



Employee Handbook

2024 UPDATE

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Welcome to TEAM Management, LLC.

We are pleased to have you join our TEAM and hope you will find your work with our Company both personally satisfying and professionally rewarding.

Good working relationships are built on a mutual understanding of expectations. This handbook is designed to communicate the Company's standards and expectations to all TEAM employees.

In addition to explaining the policies of the Company, this handbook also provides a general overview of the benefits and privileges enjoyed by eligible employees. For questions or clarifications on any of the benefit programs, please consult with your immediate supervisor.

We look forward to working TOGETHER.

Sincerely,

Susan Kissinger
President

COMPANY MISSION

At TEAM Management we believe that above all else, our business should be based on respect.

Respect for our clients.

Respect for our clients' tenants.

Respect for our staff.

As managers, our role is to provide complete and effective management services for our clients' properties in the same manner we would if we were the actual owner of the property.

The experienced and professional staff at TEAM Management offers a hands-on approach to financial and physical management designed to maximize property value.

INTRODUCTION

This handbook is intended to provide a general overview of our employment policies and procedures. Due to the dynamic nature of our business, these policies and guidelines are subject to change at any time, with or without notice.

You should understand that neither this handbook nor any rules, regulations, or policies contained in this handbook or otherwise explained to you constitute an employment contract. You are to be aware of and understand the fact that you must conform to the rules, regulations and policies of the Company, and that the employment relationship is on an “at-will” basis that can be terminated either with or without cause, either with or without notice, at any time, at the option of either you or the Company. No supervisor or other representative of TEAM Management, LLC, except the President, has the authority to enter into an agreement for employment for any specified period of time or to make any agreement contrary to this rule.

The Company’s success depends on clearly defined goals and commitment to the activities specifically designed to meet these goals. As a result, it is necessary to establish procedures that must be followed and a method to monitor these procedures, so we know if we are on the right track. It is the responsibility of each of us to learn, understand, and adhere to these policies so we can provide prompt, accurate and courteous service to our customers, clients and each other, while achieving personal success in the process.

At times, Company employees may request specific clarification or interpretation of the policies and guidelines contained in this handbook. Clarification or interpretations will be provided in writing and distributed to employees as an addendum to this manual.

Section One –
EMPLOYMENT PRACTICES

EMPLOYMENT PRACTICES

Equal Employment Opportunity Policy

It is the policy of TEAM Management, LLC, to implement affirmatively equal opportunity to all qualified employees and applicants for employment, without regard to race, creed, religion, color, sex, age, national origin, veteran status, physical or mental condition or pregnancy or any other disability, and positive action shall be taken to ensure the fulfillment of this policy. All employment and promotion decisions will be based on valid job requirements and will be made in accordance with the principles of Local, State and Federal Equal Employment Opportunity Laws.

Employment Eligibility Verification Process (I-9)

The Immigration Reform and Control Act of 1986 requires the Company to verify and document both the identity and employment eligibility of all persons hired after November 6, 1986. You are presented an I-9 form to complete and attest you are eligible for employment. The Company is required to examine documentation presented by establishing identity and employment eligibility. Typically, a driver's license and a social security card are used as documentation, although the I-9 form lists other acceptable documentation. The I-9 form will be placed in an I-9 file and retained for the longer of three years or one year after your employment ends.

Non-Discriminatory Rental and Leasing Practices

TEAM Management, LLC, specifically and unequivocally enforces and practices Local, State and Federal statutes pertaining to non-discriminatory rental practices. The Fair Housing Amendments Act of 1988 makes discrimination based on race, color, religion, sex, disability, family status, or national origin illegal in connection with the rental of housing.

The Federal Equal Credit Opportunity Act prohibits creditors, including landlords, from discrimination against credit applicants on the basis of sex or marital status. Any employee who violates these policies and who is found to discriminate in any way will be immediately terminated. In addition, please be aware that you as an individual could be personally liable and face civil and monetary damages in the event you are sued and found to discriminate.

Sexual Harassment Policy

TEAM Management, LLC, holds a “zero” tolerance policy towards sexual harassment. This means any reports or awareness of sexual harassment will be immediately addressed.

Sexual harassment is defined as any unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature that is offensive to an employee constitutes sexual harassment; when submission to or rejection of this conduct explicitly or implicitly interferes with an individual’s employment, performance, or creates an intimidating, hostile or offensive work environment.

If you have reason to believe that you are the victim of harassment, you should promptly report the facts of the incident to your supervisor or to executive management. An immediate, confidential investigation will be conducted, and appropriate corrective action will be taken where it is warranted.

Substance Abuse Control Policy

TEAM is committed to maintaining a drug-free workplace for its employees. It is Company policy to strictly prohibit the unlawful manufacture, distribution, possession, or use of a controlled substance in our workplace. This policy prohibits working under the influence of an illegal drug or unauthorized controlled substance, including alcohol. Violations of this policy will result in severe disciplinary action, including discharge.

If you become aware of another employee selling, purchasing, transferring, or using drugs while on the job, you are expected to take prompt action to report the circumstances to your supervisor.

No employee is permitted to pick up, provide monetary donation or serve alcohol at resident social functions.

Safety Guidelines

TEAM is committed to maintaining the highest standard of safety in the workplace. As an employee, you are expected to exercise caution and safety in all of your work activities. Report any unsafe conditions to your supervisor immediately.

In the interest of maintaining a safe and healthy work environment, your supervisor should be informed of any physical or mental limitations that would restrict your ability to perform your job. If there is a reason to believe that you are not fully capable of performing your job in a safe, thorough, and efficient manner, the Company reserves the right to ask you to take a physical examination at the Company’s expense, or to provide a doctor’s statement of your condition and limitations, if any, as a condition of continued employment.

Accidents

All accidents occurring on the job must be reported at once to your immediate supervisor. If you are involved in an accident, you are to complete the “Employers First Report of Injury” form including: report time, location, incident, nature of injury, and indicate if there are witnesses. TEAM will not process any accident claims without proper completion of such form. You are expected to cooperate in supplying all the necessary information needed to complete the “Employers First Report of Injury” form.

Work Environment/Ergonomics

TEAM is dedicated to “fitting the job to the worker’s needs,” otherwise known as Ergonomics. The effective fit of job and worker helps to ensure increased productivity, avoidance of illness and injury risks, and increased satisfaction among the workforces.

It is the employee’s responsibility to inform their supervisory immediately if he/she demonstrates signs of any ergonomic problems. Such problems include disorders of muscles, nerves, tendons, ligaments, joints, cartilage, or spinal disc related directly to their job and working environment. Ergonomic disorders do not include any workers compensation claims due to injuries on the job nor does it relate to any injuries outside of the working environment.

TEAM has the right to evaluate and determine if an ergonomic problem exists upon request of the employee. TEAM Management is not responsible for satisfying an ergonomic problem unless requested by an employee.

Employee Records

A personnel file is maintained for each employee. To keep vital information current, it is each employee’s responsibility to notify his/her supervisor of any changes in file information. The contents of each employee’s personnel file are considered to be privileged and confidential.

Any employee may inspect the contents of his/her personnel file by providing their immediate supervisor a 24-hour written request to inspect his/her personnel file. However, certain documents in the personnel file will not be available for inspection. These documents are those that may contain information about other associates, information about an associate’s future, planned salary increases, promotions, or job changes, information that may be confidential as a matter of company policy, such as salary range, and pre-employment references. Personnel files must be reviewed in the presence of an employee’s supervisor.

Improper Payments (kickbacks)

Kickbacks, fees, commissions, or any form of “bribes” intended to induce or reward favorable decisions and actions are unacceptable and prohibited. This prohibition applies both to the giving and the receiving of payments or gifts. No employee may, in violation of any law, pay or offer to pay or give anything of value to a customer, governmental entity, or political party, to induce or reward favorable action in any business transaction or governmental matter. In addition, employees are not allowed to accept such payments. Full and prompt disclosure must be made to your immediate supervisor for any gifts received. Gifts shall be immediately turned over to the Company. It will become property of the Company. The Company will make the decision as to how the gift will be distributed.

Outside Activities

For all business relationships with outside individuals, companies and organizations, and for all personal undertakings, employees are expected to act in accordance with the law; consider the rights, interest, and responsibilities of the outside parties themselves; consider that employment with TEAM Management, LLC, unless expressly agreed otherwise, is full-time to protect their own reputations and the interest of the Company against actual or potential conflicting interest with outside parties; and avoid personal transactions or situations in which their own interests conflict, or might be construed to conflict, with the Company.

Conflict of Interest

No employee should use his/her position with the company or information acquired during employment in a manner that may create a conflict, or the appearance of a conflict, between the employee’s personal interests and those of the Company.

If an employee has any reason to believe there may be a conflict of interest, he/she should immediately disclose the matter to an immediate supervisor or a person on the Executive Staff team.

Employment Procedures

Application: Individuals considered for positions with the Company are required to complete an Application for Employment. Applicants will be required to provide authorization to verify information contained in applications. If at any time any information is found to be false or deliberately misleading, disciplinary action, including discharge may result. All information is kept confidential.

Skill testing: The Company may use job-oriented testing as a guide for employment, promotion, and job transfer. Any tests required will be explained to you in advance.

Drug Testing: The Company may use drug testing from time to time in accordance with Local, State and Federal Laws. Any tests required will be explained to you in advance.

Work Hours

The normal work week is forty (40) hours. The workday starting and ending time will be set by your supervisor. You are expected to be ready to start work at the designated starting time. If you are an exempt employee, you can be expected to work more than forty (40) hours on a regular basis, which may include working on Saturday, Sunday and holidays. You are not eligible for overtime pay for hours worked over forty (40) hours. If you are a non-exempt employee, you will be paid overtime for those hours in excess of forty (40) hours during the regular work week, at the rate of time and one-half your regular rate of base hourly pay. For overtime purposes, the work week starts at 12:01am Sunday and ends at midnight Saturday.

Lunch and Breaks

Lunch is 30 minutes. Supervisors will designate the lunch time. If you are unable to take lunch at the designated time, you are to notify your supervisor.

There are no formally scheduled work breaks.

Section Two –
PAY PRACTICES

PAY PRACTICES

Classification of Employees

The U.S. Department of Labor has issued regulations governing wage policies of U.S. employers. Dependent on the classification of your job responsibilities as contained in the Code of Federal Regulations, your position will be classified as “exempt” or “non-exempt”.

An exempt employee means that you are exempt from wage regulations as contained in the Fair Standards Act. Exempt employees are paid on a salaried basis and generally work a full forty (40) hour work week. Exempt employees are expected to invest sufficient time, occasionally including time in excess of normal work hours, when deemed necessary to properly fulfill job obligations. Where exempt employees are required to occasionally work additional hours in excess of 40 hours weekly there is no provision or obligation for either compensatory or overtime pay.

A non-exempt employee means that you are not exempt from wage regulations as contained in the Fair Labor Standards Act. Non-exempt employees are paid on an hourly basis at a standard rate of pay for the first forty (40) hours in any work week, regardless of the time at which those 40 hours are actually logged. To the extent a non-exempt employee works in excess of 40 hours in any week, he/she will qualify either for compensatory time off during regulatory scheduled hours (which, when netted against the actual hours logged will have the effect of reducing total hours to 40 or fewer in each and every week) or be paid at an overtime rate of 1.5 times their normal hourly rate of pay.

In addition to the exempt/non-exempt designations, you will belong to one other employment classification:

FULL-TIME: Employees who are regularly scheduled to work the Company’s full-time schedule. Generally, full-time employees are eligible for the employer’s benefit package subject to the terms, conditions, and limitations of each benefit program.

PART-TIME: Employees who are regularly scheduled to work a minimum of 20 hours per week. Part-time employees are eligible for a portion of the employer’s benefit package subject to the terms, conditions, and limitations of each benefit program.

TEMPORARY: Employees hired as interim replacements, to temporarily supplement the work force, or to assist in the completion of a specific project. Employment assignments in this category are of an unlimited and indefinite duration. Employment beyond any initially stated period does not in any way imply a change in employment status. Temporary employees retain that status until notified of a change. Only legally mandated benefits (such as Social Security and worker’s compensation insurance) are provided to temporary employees.

Performance Evaluations

Performance evaluations are generally conducted for non-exempt employees ninety (90) days subsequent to hire date. Performance evaluations are generally conducted for exempt employees six (6) months subsequent to hire date. Future performance evaluations will be held annually thereafter.

Performance review sessions provide you and your supervisor a unique opportunity to discuss goals, objectives, problems and solutions. Your salary will be reviewed at your anniversary date to determine whether an adjustment is appropriate. Depending on the nature of your job, some of the factors which may be considered in reviewing your performance include job knowledge and skills, quality of work and productivity, cooperation with supervisors and co-workers, attendance and punctuality, and the professionalism exhibited in each aspect of your job.

Recommendations for pay adjustment are based on how well you meet the performance expectations. Your rate of pay and pay increases are to be kept strictly confidential.

Pay Checks

Payday is every two weeks. Paychecks will be direct deposited to employees checking and/or savings accounts on payday. Paystubs will be delivered at the employees' direction.

If a payday falls on a holiday, a posted schedule will leave instructions as to when paychecks will be deposited.

Every attempt will be made to make certain that paychecks are correct. If you find an error with regards to your check, please see your immediate supervisor. The appropriate changes, if any, will be made on the next pay period.

Section Three –
PERFORMANCE GUIDELINES

PERFORMANCE EVALUATIONS

Personal Conduct

TEAM prides itself on the high standards of excellence embodied by our operating principles. TEAM expects every employee to personify these ideals in their dealings with persons both outside and inside the company.

Consistent with our operating principles, employees should strive to conduct all business dealings and relationships with integrity, honesty, and respect for others. You must be able to work with others, to comply with the rules and regulations of the Company, to adjust to change, and to promote the best interest of the Company. When conduct does not meet expectations, disciplinary action, which could be termination, will take place.

Fellow Associates

Please be polite at all times. Use of words – “Please,” “Thank you,” “I’m sorry,” and “Excuse me” go a long way in making other people work with you in a cooperative manner. Courtesy is required toward all employees, regardless of your own personal feelings.

Because interruptions are a distraction, try to avoid interrupting other employee’s work. Prior to interrupting someone, be sure what you need to say is important. If you must interrupt someone, wait until you are acknowledged before talking, and excuse yourself.

Professional Conduct

All employees are to maintain a professional attitude at all times. This means we give prompt, accurate, courteous service to our customers and clients as well as fellow employees.

- Maintain a pleasant and patient attitude at all times
- Have a smile in your voice as well as on your face.

We must understand that there are times when customers, clients or vendors may become upset because of circumstances beyond their control. Each employee is expected to remain calm and use professional courtesy while dealing with an upset individual.

Disciplinary Action

Employees will always be expected to conduct themselves in a manner, which is in the best interest of the Company, customers, clients and fellow employees. As previously noted, employment may be terminated at will by you or the Company at any time with or without cause and without following any system of disciplinary action. Nonetheless, the Company may choose to exercise its discretion to utilize other forms of disciplinary action that are less severe than termination in certain cases to give you advance notice, whenever possible, of problems with your performance or behavior in order to provide you an opportunity to correct the problem. Examples of such less severe forms of disciplinary action include verbal warnings, written warnings, probationary actions and demotion.

Although one or more of these steps may be taken in connection with a particular employee, no formal order or system is necessary. The Company may also terminate the employment relationship without following any particular series of steps whenever it determines, in its own discretion, that such action should occur.

Attendance and Punctuality

The Company expects you to be conscientious about attendance and punctuality at work. You are part of a TEAM, and getting the work done depends on everyone being in the right place at the right time.

If you must be late or absent, inform your supervisor no later than your scheduled starting time, indicating the reason for your absence and when you will return to work. Unless you are on an approved leave of absence, you must personally call your supervisor every day that you are late or absent.

You are also expected to return from lunch on time and be at your workstation ready to begin working. Tardiness cannot and will not be tolerated. This also includes leaving for lunch or at the end of the shift. Employees need to work "up to quitting time". Early departures cannot and will not be tolerated.

If you fail to notify the proper person when you are going to be late or absent, your absence will be considered unexcused and will be unpaid. If a supervisor does not hear from an employee for two consecutive days, it will be automatically assumed that the employee has voluntarily resigned as of the last date worked.

Unexcused absences, tardiness and early departures will also be counted as demerit points. See DEMERIT POINTS for further clarification.

Your attendance and punctuality are an important consideration when being reviewed for pay adjustment or promotion.

Transportation

Having reliable transportation to and from work is an important factor in the selection of employees. It is an employee's continuing responsibility to maintain means of transportation so it will not interfere with the ability to arrive at his/her job in a timely fashion.

Failing to arrive to work due to a transportation problem will be considered an unexcused absence.

Inclement Weather Conditions

As a service-oriented Company, TEAM Management, LLC's office will typically remain open during adverse weather conditions. You should assume that the office is open unless notified by your supervisor.

Listen to media reports and decide whether driving conditions in the area will enable you to reach the office safely and without incident. If public transportation is open and you do not arrive as scheduled, you may use a personal or vacation day. If you do not arrive and do not have any personal or vacation days available, your absence will be considered to be unexcused.

Appearance

The Company expects you to be neat and clean in your appearance and habits. Your appearance is unacceptable to the Company's general standards if it hinders or is detrimental to the public image and performance of the Company as a whole, to your own job performance or to a fellow employee's performance.

Specifically, you must maintain good personal hygiene. Hair must be kept neat, combed and clean at all times.

Proper attire for your position is required. If you are issued a uniform, you are expected to wear and maintain it. If your position does not require a uniform, you are expected to wear professional business attire.

The following is NOT considered acceptable dress: clothing with statements or writing (i.e. Miller Beer), name brands, however are acceptable (i.e. Tommy, GAP), any "see through" or lace clothing, shirts must be "appropriately buttoned," no low cut shirts or under shirts.

Appropriate dress for office staff is as follows:

Women: Business suits, dresses, blouses, skirts, dress slacks and dress sweaters, (specifically EXCLUDING casual sweaters and sweat shirts), leggings when worn with an appropriate blazer or similar over garment, polo shirt, complimentary accessories, and footwear. All skirts must be at knee level or below with nylons. Summertime will permit no nylons if dress is below the calf.

Men: Suit and tie or sport coat, dress slacks, sport shirt, polo shirt, casual slacks, and complimentary footwear.

Appropriate dress for all field staff is as follows:

Jeans, sweats, t-shirts, sweaters, polo shirts, shorts (when weather appropriate), and casual pants.

Casual Friday will be observed for office staff unless a violation occurs. General appearance guidelines, however, still apply. Office staff working in the field for the day may also observe a casual day. This is a good time to sport the TEAM “logo.”

Tattoos: As an extension of your wardrobe, please be aware that prospects and Resident’s will take note of the manner in which you accessorize your clothing. The Company reserves the right to approve or limit certain fashion practices which, in the sole opinion of TEAM Management, LLC, either misrepresent or poorly convey the professional image we strive to convey.

Identification Badges

All personnel are required to wear a company photo I.D. badge at all times. The I.D. badge must be worn visibly at all times during working hours.

Under no circumstances should you give your badge to another party, even a fellow associate. If you lose your badge, report this to your supervisor. A replacement badge will be made at your expense. This expense will be deducted from your regular paycheck.

Upon termination, the I.D. badge must be returned to your supervisor before the final paycheck will be released.

Employee Uniforms

Employee uniforms will be distributed as follows:

Field staff – five (5) t-shirts

Office staff – one (1) t-shirt

Uniform distribution will be after an employee completes continuous employment for 90 days.

Additional uniforms can be purchased. The cost of such orders will be deducted from employee's regular paycheck.

Upon termination of employment, all uniform articles must be returned to your supervisor before the final paycheck will be released.

Confidential Information

It is the Company's policy, to treat in strict confidence, all information regarding the affairs of the Company, clients, or residents, which is not already public knowledge. Employees should refrain from discussing confidential company business with outsiders and with anyone else who does not have a legitimate need to know the information. Employees should refer outside inquiries regarding the company to the persons in the company authorized to respond to the particular inquiry.

Internet Access

As a condition of providing Internet access, TEAM Management, LLC, places certain restrictions on workplace use of the Internet. To acquire information related to, or designed to facilitate the performance of regularly assigned duties and to facilitate performance of any task or project in a manner approved by TEAM Management, LLC.

TEAM has the right, but not the duty, to monitor any and all aspects of its computer system, including but not limited to, monitoring sites employees visit on the Internet, reviewing material downloaded by employees, and reviewing e-mails sent and received by employees. TEAM reserves the right to monitor the Internet system without permission or advanced notification from the employee. Therefore, violations of this policy may include disciplinary action. The measure of discipline will correspond to the gravity of the offense as weighed by its potential effect on TEAM and fellow employees.

E-mail Usage

TEAM Management, LLC, incorporates an electronic mail system to facilitate business communications. All e-mail messages are company records. The contents of e-mail may be obtained for business purposes at any time without your permission. Therefore, you should not assume that messages are confidential.

Because TEAM provides the electronic mail system to assist you in the performance of your job (if applicable), you are not permitted to use the e-mail system for personal use. Since your messages can be accessed, TEAM reserves the right to access and disclose as necessary all messages sent over its e-mail system, without regard to content. Therefore, violations of this policy may include disciplinary action. The measure of discipline will correspond to the gravity of the offense as weighed by its potential effect on TEAM and fellow employees.

Telephone Use

If you have been issued a company cell phone this is the ONLY manner of communication to be used for work.

PERSONAL CELL PHONES should only be used in case of emergency. Please keep your personal cell phone off or in vibrate mode only. If you have a personal emergency and someone needs to contact you at work give them the main office number 414 273-8326 and we transfer their call to your work cell phone so that they can reach you. If you are not available at your work cell, the front office will take a message and contact you.

This is to increase productivity in the workplace and limit distractions that may occur throughout the work day.

Smoking and Tobacco Use

The Company is committed to providing a safe and healthy environment for its residents and employees. Because we recognize the hazards caused by exposure to environmental tobacco smoke, as well as the life-threatening diseases linked to the use of all forms of tobacco, TEAM Management is a Non-Smoking, Tobacco-Free Company as of February 2019. This policy covers the smoking of any tobacco product, the use of oral tobacco products, e-cigarettes, and vapes. It applies to both employees and non-employee visitors of TEAM Management.

This policy extends to all company time and on any premises owned or contracted by TEAM Management. This includes the office, the office parking lot, apartment buildings TEAM manages, and all other rental units TEAM manages.

Business Letters

Only authorized employees are to sign letters sent out by the Company. This authority may only be delegated to you by a supervisor. When there are occasions that you feel a letter is necessary, such situations should be referred to your supervisor for his/her review and signature.

Fair Housing

You are expected to read, understand and comply with the Civil Rights Act of 1964 and the Fair Housing Laws. Your supervisor will make the regulations available to you.

Moonlighting

TEAM Management, LLC, encourages employees to take an active role in their community as long as their involvement does not adversely affect the Company or interfere with individual job performance. Full-time employees are discouraged from assuming employment outside of TEAM Management, LLC, which requires full written disclosure and which is subject to prior approval of Management. If you do obtain a second job, the following general rules apply:

- The nature and scope of the outside employment must be disclosed to your supervisor, including work schedule, job duties, and any anticipated impact the other job might have on your position at TEAM Management, LLC.
- Your working requirements at TEAM Management, LLC, including overtime must take precedence over any outside employment.
- Outside employment must not adversely affect your performance with TEAM Management, LLC.
- Outside employment must not, in any way, present a conflict of interest.

Treatment of Company Property

TEAM Management's equipment and property, including files and documents, may not be removed from the premises without prior authorization. It is your responsibility to take care of such property and immediately report any instance of damage or loss to your supervisor.

Any Company property issued to an employee for use at either the office or off the premises must be returned in good condition at supervisor's request or upon termination of employment.

Employees will be responsible for any damage or loss of Company property. This amount will be deducted from employee's regular paycheck.

Personal Property

The Company is specifically NOT responsible for the loss or damage to personal property, including any personal property used in the performance of any employee's responsibilities. We strongly recommend that you take precautionary measures to safeguard all personal valuables that you bring to work.

Section Four –
BENEFITS

BENEFITS

Benefits represent an extremely valuable component of your compensation package, and should be viewed as having considerable value to you in terms of your overall compensation.

TEAM Management, LLC, provides Employee Benefit Plans. Part-time employees are eligible for certain benefits. You should remember that length of service is the basis for several Employee Benefit Plans. Benefits will not be given to employees who are not fulfilling full or part-time hours.

Health Care Plan

All full-time employees who work at least 40 hours per week are eligible for group health insurance on the first of the month following ninety (90) days of continuous employment. The Company shares in the cost of such insurance commencing on the eligibility date. This amount is subject to modification year-to-year.

Please recognize that the insurance benefits described in this handbook are subject to change at any time due to the volatile nature of the insurance industry.

COBRA (Consolidated Omnibus Budget Reconciliation Act)

Federal law requires that most employers sponsoring group health plans offer employees and their families the opportunity for a temporary extension of health coverage (called "continuation coverage") at group rates in certain instances where coverage under the plan would otherwise end.

You have the right to choose continuation coverage under the provisions of this law if you lose group health coverage due to certain qualifying events. Qualifying events for which you or your dependents are entitled to COBRA continuation coverage include, but are not limited to, a reduction in hours of employment or the termination of employment (for reasons other than gross misconduct on your part). Health care continuation coverage should be available to you for eighteen (18) months in the case of termination or reduction of hours worked and thirty-six (36) months for all other events qualifying under the law.

Holidays

The Company observes the following holidays for all full-time employees:

New Year's Day, Martin Luther King Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. A schedule of holidays observed for the current year will be issued in the beginning of each calendar year. If a holiday falls on a day that the office is closed, the date of its observance will be at the Company's discretion.

Holidays occurring during an associate's scheduled vacation will not be counted as vacation days.

Holiday hours not worked are NOT considered hours worked for overtime purposes. You must work your scheduled day before and after the holiday in order to receive holiday pay (i.e., if you call in sick the day before or after a holiday, you will NOT be paid for the holiday). Sick pay will be paid if all terms and conditions of a sick day are met.

The Company will make reasonable attempts to accommodate employees who need time off to observe religious holidays that are not observed by the Company. Such requests should be directed to and approved by your supervisor. If approved, time off for such unlisted religious holidays can be taken as paid personal time, vacation time or leave without pay.

Time Off

All full-time employees that have consistently worked their scheduled hours, after their probationary ninety (90) days, are eligible for time off. Time off is given as follows:

Within 1st year = 40 hours*

After one year to two years = 80 hours

After three years to four years = 88 hours

After five year to six years = 96 hours

After seven years to eight years = 104 hours

After nine years to ten years = 112 hours

After eleven years to twelve years = 120 hours

After thirteen years to fourteen years = 128 hours

After fifteen years to sixteen years = 136 hours

After seventeen years to eighteen years = 144 hours

Nineteen years = 152 hours

Twenty years and beyond = 160 hours

Part-time employees working a minimum of 16 hours, are entitled to 8 hrs.

Part-time employees working a minimum of 24 hours are entitled to 16 hrs.

Part-time employees working a minimum of 32 hours are entitled to 24 hrs.

*Time off is considered an advance within the first year of employment. If employment ends prior to the one year anniversary the paid time off will be deducted from the final paycheck.

Time off starts following the probationary period ninety (90) days from date of hire and ends on the anniversary date. Time off may not be carried into the following year. You will not be paid for unused time upon termination of your employment. Furthermore, since time off is given within the first year as an advance, if termination occurs, by either party, within the first year, the time off must be paid back. This amount will be deducted from your final paycheck.

Time off may be taken after an employee has earned the time, requested the time in writing fourteen (14) days prior to time off, and has received written approval from his/her supervisor. While the Company will make every effort to accommodate an employee's request, scheduling of time off remains at the discretion of Management and is governed by the needs of the Company.

Funeral Leave

We realize you can never be compensated for the loss of a family member through death. The Company will grant funeral leave with pay subject to the following conditions:

1. Two (2) days funeral leave for the following: spouse, son, daughter, mother, father, brother and/or sister. The step-relationship is included with the above.
2. One (1) day funeral leave for the following: grandparent, grandchildren, mother-in-law, father-in-law, daughter-in-law, son-in-law, sister-in-law, brother-in-law, aunt, and/or uncle.

An employee wishing a day or partial day off to attend a funeral or service may be requested and arrange for an excused absence without pay. Travel times for out-of-town funerals will be considered individually, however are not entitled to additional paid days. This would only prevent an unexcused absence. A death notice or other documentation should be given to your Supervisor for approval of all bereavement pay.

Jury Duty

Employees are asked to inform their supervisor when they are first notified by the court and to present the summons or subpoena to their supervisor before reporting to court. You must report to work for any period in which are excused from jury duty.

Military Leave

Full-time employees will be granted time off without pay for military leave. You must notify your supervisor upon notification of military call to duty. You must also present written orders evidencing the military leave.

Education

The Company will decide what education/seminars will be attended by employees. If there is a fee involved, the Company will decide what is paid for by whom. If the Company pays for the education/seminar, the employee will be required to bring documentation of attendance. If the Company pays for the education/seminar and the employees does not attend the seminar, the employee must reimburse the Company.

Section Five –
BENEFITS REQUIRED BY LAW

BENEFITS REQUIRED BY LAW

Social Security

Each pay day, the Company deducts from the employee's pay, a tax which is paid into the Treasury of the United States Government whose intention is to provide a Retirement Fund for him/her in his/her advanced age.

Worker's Compensation Insurance

The employee is protected under the Worker's Compensation Act, which provides for hospital, medical, surgical care and income loss payments for work-related disabilities. Gross negligence on an individual's part may disqualify him or her from receiving benefits. This insurance is paid by the Company.

It is the employee's responsibility to report any Worker's Compensation related injuries immediately to their supervisor. It is also the employee's responsibility to file an incident report immediately. Worker's Compensation claims cannot be processed without proper documentation.

Section Six –
DEMERIT POINTS

DEMERIT POINTS

Demerit Points

Our employee's satisfactory attendance is an essential factor in our Company's operation. The Company is designed to run with a full staff. If you do not report for work, it places an extra burden on your fellow TEAM members. If you were not an important member, you would not be here.

The following guidelines have been developed to assist you in the understanding of good attendance:

1. If a newly hired employee accumulates three incidents of attendance infractions during their orientation period, the Company will terminate employment with the employee.
2. A progressive counseling program is outlined below:
 - 3 occurrences – verbal warning
 - 4 occurrences – written warning
 - 5 occurrences – written warning and counseling session
 - 6 occurrences – termination of employment

Unexcused absences count as 1 occurrence (or demerit point)

Tardiness, as well as leaving a shift before the scheduled time count as ½ occurrence (or demerit point). Tardiness, even one (1) minute late is considered tardy. As an employee, you are expected to be to work on time.

Excused absences (providing that proper documentation has been submitted):

1. Military leave
2. Jury duty
3. Authorized medical leave
4. Authorized education program
5. Other leaves covered by State and Federal law

If an employee consecutively works for a ninety (90) day period, arrives to work on time and does not have any unexcused absences, one previously accumulated demerit will be waived.

TEAM reserves the right to incorporate the above attendance policy when evaluating and calculating the employee's wage review. TEAM also reserves the right to at any time, based on consistent attendance problems, terminate or implement any disciplinary programs approved by the Executive Staff.

Section Seven –
LEAVING THE COMPANY

LEAVING THE COMPANY

Termination Requirements

The Company requests the resignations are given in writing as follows:

Exempt employees – thirty (30) days

Non-exempt employees – two (2) weeks

Your resignation will be considered to be unsatisfactory if the above-terms are not met. Furthermore, you will not be eligible for rehire.

Involuntary Termination

If an involuntary termination occurs, TEAM requires you to immediately relinquish all company property and to make sure you have gathered and removed all personal belongings before leaving the building.

TEAM reserves the right to supervise your gathering of personal belongings as to protect all confidential material in the building. Once company property has been relinquished and all personal belongings gathered, the employee will be escorted out of the building.

If you forget any personal items, you will need to set up an appointment in which to retrieve such items. TEAM reserves the right to determine the length of time, if any, in which personal items will be held, at which time items will be discarded.

Final Pay

Pay includes pay for work performed through the last hour worked.

Pay shall be reduced by any of the following:

- Required legal deductions
- Authorized deductions (i.e. rent, education, etc.)
- Insurance premiums, if due that payroll period
- Pre-arranged deductions for company property not returned
- Advance vacation pay

Termination paychecks are normally made available on the next regular payday following the date of termination. Such checks are issued through normal payroll procedures.

References

TEAM will provide only dates of employment when providing employment reference checks. This information will solely be given out by the Executive Staff.

Letters of Recommendation

Letters of recommendation will be given out at the discretion of your immediate supervisor. Each supervisor and Executive Staff reserves the right to refuse, without reason or cause, any requests for letters of recommendation. The Executive Staff may override any denials made by the immediate supervisor if necessary.

Future Notices

To ensure that you receive your final W-2 form, be sure to keep your mailing address up-to-date with TEAM Management, LLC.

Section Eight –
CLOSING

CLOSING

All employees should have a complete understanding of the policy guide. If you are unclear about what you have read, please see your supervisor for clarification.

In addition to understanding the Employee Handbook, employees should read and understand the general procedure guide. TEAM requests every employee to sign the Employee Handbook / Best Practices Understanding form which will be stored in your personnel file.

Once again, welcome to our TEAM. We wish you the best of success with your career in Property Management.

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I, _____, have received a copy of the Employee Handbook.

I hereby acknowledge receipt of the employee handbook of TEAM Management, LLC and have read it and will comply with it and any other rules and policies of the Company. I understand that the handbook and all other written and oral material provided to me are intended for information purposes only. Neither it, Company practices nor other communications create an employment contract or term. I understand that the policies and benefits in the handbook, and others communicated to me in any fashion, are subject to interpretation, review and change by management at any time without notice.

I further agree that neither this document nor any other communication shall bind TEAM Management, LLC to employ me now or hereafter, and that my employment may be terminated by me or the Company without notice at any time. I further agree that, if my employment is terminated by TEAM Management, LLC, it can be done without liability to me for wages or salary except such as may have been earned at the time of termination.

I understand that if I have questions with regard to the information contained in this book to discuss it with my supervisor.

Employee signature

Date