employees for a substance abuse test if they are involved in on-the-job accidents where personal injury or damage to company property occurs.

C. As part of a follow-up program to treatment for drug abuse when an employee has involuntarily entered a rehabilitation program because of a confirmed test result; The frequency of such testing shall be a minimum of a least once a year for a two-year period after completion of the rehabilitation program. Advance notice of testing shall not be given to the employee.

D. When a substance abuse test is conducted as part of routinely schedule employee fitness-for-duty medical examination that is part of the employer’s established policy or that is scheduled routinely for all members of an employment classification or group.

**ALCOHOL ABUSE:** The consumption of or possession of alcoholic beverages on this Company’s premises is prohibited. An employee whose normal blood faculties are impaired due to the consumption of alcoholic beverages, or whose blood alcohol level tests .01 or higher, while on duty/company business shall be guilty of misconduct, and shall be subject to discipline up to and including termination. Failure to submit to a required substance abuse test also is misconduct and also shall be subject to discipline up to and including termination.

It is the responsibility of the Company’s supervisors to counsel employees whenever they see changes in performance or behavior that suggest an employee has a drug problem. Although it is not supervisor’s job to diagnose personal problems, the supervisor may advise them about available resources for getting help. Everyone shares the responsibility for maintaining a safe work environment. The intent of this policy is to offer a helping hand to those who need it, while sending a clear message that the illegal use of drugs and the abuse of alcohol are incompatible with employment at RR. The Company has an employee assistance program available if needed for its regular full-time employees.

While attending company sponsored activities/events, employees are responsible to adhere to all company policies. If alcohol is served and consumed at a company related event, employees are required to maintain complete responsibility, behave in a professional manner, and find an alternate mode of transportation home.

Any questions regarding this policy should be addressed to Human Resources.

**Personal Telephone Calls**

Telephone service must be available during normal working hours for effective communication with our residents, customers and other business associates. Limit personal telephone calls to only those that are necessary. Your personal calls should be brief. We may employ electronic or mechanical devices to monitor employees’ phone calls so that we may assess the productivity and performance of our employees.

Cell phone use is prohibited during working hours, unless it is for work-related purposes for communication between the Maintenance Staff and Leasing Office during business hours. Cell phones can be used during break and lunch periods. Cell phones must be turned off or set to silent mode during meetings, conferences and in other
locations where incoming calls may disrupt normal workflow. Hands-free devices such as headsets and blue tooth’s may not be worn during RR working hours unless management approval is given.

If an employee’s use of a personal cell phone causes disruptions or loss in productivity, the employee may become subject to disciplinary action per company policy. Management reserves the right to request that you turn off your phone if the use becomes excessive during your scheduled working hours.

**Punctuality and Attendance**

We encourage habits of good attendance and punctuality. We recognize circumstances beyond your control may cause absence from work for all or part of a day. However, excessive unauthorized absences, chronic tardiness or excessive leaving early is unacceptable.

Any tardiness, leaving early or absences cause problems for your fellow employees and your manager. When you are absent, your assigned work must be performed by others. We expect you to report to work when and where scheduled. You must notify your manager and other necessary team members in advance whenever you are unable to report or will be delayed in reporting to work.

If possible, you should give your manager no less than two (2) hours advance notice of an absence. In the event you are absent without advance notice, you must notify your manager as soon as possible. Failure to do so can lead to disciplinary action, up to and including termination. Direct communication must be made – a text message will not be considered sufficient notice. You must personally speak with the manager or supervisor on-site unless this is an impossibility (for medical reasons, e.g.). In that case, immediate family members should call and speak with the manager or supervisor. Proof of medical necessity for leave may be required.

If you fail to report for work without proper notification or satisfactory explanation to your manager and your absence is for a period of two (2) days or longer, RR will consider that you have abandoned your employment and voluntarily resigned.

**Solicitation and Distribution of Literature**

It is the intent of RR to maintain a proper business environment and prevent interference with work and inconvenience to others from solicitations and/or distribution of literature.

The following guidelines will apply throughout RR:

- Employees will not engage in any solicitation of other Employees for any purpose at any time in work areas.
- Employees will not engage in any solicitation of other Employees for any purpose in any area, while either the person doing the soliciting or the person being solicited are on working time.
- RR’s working areas may not be used as a meeting place that involves solicitation and/or distribution of literature.
- In order to maintain good customer relations and preserve the professional work environment, Employees may not wear any insignia, badge, or button on their person, nor display any insignia, badge, or button on their desk or in their work area, excluding professional designation awards.
- Only Human Resources may post information that is displayed on RR’s bulletin board.
- Trespassing, soliciting or distributing literature by non-Employee is prohibited on RR’s premises at all times.

**Smoking and E-cigarettes**

It is the intent of RR to provide all employees an environment free of the hazards of smoke. Smoking and any
related tobacco products are permitted only in those designated areas outside the building(s) and only during meal and break periods. It is your responsibility to ensure that smoking does not in any way interfere with or detract from your job performance or punctuality. Employees who abuse smoking breaks will be subject to corrective action.

E-cigarettes are battery-powered devices that are designed to mimic cigarettes by vaporizing a nicotine-laced liquid that is inhaled by the user. The use of e-cigarettes in workplaces and public places is a significant public health concern because of their unregulated constituents and the potential health impact of the vapor on users and bystanders. The use of e-cigarettes is not allowed inside our facilities.

**Business Use of Personal Vehicles**

The Company reimburses employees for business use of personal vehicles according to the guidelines set by Management. The Company retains the right to amend or terminate this policy at any time.

Employees that drive for company business must have a valid driver’s license. Employees approved to drive on Company business are required to inform their supervisor of any changes that may affect either their legal or physical ability to drive for work purposes or their continued insurability.

Employees holding jobs requiring regular driving for business as an essential job function must, as a condition of employment, be able to meet the driver approval standards of this policy at all times.

Employees who drive a vehicle on Company business must exercise due diligence to drive safely and to maintain the security of the vehicle and its contents. Employees are required to maintain the minimum personal auto insurance based on their state of residence. Employees are also responsible for any driving infractions or fines as a result of their driving.

Employees are not permitted, under any circumstances, to operate a personal vehicle for company business when any physical or mental impairment causes the employee to be unable to drive safely. Additionally, employees shall not operate any personal vehicle while on company business while using or consuming alcohol, illegal drugs or prescription medications that may affect their ability to drive. These prohibitions include circumstances in which the employee is temporarily unable to operate a vehicle safely or legally because of impairment, illness, medication or intoxication.

Cell phone use, including texting and emailing, while driving a Company vehicle or while on Company business is strongly discouraged or prohibited based on applicable state law. Drivers need to be aware when use of the cell phone is creating a distraction from safe driving and adjust their usage accordingly, including pulling off the road to continue/finish the conversation if needed. Whenever possible, drivers should complete calls while the vehicle is parked and/or use the phone in a "hands free" mode via a headset or speaker. While driving, attention to the road and safety should always take precedence over conducting business over the phone.

Violations of this policy could result in the loss of driving privileges and could put employment at risk.

**Wages**

**Payment of Wages**

RR employees are paid semi-monthly, on the fifteenth and last day of every month. The defined work week is
Sunday through Saturday. If one of the pay dates falls on a Saturday, the pay date will be changed to Friday. If one of the pay dates falls on a Sunday, the pay date will be changed to Monday.

RR does not provide pay advances or loans. Any financial transactions between employees will not be considered a RR matter. The Company will not cash checks for any reason.

It is recommended that employees arrange for direct deposit of funds to either a savings or checking account at their bank of choice. To activate direct deposit, a Direct Deposit Authorization form should be completed and returned with a voided personal check or approved supporting documentation to Human Resources. Due to banking requirements it may take some time for activation of the Direct Deposit.

The number of exemptions claimed on the federal Form W-4 or state’s Employee's Withholding Allowance Certificate affects the amount of Federal and state withholding. If an employee's marital status changes or the number of exemptions previously claimed has changed, a new federal form W-4 and state tax form must be submitted to the Payroll Department.

RR is committed to avoiding improper deductions and will act promptly to remedy any situation in which such a deduction may have been made by reimbursing the employee for any such improper deduction not later than the first payday upon which the reimbursement reasonably may be made following a timely final determination that the deduction was improper.

**Exempt** employees may have their pay reduced only in certain circumstances. RR will reimburse any exempt employee whose pay is improperly reduced. If you feel your pay has been improperly reduced, please notify Human Resources. The Company will investigate to determine whether proper compensation has been paid.

1. Employees who are absent for at least a full day because of sickness or disability will not be paid for that day unless they have earned benefits under the Company’s paid time off policy. Their pay will not be reduced if they are absent for less than a full day because of sickness or disability.

2. Employees who are absent from work at least a full day for personal reasons other than sickness or disability will not be paid for that day unless they have earned time under the Company’s PTO policy. If an employee is absent for less than a full day for personal reasons, his or her pay will not be reduced.

3. Employees who are absent from work for jury duty or attendance as a witness at a trial will have their pay reduced by the amount of payment they receive in the form of jury fees or witness fees for up to forty hours. After one week of jury pay, their pay will be reduced if the employee performs no work in a given day.

4. If an employee violates a safety rule of major significance, his or her pay may be reduced in an amount to be determined by the Company as a penalty for that violation.

5. Employees may be suspended without pay for other types of workplace misconduct, but only in full-day increments. Their pay will be reduced in an amount proportionate to the number of days suspended.

6. Employees who work less than 40 hours during their first or last week of employment will be paid a proportionate part of their full salary for the time actually worked.

**Overtime for Non-Exempt Employees**

When operating requirements or other needs cannot be met during regular work hours, employees may be scheduled to work overtime. When possible, advance notice of these mandatory assignments will be provided.

Requests for overtime of up to five (5) hours a week should be submitted to the Property Manager in the event
employees are unable to complete their tasks in order to meet a deadline. Approval from your direct supervisor, Regional Manager or Human Resources is required before any non-exempt employee works more than five (5) hours of overtime in a week. The Company provides compensation for all hours worked by non-exempt employees in accordance with state and federal law.

Please note that while your interest in working overtime is greatly appreciated, it cannot be used simply for the purpose of increased income and approval must be granted from your supervisor.

Only actual hours worked in a given workday or workweek can apply in calculating overtime. Time used for holiday, PTO or other forms of leave of absence do not count as time worked for the purpose of overtime calculation.

After a non-exempt employee has worked 40 hours in a work week, all additional time worked in that week is paid at a rate of 1.5 times the employee's hourly rate.

No manager or supervisor has the authority to require that you perform work without being paid. If anyone ever asks you to work “off the clock,” immediately notify the Executive Vice President directly. If you ever are aware of an employee working “off the clock,” immediately notify your direct supervisor, Regional Manager or Human Resources. The Company is fully committed to ensuring that every employee is paid for all hours worked. It is a violation of Company policy for a non-exempt employee to perform work without tracking his/her time and/or without the knowledge of Company management.

**Timekeeping Requirements**

Accurately recording time worked is the responsibility of every non-exempt employee. Federal and state laws require the Company 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, as well as the beginning and ending time of each meal period. They should also record the beginning and ending time of any split shift or departure from work for personal reasons. All employees should be tracking their time by using the online Time and Labor system from a designated RR computer. Any missed punches should be communicated to the Property Manager immediately so the correct adjustment(s) can be made.

Altering, falsifying, tampering with time records, or recording time on another employee's time record may result in disciplinary action, up to and including termination of employment.

It is the employees' responsibility to review and submit accurate time records. Your direct supervisor will review and approve the time record before submitting it for payroll processing.

**Work Schedules**

Your manager will inform you of your scheduled workdays and the hours you are expected to work each day. Your workweek may vary from time-to-time as staffing needs and operational demands dictate. We reserve the right to assign duties, to change starting and stopping times and total hours worked according to need.

Customer service is essential to our success, so you are expected to be in attendance and on the job ready to work at your starting time. Likewise, you are expected to work until your regularly scheduled departure time unless your manager gives you permission to leave early.

If you are unable to work or will report late, you must notify your manager personally and no later than two (2)
hours prior to your regular starting time. It is not acceptable to only leave a message or send a text. It will not be acceptable to have another party call for you unless it is impossible for you to call personally.

**Maintenance On-Call Policy**

At times, employees will be “on call” to perform required duties at their property during evenings or weekends. While on call, you may engage in normal private activities, as long as you do not do anything that would impair your ability to drive or perform your job duties if you receive a call. It is your responsibility to use a cell phone and leave sufficient word that you can be reached if necessary whether at home or elsewhere. You must respond to all maintenance requests while on-call within 30 minutes to a resident.

Employee hourly pay will start when they arrive at the property. Employee pay will end when the job is completed. Employees do not charge for travel time back home. No mileage will be paid. At properties where employees rotate the on-call responsibilities between the maintenance staff, employees will receive $50.00 weekly. It is the employee’s responsibility to add any time worked appropriately to timesheets and work records. Responding to maintenance calls while on call does not immediately guarantee an employee of overtime. Overtime will be paid in accordance with the applicable state and federal laws.

**Calls to Respond To**

- Any heating or A/C calls
- One toilet stopped up, in one bathroom floor plans only
- Water leaks, toilet or otherwise
- Floods, No power, Fire, Electrical Problems
- Any security issues, including secure closure of the unit
- Ex: Refrigerator, Stove, Disposal, Lockouts

**Bonus / Commissions Incentives**

Bonus/commission incentives are discretionary and based on the achievement of defined objectives, within a specified time period and upon the approval of your direct supervisor, Regional Manager or Human Resources. All bonus/commission incentives are discretionary and may vary by position and location. The direct supervisor, Regional Manager or Human Resources must approve a bonus or commission before it will be paid out to the employee. The Company may require back up documentation to be submitted with all commission and bonus requests which will be reviewed as per Company policy in order to determine eligibility for the commission or bonus payment. The policy and procedure for the commission and bonus program is subject to change at any time during your employment with RR. Failure to submit or provide documentation per policy could result in forfeiture of bonus.

In order to receive these discretionary bonuses/commissions at termination, the employee must be currently employed when the checks are distributed and they must be considered in good standing at the time of check disbursement. Good standing is defined as an employee that has given proper notice and has not had a written corrective action in the previous 90 days. Money owed to RR because of theft, unreturned property, or negative PTO balances may be deducted from earned bonuses/commissions and final pay. This is outlined in the signed Employee Handbook Acknowledgement.

**Safety and Health**
Security/Workplace Violence

RR has developed guidelines to help maintain a secure workplace. Be aware of persons loitering for no reason in parking areas, walkways, entrances and exits, and service areas. Report any suspicious persons or activities to security personnel, if applicable. Secure your desk or office at the end of the day. When called away from your work area for an extended length of time, do not leave valuable and/or personal articles in or around your workstation that may be accessible. This includes resident files and personnel information. The security of facilities as well as the welfare of our employees depends upon the alertness and sensitivity of every individual to potential security risks. You should immediately notify your supervisor when unknown persons are acting in a suspicious manner in or around the facilities, or when keys, security passes, or identification badges are missing.

Emergency Situations

If there is an emergency at a property, notify direct supervisor, Regional Manager or Human Resources immediately. An emergency may include, but not limited to, any of the following:

- Fire/hazardous situation
- Workplace accident
- A situation involving a resident’s safety
- Any employee is missing and unaccounted for at any time
- Arrival of any government official requesting information from the staff regarding any topic.

By contacting direct supervisor, Regional Manager or Human Resources, they can assist you in determining the next course of action, depending upon the situation. All properties have a contact listing of Regional Managers and Corporate team members for easy access.

Safety

All employees are responsible for their own safety, as well as that of others in the workplace. To help us maintain a safe workplace, everyone must be safety-conscious at all times. Employees must report all work-related injuries or illnesses immediately to their manager.

The Company provides information to employees about workplace safety and health issues through regular internal communication channels such as manager-employee meetings, bulletin board postings, emails, or other written communications.

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 direct supervisor, Regional Manager or Human Resources. 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 their 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. In the case of accidents that result in injury, regardless of how insignificant the injury may appear, employees should immediately notify their supervisor. Such reports are necessary to comply with laws and initiate insurance and workers’ compensation benefits procedures.
As a reminder, what follows are some general safety guidelines:

- Learn and understand every aspect of your job;
- Know the location of fire alarm boxes at your workplace;
- Promptly record and bring to the attention of your supervisor unsafe areas (such as slippery floors, things left in hallways, etc.);
- Do not attempt to work with defective equipment, and bring such matter to the attention of your supervisor immediately;
- Please note all proper methods for lifting, and adhere to them strictly;
- Please wear all proper safety equipment (i.e. safety glasses, safety shoes, etc.). This includes leather gloves when moving appliances and/or trashing apartments to prevent cuts and puncture wounds, as well as goggles when working with pool chemicals, using the key machine or any type of drilling tool to prevent irritants in the eye.
- Clothing or accessories that could potentially create a safety hazard, such as loose fitting headwear or jewelry, may need to be changed upon management’s request.

**Weapons in the Workplace**

Our company prohibits the wearing, transporting, storage, or presence of firearms or other dangerous weapons on our premises and anywhere company business is conducted (and on our property in states that allow employers to prohibit the presence of firearms on company property.) Any employee in possession of a firearm or other weapon within our premises or while otherwise fulfilling job responsibilities will face disciplinary action including termination.

Possession of a valid concealed weapons permit authorized by the state is not an exemption under this policy. To the extent allowed by law, RR prohibits clients or visitors from carrying weapons in our facilities or on our property. Firearms or other dangerous weapons include:

- Any device from which a projectile may be fired by an explosive;
- Any simulated firearm operated by gas or compressed air;
- Slingshots;
- Guns;
- Sand clubs or any instrument that can be used as a club and poses a reasonable risk of injury
- Metal knuckles; and
- Any spring-blade knives that open or are ejected open by an outward, downward thrust or movement.

Management or security personnel should be notified immediately if any staff member, client, or visitor is found with a firearm or other dangerous weapon in violation of this policy. Local law enforcement will be called promptly, if necessary, to help handle a situation.
Inclement Weather/Natural Disasters

RR, by nature of the industry, will remain open in all but the most extreme circumstances. Unless an emergency closing is announced, all employees are expected to report to work. However, all employees are urged to use their own discretion in deciding whether they can commute safely to work. When an emergency closing has not been declared, employees who do not report to work because of inclement weather or unsafe conditions must notify their immediate supervisor as soon as possible.

Only the Executive Vice President or her designee has the authorization to close operations due to emergency circumstances. If severe weather conditions develop during working hours, nonessential employees may be allowed to leave work early. If RR is officially closed, essential functions must be maintained and essential staff must report to work, unless otherwise instructed. Your supervisor will notify you if you must report.

Non-exempt employees will be paid for hours worked. They can use earned and available PTO to cover time not worked due to inclement weather. If they have exhausted all PTO, any hours not worked will not be paid. If an employee spends the night at his or her work location due to extreme weather conditions, and at the request of Management, he or she will be paid up to eight hours for time worked.

Termination

Employment References

All requests for employment references or verifications must be directed to Human Resources. No other manager or employee is authorized to release references for current or former employees.

By policy, RR discloses only the dates of employment and the title of the last position held of former employees. If you authorize the disclosure in writing, the Company also will inform prospective employers of the amount of salary or wage you last earned.

Voluntary Termination

Voluntary termination results when an employee voluntarily resigns his or her employment with RR. All Company-owned property, including vehicles, uniforms, keys, phones, PDA’s, equipment and instruments, software, credit cards, and all manuals and other proprietary material, must be returned immediately upon termination of employment.

We request that you give a minimum of two-week written notice of your intent to resign or retire. If an employee is scheduled to work out the full two week period, they are required to report to work daily and are not eligible to use PTO time during this period. Unused and earned Paid Time Off will be paid to employees that have been employed for 90+ days and are in good standing when they leave the Company.

RR reserves the right to have you leave work immediately upon receipt of your notice of resignation and is not obligated to compensate you for your notice period unless required by state law. Your final pay will be available on the next scheduled payday, or as required by state law and may be subject to return of all Company property. In the event a departing employee owes any money to the Company, under any circumstances, such funds may be withheld from the final paycheck, consistent with applicable law.

If any Company property in your possession is lost or stolen, the cost of replacing such property may be deducted from your final paycheck, in accordance with applicable law. Medical, dental and vision benefits terminate at the
end of the month of your separation date.

**Involuntary Termination**

Voluntary termination results when an employee voluntarily resigns his or her employment at RR or fails to report to work for two consecutively scheduled workdays without proper notice or satisfactory explanation to, or approval by, his or her manager. All Company-owned property, including vehicles, uniforms, keys, phones, PDA’s, equipment and instruments, software, credit cards, and all manuals and other proprietary material, must be returned immediately upon termination of employment.

Your final pay will be available on the next scheduled payday, or as required by state law and may be subject to return of all Company property, including uniforms. Unused and earned Paid Time Off will be paid to employees that have been employed for 90+ days and are in good standing when they leave the Company. In the event a departing employee owes any money to the Company, under any circumstances, such funds may be withheld from the final paycheck, consistent with applicable law.

If any Company property in your possession is lost or stolen, the cost of replacing such property may be deducted from your final paycheck, in accordance with applicable law. Medical, dental and vision benefits terminate at the end of the month following your separation date.

**Rehire**

For separations of 90 days or more, the rehire will be required to complete the Pre-Employment Process including background and drug screening. Employees rehired within twelve (12) months of a prior voluntary termination may be eligible to resume benefits on the first of the month after hire date, including the accrual rate for PTO time, to which they are entitled during previous employment, except where the carrier prohibits resumption of benefits. Employees who were previously (involuntarily) terminated from RR, or who did not leave the Company in good standing, will not be eligible for rehire.
Acknowledgment of Employee Handbook’s Receipt and Use

I have received my copy of the Company’s Employee Handbook. I understand and agree that it is my responsibility to read and familiarize myself with the policies and procedures contained in the handbook, including the policies relating to equal employment opportunity, anti-discrimination and anti-harassment.

I understand that except for employment at-will status, any and all policies or practices can be changed at any time by the Company. RR reserves the right to change my hours, wages, and working conditions at any time. I understand and agree that other than the Executive Vice President of RR, no manager or representative of the Company has authority to enter into any agreement, express or implied, for employment for any specific period of time, or to make any agreement for employment other than at-will; only the Executive Vice President has the authority to make any such agreement and then only in writing, signed by the Executive Vice President.

In connection with my employment as an employee of RR, I acknowledge and agree from time to time RR or an independent consulting firm may monitor my sales presentation(s) for the purposes of evaluating my performance, skills, effectiveness and other aspects. I acknowledge that such an evaluation may be done in the form of personal interviews, or “shopping” whereby employers or agents of consulting firms may pose as my customers. I hereby specifically consent to any such interview or shopping, and the recording thereof by audio and/or video means. I further consent to anyone listening or looking at the recording and to any evaluation therewith. I hereby waive any claim against RR or any independent consulting company, which is engaged to perform such evaluations. I agree to indemnify and hold harmless RR and any consulting company from any claims I may have in connection with any such evaluation.

I further acknowledge that the Company has a right to monitor my use of the computer, email and phone and I have no “right to privacy” when using Company equipment. I understand that if I violate the company’s policies regarding the use of Company property, Internet, email and phone as explained in this handbook that I may be subject to disciplinary action, up to and including termination. I also agree that if I owe RR money because of theft, negative PTO balances, rental shortages or unreturned property, RR will deduct the owed value from final pay and discretionary bonuses/commissions if necessary and subject to state laws.

I agree it is my responsibility to speak up if I have concerns about the Company’s policies. And I understand the reporting procedure includes my direct supervisor, Regional Manager or Human Resources if I do have a concern. I acknowledge I had the opportunity to ask questions and understand that if I have any future questions about these policies I can also direct those to the above mentioned members of Management or Human Resources.

My signature certifies that I understand that the foregoing agreement on at-will status is the sole and entire agreement between the Company and me concerning the duration of my employment and the circumstances under which my employment may be terminated. It supersedes all prior agreements, understandings, and representations concerning my employment with RR.

Employee Name: _____________________________________

Employee’s Signature: _____________________________________

Date: _____________________________________