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. Tattoos are not considered a complimentary addition to professional work attire. Tattoos must be fully covered with appropriate business attire during work hours.

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.